

VENDOR PREAUTHORIZATION INSPECTION REPORT

(Continued)

Has the store officer read the current Vendor Manual, including the copy of the Vendor Agreement ? (Corporate stores may have Vendor Agreements kept at the Corporate Office) Yes No

If NO, review these materials before continuing the inspection.

Does the vendor understand:

The electronic WIC transaction procedures?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
The electronic WIC policies?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
The sanctions policy for vendor abuse?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
The vendor appeals procedure?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Purchase price matches shelf price?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
No cash refunds or exchanges given?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Exchanges allowed only for spoiled items?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
No rainchecks or IOU's allowed ?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Review the above topics that were answered NO, summarize _____

Are there reviewers' comments? Yes No

If yes, list _____

Reviewer's Signature Date

Store Officer Signature Name and Title Date

Estimated Staff time used to do Preauthorization inspecting (include travel, visit & reporting time) Hr. ___ Min. ___

EBT Transaction Requirements

1. The Vendor must maintain a state-certified automated system to ensure system availability for WIC Program EBT transaction processing during all store open hours.
2. WIC Program food category/sub-category and UPCs or authorized food items must be routinely accessed via the Vendor's automated system.
3. All foods will be verified for authorized food/brand and quantity via the Vendor's automated system at the time of sale.
4. Receipts must show original foods and quantities on the card; items, quantities, and price of items purchased; and balance of foods and quantities remaining on card.
5. Vendor must regularly transmit redemption claims and receive updates of lost/stolen cards, monies due Vendor, new UPCs, etc.
6. Vendors should provide security during the redemption process preventing the unauthorized disclosure of participants PIN and/or access key numbers.
7. Vendors must obtain WIC Program re-certification of the automated EBT system if the Vendor personally alters/revises the WIC EBT automation system in any manner that impacts the EBT redemption/claims processing system after initial certification is completed. Re-certification by the WIC Program or its designee may be at the Vendor's expense. Failure to obtain re-certification when the Vendor's automation system is altered/revised shall subject the Vendor to sanctions/penalties; See Appendix (A) New Mexico WIC Program Vendor Compliance and Sanction Schedule, and Appendix (G) New Mexico Regulations Governing WIC Vendors 7.31.2 NMAC, [NMAC 7.31.2.20] [NMAC 7.31.3.21] and [NMAC 7.31.2.22].
8. Vendors must resolve internal system issues with their system provider in a timely manner. Failure to resolve internal system issues may result in disqualification or termination from the WIC Program.
Internal system issues include but are not limited to:
 - a. Failure to read benefits issued to a client's WIC EBT card
 - b. Failure to identify valid WIC approved food items
 - c. Failure to submit claims in a timely manner
9. Vendors should permit only trained representatives to train cashiers and staff on EBT requirements, and should verify that all cashiers are trained in the proper acceptance and processing of WIC Program EBT redemptions.
10. Vendors should make an effort to provide the WIC Program with and maintain an email address for communication purposes. Email addresses should be on file with the WIC Program State Office. If an internet provider is not available in your area please contact the Vendor Manager to set up an alternative method for communications. Failure to provide and maintain an email address or an approved alternative method may result in disqualification from the WIC Program.
11. Vendors are required to connect the Vendor's automated EBT system to the WIC Program processor system at least one time each 48-hour period for the purpose of claims processing and the downloading of the current hot card, settlement, and UPC category/sub-category information.
12. Vendors accept financial liability for claims submitted to the WIC Program after sixty (60) calendar days of the transaction date.
13. Vendors should verify that previously submitted claims have been successfully executed through the automated clearing-house via the store's settlement system.
14. Vendors accept financial liability for error claims and un-paid claims that are not resolved within sixty (60) calendar days of the transaction date if the reason(s) for non-resolution resides with the Vendor or is due to action or inaction on the part of the Vendor.

15. Vendors accept financial liability for EBT benefit redemptions resulting from hot card transactions if the Vendor has not connected to the WIC Program's automation system within a continuous 48-hour period of time for the purpose of submitting claims and/or downloading hot card, settlement, and UPC information. See Appendix (A) New Mexico WIC Program Vendor Compliance and Sanction Schedule, and Appendix (G) New Mexico Regulations Governing WIC Vendors 7.31.2 NMAC, [NMAC 7.31.2.20] [NMAC 7.31.2.21] and [NMAC 7.31.2.22].
16. Vendors should comply with WIC Program policy and procedures for submitting new UPC data and updating the WIC Program's automated UPC category/subcategory table of authorized foods. Failure to comply may result in the Vendor's financial liability for redemptions involving invalid or unauthorized UPCs. See Appendix (A) New Mexico WIC Program Vendor Compliance and Sanction Schedule, and Appendix (G) New Mexico Regulations Governing WIC Vendors 7.31.2 NMAC, [NMAC 7.31.2.20] [NMAC 7.31.2.21] and [NMAC 7.31.2.22].
17. Vendors may not charge the WIC Program for any fee or cost arising out of, or associated with, operating, maintaining or processing WIC Program transactions through the use of the EBT system.
18. Vendors may not charge WIC Program participants any transaction fee, either directly or indirectly, arising out of or associated with operating, maintaining, or processing electronic WIC Program transactions through the use of the EBT system.
19. Vendors must allow WIC Program participants to cancel or void their own EBT transactions prior to completion.
20. Vendors accept full financial responsibility for the care, maintenance and security of EBT related equipment (i.e. Smart Card terminal, printer, PIN pad, POS, etc).
21. Vendors are required to place "WIC Benefits Accepted Here" signage in windows vs. old "WIC Checks Accepted Here." Vendor also agrees to display signs to identify which lanes accept WIC Program EBT cards, without overtly identifying or otherwise singling out WIC Program participants.
22. Vendors must keep all WIC Program participant information confidential, at no time confiscate the WIC Program participant's card(s) or be in possession of a WIC Program participant's PIN, or ask for the PIN of a WIC Program participant.
23. Vendors agree to process paper checks in the event the clinic EBT system malfunctions.