

## Vendor Advisory Committee Meeting Minutes

September 19, 2018 – Freeway Medical Building Little Rock, AR at 10:00am via telephone conference.

Present: **Gayla Lanum** (Food Delivery, Vendor Management Section Chief), **Deshunda Davis** (Vendor Education and Compliance & Education Specialist), **Angelia Mack** (Vendor Financial Specialist), **Brian Musick** (EBT Vendor Specialist), **Glen Poteet** (Vendor Specialist), **Leslie Foreman** (EBT System Certification Specialist,) **Stacie Torrence** (Administrative Assistant), **Mitzi Fritschen** (Director, AR WIC Program), **Natalie Rollin** (Nutrition/WIC Section Chief II) (WIC Program Staff). **Meika Gates** (Walmart), **Chelsi Drosche** (Brookshire Grocery Co.), **Gene Baldrige** (Mac's Fresh Market #9), **Danny Meador** (Rehkopf Enterprises Inc.), **David Hill** (CASH SAVER – CLINTON & GOODE'S CASH SAVER - Damascus), **Lynn Utaski** (Edwards Grocery), **Helen Johnson** (ALLENS GROCERY), **Chris Desalvo** (Cypress Creek Partners, LLC), **Carla Cranford** (CRANFORDS WHITE HALL), **David Glass** (Pruett's Food d- De Queen), **Cindy Strait** (LRAFB Commissary), **Karen Walker** (LRAFB Commissary), **Michelle Loy** (Craven Foods, LLC), **Cynthia Flower** (Sunflower), **Deborah Nance** (Bottom Dollar), **Diane Jones** (Wright Food Center)

Next meeting: March 13, 2019

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### Formula Changes and Minimum Stock – Natalie Rollins

- **Gerber Good Start Soy, powdered, 12.9 oz.**
- **Gerber Good Start Soy, concentrate, 12.1 oz.**
- **Gerber Good Start Soy, RTF, 4 pack/8.45 oz.**

The Similac Advance Stage 1, 12.4 oz. powdered and Similac Soy Isomil, 12.4 oz. powdered formulas is good until September 30, 2018.

The new formula Gerber Good Start Soy, powdered, 12.9 oz.

Gerber Good Start Soy, concentrate, 12.1 oz.

Gerber Good Start Soy, RTF, 4 pack/8.45 oz. will be effective October 1, 2018.

Natalie Rollins reviewed the new approved food list.

### New Approved Food List

- **Summary of Food List Changes**

The new food list will be effective October 1, 2018.

### Approved Product List & UPC Process – Glen Poteet

- **Questions**

If you have any question you can contact Glen Poteet.

Mitzi Fritschen (WIC Director) said we are the first state to roll out eWIC state wide.

### Arkansas WIC Program Vendor Handbook & Participation Agreement July 16, 2018 – July 15, 2021

Gayla Lanum and Deshunda Davis

- **Overview**

Gayla Lanum reviewed the following sections of the agreement.

Reviewed the agreement language regarding when to request the state agency to re-certify the Vendor's in-store Electronic Cash Register (ECR) System on page 55, number 17 e.

- e. Request State agency re-certification of the Vendor's in-store ECR system if Vendor alters/revise the system in any manner that impacts the EBT redemption/claims processing system after initial certification. In the event an in-store WIC EBT ECR system is reconfigured or modified by the Vendor and/or other parties in such a way that the WIC in-store system no longer exhibits the required system accuracy, integrity, or performance required and under which requirements the WIC in-store system was certified, the State Agency will not accept a claim file from the system. The Vendor is liable for the costs of all recertification events needed to return the WIC in-store system for all outlets covered by this Agreement to full compliance with the State agency's system requirements. Failure to seek re-certification when the Vendor's system is altered or revised will subject the Vendor to the financial liabilities described in Part B of this Agreement and/or disqualification as an authorized Vendor.

Reviewed Files and Recordkeeping on page 58, number 40.

- 40. Maintain, during and after any WIC authorization, for a period of four (4) full federal fiscal years after the date the record was created and provide to the State Agency upon request, paper or electronic records used for State or Federal tax reporting purposes and other WIC Program records including: inventory records showing all WIC purchases, wholesale and retail, in the form of invoices that identify the quantity and prices of specific WIC-approved foods, books of accounts, shelf price records, records of total food sales revenue, based on the definition of SNAP-eligible food items (available at <http://www.fns.usda.gov/snap/eligible-food-items>), which must be verifiable or documented, all WIC transactions, and other pertinent documents;

Reviewed the Duty of the vendor to notify the state agency on page 59, number 53.

- 53. Notify the State Agency in writing at least fifteen (15) days prior to or immediately upon knowledge of (whichever occurs first): the loss or relinquishment of Supplemental Nutrition Assistance Program (SNAP) retailer authorization; cessation of Vendor operations; a change in Vendor ownership, management, corporate officers, or majority stakeholders, merger, acquisition or change in form of business, legal standing, or authority to do business in Arkansas; a change of location; a change in store name (including d/b/a); or, a change in mailing address, e-mail address, or telephone number;

Deshunda Davis reviewed the following sections of the agreement.

- Also Reminded the committee members that the name of the vendor listed on the vendor application should match the name on the SNAP Certificate.

**New Sanctions**

The sanctions that we see a lot off is located in your new agreement handbook on pages 31 – 35 Here is the following sanctions:

**9** - Vendor provides unauthorized foods in exchange for WIC benefits/CVBs and/or charges for food in excess of that listed on the WIC benefits/CVBs.

**Sanction: One (1) year disqualification for three documented incidents within a period of three (3) years. Claim may be made for full purchase price of the WIC benefits/CVBs.**

**14** - Vendor requires WIC participants to show identification other than the Arkansas eWIC card with PIN# to use WIC Benefits/CVBs.

**Sanction: A warning letter is issued to the vendor for the first documented incident. For each documented incident after the first warning letter is received by the vendor, an Administrative fine of \$100 is assessed for each subsequent incident.**

**19** - Vendor stocks and/or sale inadequate stock, (i.e. expired, stale, spoiled or moldy WIC foods as part of minimum stock requirements).

**Sanction: A warning letter is issued to the vendor for the first documented incident. After a pattern of three (3) documented incidents, the vendor will be disqualified for a period of six (6) months.**

**22 (New sanction)** - Vendor advertises a non-WIC food item as a WIC authorized food item or other improper use of the WIC logo or acronym.

**Sanction: A warning letter is issued to the vendor for the first three (3) documented incidents. After a pattern of three (3) or more violations within a twelve-month period, the documented incidents will result in an Administrative Fine of \$100.00 on the fourth (4<sup>th</sup>) violation. The fifth (5<sup>th</sup>) violation within a twelve-month period of time will result in a six (6) month disqualification. Vendors that have no Sanction 28 violations in a 12-month period will at that point, start the process over again with any new incident.**

**24** - Vendors fails to allow an in-store sales promotion, and/or not honoring any and all manufacturer's coupons or promotional specials to WIC clients but offered to other customers and not reducing the corresponding amount from the food benefit price.

**Sanction: A warning letter is issued to the vendor for the first three (3) documented incidents. After a pattern of three (3) or more violations within a twelve-month period, the documented incidents will result in a six (6) month disqualification.**

**28** - Vendor requires WIC participants to purchase a single brand (i.e. store brand) when other WIC approved brands are available and when LEB (least expensive brand) categories don't apply.

**Sanction: A warning letter is issued to the vendor for the first reported/documentated incident. For each documented incident after the first warning letter is received by the vendor, an Administrative fine of \$100 is assessed for each subsequent incident.**

**29** - Vendor offers incentive items or service to a WIC participant that is not offered to non-WIC customers.

**Sanction: A warning letter is issued to the vendor for the first reported/documentated incident. For each documented incident after the first warning letter is received by the vendor, an Administrative fine of \$100 is assessed for each subsequent incident.**

**30** - Vendor requires WIC participants to make other cash, SNAP, credit or debit purchases or a minimum purchase in order to use their WIC benefits.

**Sanction: A warning letter is issued to the vendor for the first reported/documented incident. For each documented incident after the first warning letter is received by the vendor, an Administrative fine of \$100 is assessed for each subsequent incident.**

**Certifications** - Brian Musick and Leslie Foreman

- **Certification Required**
- **Questions**

Your IT or VAR person is responsible for training the cashier on the system.

Brian Musick and Leslie Foreman has volunteer to help training on the system.

**eWIC Transactions** - Angelia Mack

- **ARF Explanations**

The WIC state office does not have access to your ARF/ACK file.

If you package you fruits and vegetables be sure you use the national PLU.

- **Bank Information**

If you have any new bank information, please get it us. If we don't have the information it will hold up your deposits.

- **Check vs eWIC Deposit**

These two will tell if your money has been adjusted or rejected.

The checks have a vendor reimbursement file.

eWIC have a ARF file.

**eWIC Know Issues** - Deshunda Davis

- **Receipts**

The participant is not getting the receipts. The participant is supposed to get there beginning and ending balance receipts.

- **Balance Due**

When some system show balance due it is for the participant to push the yes button to except The total.

- **Approved Items Not Scanning**

Contact Glen Poteet if there is something not scanning and need to be put in the system. It takes 24hr before it gets in the system after Glen at it.

- **Card Errors**

If you are having with the PIN # contact your IT person. All vendors will not show the same error message.