



VENDOR Newsletter

April 2010

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If you are unable to open an attachment or would like any of the information referenced in this newsletter sent to you via fax or mail please contact a Vendor Section Specialist.

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New Foods Update !!

Please be sure to continue to download the APL often as we are continuing to add UPC's on a daily basis. Always remember to be as polite as possible if items don't scan or if clients pick up items that are not authorized.

Quarterly sales for January through March, Due April 16th

Save the date, April 16th, on your calendar !! (Due date extended 1 day)

Some of you have already sent in your sales data so you do not need to send it again. Thanks for your quick response!!

Quarterly sales data for the period from January 1, 2010 to March 31, 2010 are due on April 16th, 2010. This information is required to meet USDA regulations for identifying stores as Above 50% vendors. **Failure to send the information in a timely manner is a violation of your Vendor Agreement and may lead to a sanction for non-compliance.**

Failure to return the requested information may result in the temporary re-classification of your store as an Above 50% vendor until this requirement is fulfilled. **Your NTE amounts will be affected and possibly reduced dramatically.** Should re-classification be imposed, due to vendor failure to respond by the stated due date, the state will not be liable for any damages resulting from the temporary re-classification of your store as an Above 50% vendor.

Policing Client Purchases in the Lane

A key advantage of distributing WIC benefits via EBT cards is the elimination of the need to have cashier's police WIC purchases. Your WIC approved POS systems are programmed to automatically recognize WIC purchases and distinguish them from other grocery items. This means clients no longer need to separate their items. Indeed, with this technological advancement, it is against WIC policies to ask a client to separate their WIC items.

The key to this technology is the APL – Approved Product List. WIC personnel are dedicated to ensuring this list is always current. Once a food item is determined to be WIC approved, the UPC or National PLU is added to the APL. As long as your POS system is set up correctly **AND** you've ensured the APL is downloaded on a daily basis, your cash register system will automatically recognize any item on the APL as being WIC allowable at the time the item is scanned.

Sometimes, mistakes are made. We recently were made aware of a problem where an item was on the APL in error. Indeed, the WIC brochure specifically noted this item **was not** allowed. A well-intentioned cashier realized one of our clients was trying to purchase this item and a confrontation ensued.

We appreciate this cashier's effort; however, confronting the client is not the answer. Instead, when an item scans as WIC allowable, and the cashier believes it is in error, simply print a copy of the receipt and forward it to our office. We'll research it and, as in the case noted above, we'll ensure the APL is adjusted accordingly as well. As long as the item scans as WIC allowable, your store will be reimbursed for the purchase.

Of course, the opposite holds true as well. If an item does not scan as WIC allowable, and the cashier and/or the client believes it should, our office should be notified as well. Please apologize to the client, as you will not be able to allow them to take the item unless it is purchased with another form of tender. Request the client obtain and complete a complaint form from the nearest clinic. This form is forwarded to our office for research. You can help as well by printing a duplicate receipt showing the item in question and forwarding it to us. Often, it is these very receipts which allow us to determine the exact action required to eliminate the problem.

Finally, we've added a FAQ (Frequently Ask Questions) section to our website. We are beginning to post answers to questions like "What to do if you have an issue with a transaction?" This section will be available by the end of April and is being put in place to provide you with a place to quickly obtain information when questions arise. Please forward any questions you would like to see posted and we'll ensure it is added to our website.

WIC appreciates our grocers and we look forward to continuing to work together to ensure the success of the New Mexico WIC program.

Formula - Enfamil Premium 12.5 oz. Replaces Enfamil Lipil 12.9 oz.

Mead Johnson the manufacturer of Enfamil Lipil 12.9 ounce formula will be discontinuing this formula and replacing it with Enfamil Premium 12.5 ounce over the next few months. During the transition clients will be issued the Enfamil Premium beginning on May 1st. There will of course be clients with the Enfamil Lipil on their card for the next several months. Please keep Enfamil Lipil on your shelves for the clients in transition and order the Enfamil Premium for the clients with the new issuance. All clients should be transitioned o the Enfamil Premium by July 1st. Please adjust your stocking levels of these two products to accommodate this change.

WIC Program WEB Site Link

This link will be continuously updated with new information so please check it regularly!

<http://www.health.state.nm.us/phd/wicsite/grocers/>