



# Vendor News

For Michigan Store Owners, Managers, and Cashiers

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### WIC Vendor Training Sessions

Mandatory group training sessions are being scheduled for various areas throughout Michigan. Training notifications are being mailed via UPS verified delivery. If you receive a training notice, you are required to attend. The training notice will contain the date, time and location of the group training session in your area. Training notifications will be sent out about two weeks prior to your scheduled training session.

At least one representative from each store is **REQUIRED** to attend the training session. Failure to attend the required group training session may result in termination from the WIC Program.

### Who Do I Call if I Need Help With ...

Often times, the WIC Program receives calls from vendors requesting help with their WIC EBT point of sale equipment in addition to various other issues. Please refer to the phone numbers below for assistance concerning these various issues.

**Stand Alone Point Of Sale Equipment** – For assistance with or questions about the stand alone point-of-sale equipment or system problems, call the Conduent (formerly Xerox) Vendor Help Desk at 1-888-529-1693. Be sure to identify yourself as a Michigan WIC vendor and provide your store information. Please save any ticket number you are provided by the help desk representative.

**Integrated Cash Register Systems** – If you do not use a stand alone point-of-sale system, then your store is using an integrated cash register system. For assistance with or questions about your Integrated system, you should first contact your in-house IT staff.

**Fraud or Abuse** – To report fraud or abuse, call 1-800-CALL-WIC (225-5942). You do not have to leave your name, but please provide as much detail about the situation as possible.

**General Questions** – For general questions about WIC Program policies and procedures, contact your WIC Vendor Analyst directly or call 517-335-8937.

### Split Tender – Alternate Forms of Payment for Fresh Fruits and Vegetables

Should the total of fresh fruits and vegetables exceed the dollar amount available on the customer's WIC EBT card, vendors must offer the WIC customer the opportunity to pay the difference using an alternate form of payment or return some products. This alternate tender can be whatever the vendor accepts and the participant decides to use (i.e., cash, check, Food Stamp Bridge Card, credit or debit card).

## **New Gerber Infant Foods Packaging**

Gerber recently began transitioning their infant food products to new blue packaging. This package change will affect the entire Gerber product line. Products in both the current and the new product labels are WIC approved.



## **New Gerber 2-Pack 2 oz. Infant Fruit and Infant Vegetable Tubs Coming Soon**

Gerber will begin offering 2-pack 2 oz. tubs (totaling 4 oz. per 2-pack) of infant fruits and infant vegetables. These new Gerber products will be WIC approved in addition to the existing WIC approved Gerber 2-pack 4 oz. tubs (totaling 8 oz. per 2-pack). As a reminder, 2-packs may NOT be separated and sold as a single unit. The 2-packs must be sold as a 2-pack only.

Additionally, for WIC vendor minimum stock purposes, each of these new 2-pack 2 oz. tubs will only count as one unit toward your 72 unit minimum total.

## **Spartan Brand Transitioning To Our Family Brand**

SpartanNash Company recently began transitioning Spartan brand products to the Our Family brand. This transition will continue through early 2018. While many Spartan brand products are currently WIC approved, it is important to note there may be products in certain food categories that will not automatically be WIC approved upon transition to the Our Family label. The Our Family product UPCs that are WIC approved will scan and can be processed as usual. However, you should always scan an item with your point-of-sale machine or integrated cash register system to determine whether or not a product is WIC approved. See related article below regarding Our Family 16 oz. whole grain white bread.

## **Our Family 16 oz. Whole Grain White Bread Not WIC Approved**

SpartanNash Company has replaced Spartan brand 16 oz. whole grain white bread with Our Family brand 16 oz. whole grain white bread. However, Our Family 16 oz. whole grain white bread is not currently WIC approved. As previously mentioned, some Spartan brand products will not automatically be WIC approved upon transition to the Our Family label. Vendors previously stocking Spartan brand 16 oz. whole grain white bread to meet WIC minimum stock requirements will need to obtain replacement WIC authorized breads or tortillas. See pages 6-9 of the WIC Food Guide for available allowed brands.

As a reminder, the WIC vendor minimum stock requirement for bread is six 16 oz. loaves of whole grain bread and/or 16 oz. packages of tortillas.

## **Purchasing Infant Formula for Resale to WIC Customers**

Important reminder – the Michigan WIC Program requires that all WIC authorized vendors **MUST only purchase infant formula from wholesalers, distributors, and retailers licensed by the Michigan Department of Agriculture and Rural Development (MDARD) or from infant formula manufacturers registered with the Food and Drug Administration.**

As online food sales are becoming more popular, please remember that all of the requirements for purchasing infant formula for resale to WIC customers still apply to online purchases. The seller must be licensed by the Michigan Department of Agriculture and Rural Development or registered with the Food and Drug Administration. Further, purchase records must also meet all the technical requirements in Section IV, page 7 of your WIC Vendor Contract.

MDARD is available to answer any questions as to whether a wholesaler, distributor, or retailer is properly licensed or general questions you may have regarding licensing requirements and procedures. You may contact the MDARD in a variety of ways:

- Contact by phone: 1-800-292-3939
- Contact by e-mail: [mda-info@michigan.gov](mailto:mda-info@michigan.gov)
- Website: <http://michigan.gov/mdard>
- Find a Licensed Michigan Business: [MDARD Licensing, Certification and Registration](#)

If you are unable to confirm MDARD licensure status or have any questions regarding this requirement, please call the WIC Vendor Relations Unit at 517-335-8937. This line will be answered by a live person from 8:00am – 5:00pm Monday through Friday.

**Also, you must retain all purchase records, receipts, and invoices for WIC approved foods for at least three (3) years.**

Requirements for inventory and purchase records can be found on Page 7, Section IV of your WIC Vendor Contract. These requirements will be strictly enforced and inventory records not meeting them will not be accepted. Accordingly, it is strongly suggested that WIC vendors provide their infant formula suppliers with a copy of these requirements.

If you have any questions about any of these policies, please call the WIC Program at 517-335-8937 or visit our website at [www.michigan.gov/wic](http://www.michigan.gov/wic).

### **Infant Formula Manufacturers Registered with the FDA**

Mead Johnson  
Mead Johnson Nutritionals  
2400 West Lloyd Expressway  
Evansville, IN 47721

Abbott Laboratories  
Abbott Nutrition  
3300 Stelzer Road  
Columbus, OH 43219

Nestle USA  
Nestle Infant Nutrition  
12 Vreeland Road Box 697  
Florham Park, NJ 07932

Nutricia North America\*  
*(Formerly Scientific Hospital Supplies (SHS) North America)*  
Nutricia North America  
9900 Belward Campus Drive Suite 100  
Rockville, MD 20850

\*SHS International, based in the UK, manufacturers most of Nutricia North America Products. Nutricia North America distributes the products in the US

## **State of Michigan Ethics Act**

All State of Michigan employees must adhere to state law regulating standards of conduct. Section 15.342(4) of Public Act 196 of 1973, prohibits state employees from accepting gifts, goods, or anything of value. As a reminder, please do not offer any item, regardless of value, to an employee of the WIC Program while they are performing official duties at your store.

## **Introduction to WIC and Vendor Training Video**

The WIC Program strongly encourages all officers, owners, managers, cashiers or any new or current employee involved with WIC at your store to review the WIC training DVD sent out last fall. The entire contents of the training DVD can also be viewed online at the website below.

<https://youtu.be/4TBXkE9449o>

## **Changes of Ownership or Changes in Shareholders/Stockholders**

Reminder: In accordance with Section XI of your WIC Vendor Contract, WIC authorization is **not** transferrable to a new owner. You must contact the WIC Program immediately if there is or will be a change of ownership. Once the store has changed ownership, the store is no longer authorized to accept WIC transactions until a contract is written between the Department and the new owner.

If there is or will be a change of shareholders or stockholders, you must contact the WIC Program in order for the change to be evaluated. In some cases, a change of shareholders or stockholders is considered a change of ownership and may result in temporary disruption of your ability to process WIC EBT transactions.

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Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination; complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410;
- (2) Fax: (202) 690-7442; or (3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

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