

4.0 Vendor Training

Effective Date: 07-01-2021

4.02 Initial Training of New Vendors

PURPOSE: To describe the requirements and content of pre-authorization trainings for Vendor applicants.

A. POLICY

1. Completion of an on-site training is required prior to authorization of a WIC Vendor applicant.
2. The initial training session will take place during the pre-authorization site visit after applicant eligibility is confirmed. (See Policy 2.01 Vendor Applications & Authorization.)
3. The training must be attended by the owner(s) and/or designated store representative(s). Training attendees are then responsible for training store managers, cashiers, and other employees not in attendance.
4. The initial training during the pre-authorization site visit will include:
 - a. An explanation of the WIC Program and its purpose. (See Policy 1.02 Overview of the WIC Program.)
 - b. A description of current WIC-approved foods and minimum stock requirements. (See Exhibit 2.02A WIC Vendor Minimum Stock Requirements.)
 - c. The requirement that Vendors obtain infant formula only from sources licensed by the Michigan Department of Agriculture and Rural Development (MDARD) or the Food and Drug Administration (FDA).
 - d. An explanation and description of the process for transacting and redeeming WIC benefits.
 - e. The Department's policies and procedures regarding the use of incentive items.
 - f. A review of the Vendor Contract provisions, including Vendor responsibilities. (See Exhibit 2.05A WIC Vendor Contract and 2.05B WIC Pharmacy Vendor Contract.)
 - g. An explanation of the Vendor Sanction Policy and appeals procedures. (See Policy 7.0 Vendor Appeals and Exhibit 6.01A WIC Vendor Sanction Schedule.)
 - h. A review of the Vendor complaint process. (See Exhibit 5.06A Vendor Complaint Form.)

- i. A description of procedures for appealing a denied payment or a claim.
 - j. An overview of the requirement to allow the Department to monitor the store.
 - k. A reminder of the Vendor's responsibility for training employees and being held responsible for their actions.
 - l. Additional program policies, as appropriate.
5. Upon successful completion of the pre-authorization site visit and training, the Department will provide the Vendor with the following materials:
 - a. [Michigan WIC Food Guide](#);
 - b. List of mandatory minimum stock. (See Exhibit 2.02A WIC Vendor Minimum Stock Requirements);
 - c. A supply of WIC "Shelf Talkers;"
 - d. "WIC Accepted Here" Window Decal; and
 - e. [WIC Vendor Handbook](#).
6. The Department shall document the outcome of the pre-authorization site visit and training in the applicant's Vendor file. (See Exhibit 2.01D Pre-authorization Report, 2.01E Quality Exception Pre-authorization Report, and 2.01F Pharmacy Pre-authorization Report.)
7. If the new WIC Vendor applicant fails to participate in the initial training session, as scheduled, the Department shall deny the Vendor's application for authorization and no further action will be taken. (See Policy 2.01 Vendor Applications & Authorization and 2.05 Application Determination & Contract Execution and Exhibit 2.01B WIC Vendor Application and 2.01C WIC Pharmacy Vendor Application.)

References:

[7 CFR Part 246.12](#) (f) (g) (h) (i)

Cross-References:

[1.02 Overview of the WIC Program](#)
[2.01 Vendor Applications & Authorization](#)
[2.05 Application Determination & Contract Execution](#)
[7.0 Vendor Appeals](#)

Exhibits:

[2.01B WIC Vendor Application](#)
[2.01C WIC Pharmacy Vendor Application](#)
[2.01D Pre-authorization Report](#)
[2.01E Quality Exception Pre-authorization Report](#)
[2.01F Pharmacy Pre-authorization Report](#)

- 2.02A [WIC Vendor Minimum Stock Requirements](#)
- 2.05A [WIC Vendor Contract](#)
- 2.05B [WIC Pharmacy Vendor Contract](#)
- 5.06A [WIC Vendor Complaint Request](#)
- 6.01A [WIC Vendor Sanction Schedule](#)