



VENDOR Newsletter

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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. We always need to 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 October through December Past Due

If you have sent your sales figures in to us already... Thank you !!

Quarterly sales data for the period from October 1, 2009 to December 31, 2009 are past due. 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.

Please fill out the attached form and return it immediately.

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

The next quarter for reporting sales data is January through March and will be due on April 15th, 2010.

New 64 ounce National Brand Juices Added to WIC Food List

In order to provide all New Mexico WIC authorized vendors with an adequate selection of 64 oz bottled juices for WIC children, the New Mexico WIC Program has selected two national brand juices and has added them to the Approved Product List. Please be sure to download the new APL.

The two national brands are;

1. Nestle Juicy Juice and
2. V-8 brand juice which includes V-8 Splash products.

WIC authorized stores are not required to carry these products; however, if a store does or chooses to stock these items, they must ensure their computer cash register system has them flagged as WIC allowed.

028000-008246	Nestle Juicy Juice	Apple	64 oz.
028000-641702	Nestle Juicy Juice	Apple Banana	64 oz.
028000-641504	Nestle Juicy Juice	Apple Raspberry	64 oz.
028000-008239	Nestle Juicy Juice	Berry	64 oz.
028000-008215	Nestle Juicy Juice	Cherry	64 oz.
028000-008222	Nestle Juicy Juice	Grape	64 oz.
028000-503819	Nestle Juicy Juice	Kiwi Strawberry	64 oz.
028000-295059	Nestle Juicy Juice	Orange Tangerine	64 oz.
028000-008208	Nestle Juicy Juice	Punch	64 oz.
028000-439705	Nestle Juicy Juice	Strawberry Banana	64 oz.
028000-103606	Nestle Juicy Juice	White Grape	64 oz.

New 64 ounce National Brand Juices Added to WIC Food List

0510000-69924	V8 Juice	Vegetable	64 oz.
051000-152787	V8 Juice	Vegetable Low Sodium	64 oz.
051000-125736	V8 Juice	Splash Tropical Blend	64 oz.
051000-127112	V8 Juice	Splash Berry Blend	64 oz.
051000-127730	V8 Juice	Splash Strawberry Kiwi	64 oz.
051000-152770	V8 Juice	Splash Mango Peach	64 oz.

Hot Cards - Importance of Downloading Load the Hot Card List

The Hot Card issues should be coming to a close very soon. With the resolution of this issue the downloading of the Hot Card List is extremely important. **We highly recommend you download the Hot Card List daily.** The Vendor Agreement and Vendor Manual stipulate the Hot Card List must be downloaded at least once within a 48 hour continuous time period.

If you have not downloaded the Hot Card List within the 48 hour continuous time period and you allow a WIC transaction where the card has been Hot Carded you may not be reimbursed for the transaction.

Mixed Basket Transactions

Many complaints have come in concerning the separating of WIC purchases from other tender purchases. It is not necessary to separate WIC purchases from other tender purchases. It is a violation of the Vendor Manual procedures for conducting a WIC transaction to ask clients to separate their purchases. Clients may choose to separate their WIC purchases but they should not be required to do so. If you do not understand how mixed basket WIC transactions work you can use your training card in the training mode of your Point of Sale (POS) system and experiment with mixed basket sales. Training cashiers to perform mixed basket transactions is a vendor responsibility. If you need help understanding how to use the training mode of your POS system or if you do not understand what a mixed basket is or how to process a mixed basket transaction contact your POS system provider or your corporate office for guidance and training.

Policing Client Purchases in the Lane

It is not necessary to police clients for least expensive brands or brand types of allowable foods in the lane. Provided your (POS) system is set up correctly all WIC allowable foods will scan as WIC allowable. All foods brought to the check out lane should be scanned even if you do not think they are allowed. Your POS system will accept or reject foods based on the APL and the clients remaining balance.

Email Address -Your Correct Email is Essential

We are now communicating with vendors almost exclusively by email. If we do not have your current email address you will miss out on important updates and essential information we need to let you know about. Please be sure to let us know any time you change your email address. Send a simple email to the newmexico.wicvendor@state.nm.us using your new email address to let us know of any change to your email.

Pre-Bagged Fresh Fruits and Vegetables with a UPC Reminder

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 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.

The National Listing of all authorized PLU's is available on our WEB site.

Reconciliation and Claim Submission Reminder

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 provider and the state immediately. This will begin the process of discovering what is causing the problem. Your system provider 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 timely submission of claims 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 transaction.

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

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/>