



Georgia McGovern Vendor Manager 505-476-8963

Vendor Section Specialists

Adrienne Branch-Miera 505-476-8834

Joseph Lewis 505-476-8956

David Duran 505-476-8825

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.

Vendor Section e-mail address: NewMexico.WICVendor@state.nm.us

WIC Program Fax Number: 505-476-8900

INSIDE

Quarterly Sales for October through December Due in January

Bagged Fresh Fruits and Vegetables with a UPC

Reconciliation and Claim Submission

Smart Shoppers Guide

New Foods Update !!

Many new UPC's have been added to the Approved Product List (APL). Please be sure to continue to download the APL as we are continuing to add UPC's on a daily basis.

We still need to remember to be as polite as possible if items don't scan or if clients pick up items that are not authorized. There are still clients who are receiving their new food benefits for the first time and they will need time to figure out what is allowable in the new food categories.

Coming Up Next Week

Next week we will have an update for you concerning any Claims vs Paid issues occurring since October 1, 2009.

Please keep an eye out for this upcoming important newsletter !!

Quarterly sales for October through December Due in January

It is time to send in quarterly sales data for the period from October 1, 2009 to December 31, 2009. We realize this is a busy time of year for those of you closing out your 2009 books. If the due date required poses you a hardship please let us know right away so we can make a notation in our files. Please provide a timeframe for when you believe you will be able to get this required information to us. This information is necessary to meet USDA requirements for identifying stores as Above 50% stores. If we cannot make the determination because we do not have the necessary information your store may be temporarily classified as an Above 50% store and your NTE amounts will be affected.

Please fill out the attached form and return it by the due date of **January 18th, 2010**. Again, failure to return the requested information, by the stated due date of **January 18th, 2010**, may result in the temporary re-classification of your store as an Above 50% vendor until this requirement is fulfilled. Should such 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.

If you cannot open the attachment please let us know as soon as possible so we can get it to you another way.

Pre-Bagged Fresh Fruits and Vegetables with a UPC

There has been a great deal of confusion about pre-bagged fresh fruits and vegetables with a National Standard UPC used to identify them instead of a National Standard PLU. Any item in your produce section with a National Standard UPC should be mapped to an appropriate National Standard PLU. For example a Dole bagged salad with spring mix lettuce and carrots could be mapped to any National Standard PLU for lettuce or even to carrots. This item is pre-dominantly lettuce so it makes sense to map it to lettuce. Another example is pre-bagged broccoli and cauliflower mix. This item is about a 50/50 of each so it could be mapped either way. It is up to you to decide what convention you want to use to map these items. Create a convention which makes sense to you.

We have a set of instructions from Cash Register Systems on how this process is accomplished using their mapping system. We will post these instructions to our WEB site next week.

Corporate stores will need to contact your corporate offices for the proper instructions on how the UPC to PLU mapping process works in your particular system.

Reconciliation and Claim Submission

Reconciliation and claim submission are the most important back office operations all vendors need to be sure are accomplished on a regular, if not daily, basis.

The reconciliation process is the first indicator of a possible system problem. If an error is discovered during the reconciliation process it should be reported to your system developer and the state immediately. This will begin the process of discovering what is causing the problem. Your system developer and the state can work together to resolve the error.

The error should be reported with the name of your store, a phone number and contact name, date of the error, the claim file name from the reconciliation report, the error code (if available), and the description of the error. Errors can be reported either by email, fax, or regular mail.

Ensuring claims are submitted within a contiguous 48 hour period is also an important process. The time allowed for submitting claims is 60 days from the first day to spend. Since you do not know when the clients first day to spend is, unless you look at the receipt, the claims submission is very important. A client shopping on the last day of their benefit period gives you approximately 30 days to ensure the claim is submitted correctly.

Another important item to check daily is to make sure every transaction for the day is built into the claim. The same reporting process for reporting an error should be used when reporting a missing claim.

Claims processed outside of the 60 day submission period will be rejected and will not be paid.

Smart Shoppers Guide

The Smart Shopper Guide is a tool designed to help clients understand how to calculate how much of their CVB will be used when selecting produce sold by the pound. It is a printable document on the WEB site and can be placed in the produce section as a quick reference guide. This is the same guide given to clients when they attend nutrition classes and when they are given their card with the new benefits for the first time. The guide could be useful to other customers in the store as well. Please take a look at it and feel free to use this guide in your store. The WEB site address is below.

WIC Program WEB Site Link

This link will be continuously updated with New Food Rule information so please check it regularly!

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