

4.0 Vendor Training

Effective Date: 07-01-2021

4.03 Training for Authorized Vendors

PURPOSE: To describe the required frequency and content of ongoing trainings for authorized WIC Vendors.

A. POLICY

1. The Department shall provide training sessions for authorized WIC Vendors multiple times throughout a contract cycle to ensure Vendors are able to meet the training requirement.
2. Existing authorized Vendors must complete both an annual training, and an interactive training session at least once per contract cycle, i.e., once every three years (triennial).
 - a. Annual training opportunities provided by the Department may include:
 - i. Quarterly newsletters – The Department publishes a quarterly Vendor newsletter sent to all independent Vendors and to each chain store outlet, as well as the chain store headquarters.
 - ii. WIC Vendor Handbook – The Department publishes a WIC Vendor Handbook which is available on the WIC Vendor website and distributed to Vendors during on-site visits. The Handbook provides in-depth training material on the topics covered during the interactive trainings and is updated regularly.
 - iii. Email communications – The Department notifies Vendors of program updates via electronic notifications. It is important that Vendors check their email regularly. (See Policy 1.03 Communication with Vendors.)
 - iv. Update webcasts – When necessary, the Department will host webcasts to inform Vendors of important program updates.
 - v. Updates to the WIC Vendor website – The Department will post all important program updates to the Vendor website.
 - vi. In-person trainings upon request – Vendors may request trainings on specific topics as required.
 - b. Triennial (once every three years) training opportunities provided by the Department may include:
 - i. Regional trainings.
 - ii. Annual statewide WIC Vendor Conference.

- iii. Online training webinars and/or videos.
 - iv. Individual on-site or virtual trainings under special circumstances.
3. At least one representative from each authorized Vendor must participate in both annual and triennial trainings. This representative is responsible for training other relevant staff members.
4. Owning entities with chain contracts must also assign a representative from headquarters to attend a triennial training at least once every three years.
5. Repeated failure by a Vendor to attend a scheduled training session may result in termination of their WIC Vendor Contract and/or ineligibility for reauthorization per the Sanction Policy. (See Exhibit 2.05A WIC Vendor Contract, 2.05B WIC Pharmacy Vendor Contract, and 8.01 Vendor Sanction Policy.)
6. Training content for authorized WIC Vendors 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 WIC Vendor Complaint Request.)
 - 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. A review of any changes to federal regulations, Department policies and procedures, and Program updates.
- m. An opportunity to discuss problem areas and other issues.
- n. Additional program policies, as appropriate.

References:

[7 CFR Part 246.12 \(h\) \(i\)](#)

Cross-References:

[1.02 Overview of the WIC Program](#)
[1.03 Communication with Vendors](#)
[7.0 Vendor Appeals](#)

Exhibits:

[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](#)