

THANK YOU FOR COMING!!

**TRAINING WILL START IN A
FEW MINUTES**

**PLEASE TURN OFF AND PUT AWAY PHONES AND OTHER
ELECTRONIC DEVICES WHEN THE TRAINING STARTS.**

Arkansas WIC Program Vendor Reauthorization Training 2018

~Making WIC Work for All of Us~



Think Healthy! Think WIC!



WHAT IS WIC?



The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) that provides supplemental food and nutrition education.

The WIC Program serves pregnant, breastfeeding, and post-partum women, infants and children to age 5.

BECOMING A WIC PARTICIPANT

- Be a resident of Arkansas
- Meet income guidelines established by USDA
- Have a nutritional need as assessed at a local health unit
- Individuals who are certified as eligible receive nutrition education, breastfeeding support and WIC Checks/Cash Value Benefits (CVBs) to purchase nutritious foods
- The Arkansas WIC Program serves an average of 85,000 participants each month



WIC FOOD DELIVERY IN ARKANSAS

- Arkansas WIC participants receive services through local health clinics including the WIC Checks and CVBs, and the eWIC card used to purchase food at authorized vendors
- Authorized WIC vendors play a key role by ensuring that WIC foods are available for purchase at all times
- The Arkansas WIC Program currently has 374 authorized vendors



Authorization Process

To become an authorized WIC vendor, a store must first:

- complete an application
- submit a price survey
- eWIC survey

Qualified applicants will then:

- participate in employee training
- have an on-site visit by WIC Program staff

Applications are accepted on a rolling basis. Vendors are authorized for a specific period. Authorization is **NOT** transferable to a new owner.



Vendor Selection Criteria

To be authorized and to remain on the program as an authorized vendor, the store must meet all selection criteria **at all times**, including but not limited to:

- Meet competitive prices for their store type and location
- Meet minimum stock requirements
- Vendor must be a full service grocery store
- Meet business integrity standards
- Applicant must be certified as a SNAP vendor prior to authorization by the WIC Program and maintain SNAP authorization during the contract period
- Not be disqualified by SNAP or another state's WIC Program
- Not have WIC food sales that are expected to be/are above 50% of their total qualified food sales
- Purchased infant formula only from WIC Program list of approved sources

CHANGES TO VENDOR SELECTION CRITERIA

As of June 22, 2018 vendors will not have to maintain the current vendor criteria: A minimum of the three month average of no less than \$700.00 per month in WIC sales.

WIC TRANSACTIONS

There are three key elements to every WIC transaction with paper and electronic.

- WIC ID Folder
- WIC Check or Cash Value Benefit
- Approved WIC foods
 - eWIC Card
 - Card pin #
- Approved WIC foods



WIC ID FOLDER

Arkansas WIC Program


ARKANSAS
WIC
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Participant Identification Folder

Household ID: _____

The following person(s) is (are) enrolled in the WIC Program:

1. Name: _____ BD: _____
Last, First

2. Name: _____ BD: _____
Last, First

3. Name: _____ BD: _____
Last, First

4. Name: _____ BD: _____
Last, First

5. Name: _____ BD: _____
Last, First

Persons authorized to sign and pick up WIC Checks and CVBs:

Authorized Representative: _____
Signature: _____

Proxy: _____
Signature: _____

Proxy: _____
Signature: _____

- WIC ID Folder is the only ID required
- WIC ID Folder must be signed by the Authorized Representative/Proxy prior to the start of the transaction
- Authorized Representative/Proxy must present the folder at every purchase
- Cashier must compare the name of the Authorized Representative/Proxy with the name signed on the WIC Check/CVB
- Household ID Number on the folder does not have to match the WIC ID Number on the WIC Check(s)/CVB(s)

WIC CHECK

- Each WIC Check is pre-printed with the approved food categories/foods and the quantities to be purchased
- Cashiers must check “First Day to Use” & “Last Day to Use”
- Cashiers must enter “Amount of Sale” before the Authorized Representative/Proxy signs

 ARKANSAS WIC PROGRAM		5800 W 10th Suite 810 Little Rock, AR 72204	Act# 804025	FSMC St. Louis Park, MN 55416	75-1248 919	20111244
WIC ID NUMBER 00795024	NAME OF PARTICIPANT MARCO LOPEZ	FIRST DAY TO USE 6/1/2015	LAST DAY TO USE 6/30/2015	AMOUNT OF SALE		
QTY	DESCRIPTION	PAYMENT WILL BE DENIED WITHOUT			AUTHORIZED WIC VENDOR STAMP	
1	GALLON(S) 1% or SKIM (FAT FREE) MILK					
1	UNIT=(4 CANS 14-16 OZ BEAN/PEA) OR (1-LB BAG DRY BEAN/PEA)					
1	64 OUNCE CONTAINER(S) JUICE					
1	32 OUNCE CONTAINER LOWFAT OR NONFAT YOGURT					
2	16OZ WHOLE GRAIN BREAD/OATMEAL/TORTILLAS OR 14-16 BROWN RICE					
	XXX END OF ORDER XXX					
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE DATE				Signature of Participant or Authorized Representative 		
⑈ 20111244⑈ ⑆091912482⑆ 804025⑈						

WIC CHECK

- Authorized Representative/Proxy must sign the check on the signature line on the front of the check in the lower right-hand corner
- Each WIC Check must be treated as a separate transaction
- Vendors may not give rain checks or ask Authorized Representative/Proxy to come back later to pick up missing items
- Entries and signature must be in blue or black ink
- Cashiers may not allow any substitutions or otherwise vary from the quantities or foods listed on a WIC Check
- Do not assume the customer has selected the correct products or amounts. Read the check carefully, especially formula checks for amounts and types of formula (powdered, concentrate, Ready to Use (RTU))



CASH VALUE BENEFIT TRANSACTIONS

The CVB is used to purchase fresh and/or frozen fruits and vegetables.
Denominations - \$8, 12, and 16.

 ARKANSAS WIC PROGRAM		5800 W 10th Suite 810 Little Rock, AR 72204		Act# 804025	FSMC St. Louis Park, MN 55416	<u>75-1248</u> 919	20111315
WIC ID NUMBER 00795024	NAME OF PARTICIPANT MARCO LOPEZ	FIRST DAY TO USE 6/1/2015	LAST DAY TO USE 6/30/2015	AMOUNT OF SALE			
QTY \$8.00	DESCRIPTION FOR FRESH/FROZEN FRUITS OR VEGETABLES XXX END OF ORDER XXX	PAYMENT WILL BE DENIED WITHOUT					
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE DATE							AUTHORIZED WIC VENDOR STAMP
						 Signature of Participant or Authorized Representative	
⑈ 20111315⑈		⑆091912482⑆		804025⑈			

Cash Value Benefit Transactions

CVB transactions are different from WIC Check transactions:

- CVBs from a single household may be combined in one transaction
- May purchase items whose total dollar value is **less than** the face value of the CVB(s)
- May not receive change on CVB's for less than the face value of the CVB(s)
- May purchase items whose total dollar value **exceeds** the face value of the CVB(s), but the customer must pay any dollar amount over the face value



Processing WIC Checks & CVBs

WIC Checks/CVBs that **can** be corrected and re-deposited:

- Missing or unreadable vendor stamp
- Encoding error

WIC Checks and CVBs returned for over the Max-ACH:

- Do **not** redeposit. Account will be credited with the maximum payment

WIC Checks that will **not** be paid include:

- Altered checks or unauthorized vendor
- Checks accepted before or after valid dates
- Deposited/re-deposited after 60 day from “First Day to Use”
- No WIC participant signature



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Cash Office/Bookkeepers Processing WIC Checks & CVBs

- Review all WIC Checks/CVBs for completion and accuracy
- Clearly stamp each WIC Check/CVB with your vendor stamp – an average of **1000** checks are returned each month for a missing or unreadable vendor stamp! Average value - **\$30,000+**
- Promptly deposit in your bank. Checks/CVBs that do not clear the bank within 60 days of “First Day to Use” will not be honored
- Checks with switched endorsements, damaged, or improperly corrected should be sent into the WIC State Office for approval



eWIC TRANSACTIONS

- Follow your store / chain's internal procedures for your point of sale system
- You must scan every item that a participant brings to the register and scan ALL items individually
 - Possible issues if quantity is keyed in manually
- If an item does not ring up as WIC eligible the participant has the option to remove that item, only if the transaction is still open
- Cash Value Benefit (CVB) – if a purchase goes over the dollar amount available, the participant has the option to pay the difference.
 - If not, void the item from the transaction
- The only instance where a cashier can make a WIC eligibility determination is for a LEB item (milk, eggs, cheese, juice and canned beans)

eWIC TRANSACTIONS CONT.

- Participants are no longer required to separate their WIC foods from other items and do not need to pay their WIC foods in a separate transaction. (mixed Basket)
- The participant will not provide the cashier with anything as before (i.e. yellow folder, WIC checks). The participant will have their eWIC card and PIN number.
- At the beginning of each transaction, a beginning balance receipt will print for the participant.
- The cashier must allow the participant to view the beginning balance receipt (or screen).
- After approved WIC items are scanned then the participant will verify the items that will be deducted from the eWIC card through the utilization receipt.

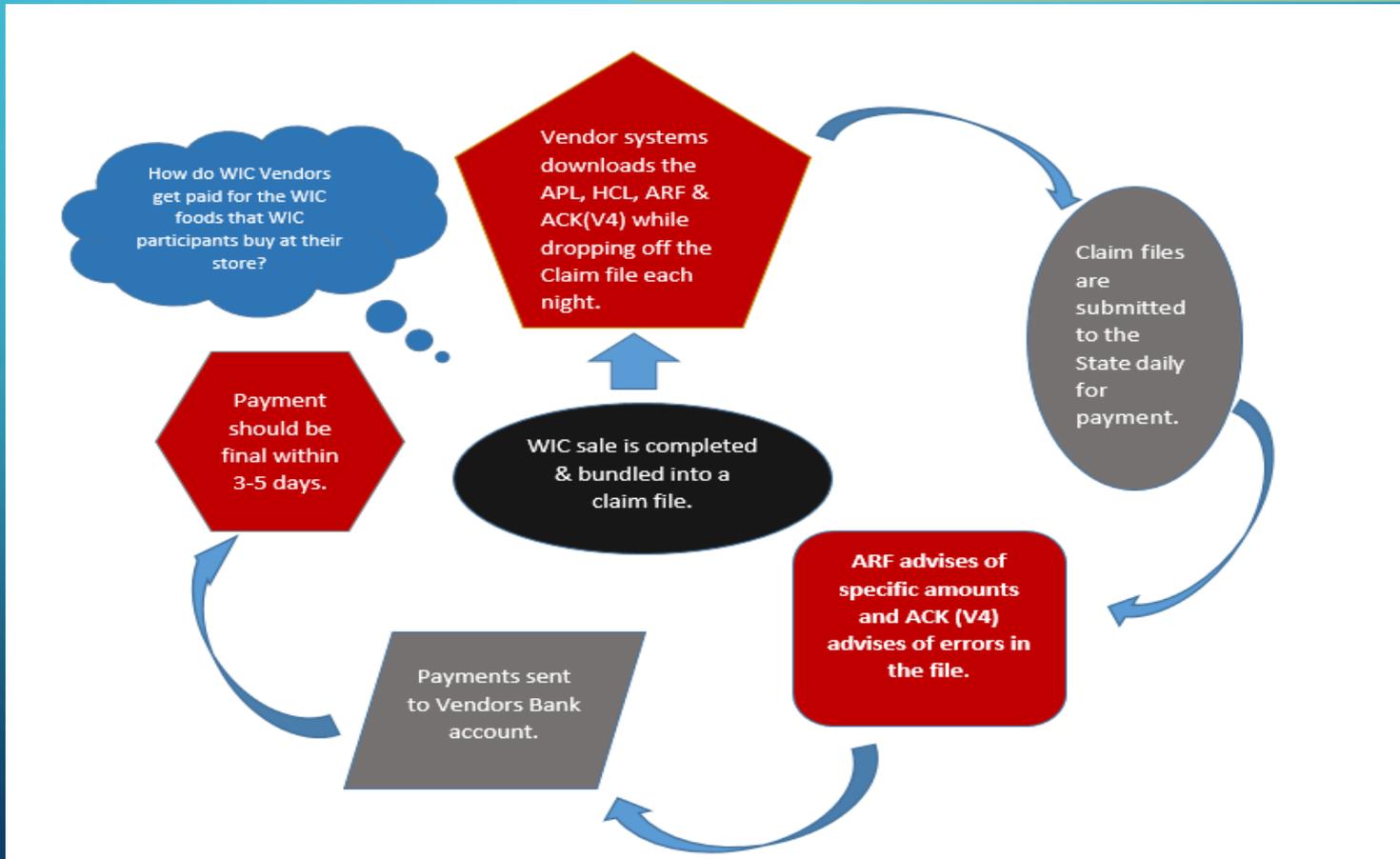
eWIC TRANSACTIONS CONT.

- If the utilization receipt is correct the participant will select yes (must approve) or No (cancel/meaning not correct) if not correct.
- If the transaction is not approved WIC items can be added or removed at that time.
- If the transaction is approved then the participant will get an ending balance receipt.
- If there is a remaining balance on the transaction the WIC items can be put back on the eWIC card through benefit reversal if a customer decides they don't want items.
- Once the transaction is completed a reversal cannot be done.
- A reversal can only be done if there is a remaining balance to be paid.

EBT CLAIMS PROCESS

After the WIC sale is completed in the vendor's lane, the sale is automatically stored ("bundled") in a claim file by the vendor's cash register system and automatically submitted to the state for payment electronically.

The diagram below shows the eWIC Claims Process.



ACK (V4) – Applies to Walmart Stores only

SCANNING ISSUES

- As soon as a store is aware there is a WIC approved item that is not scanning, contact the store's IT/Scanning department and/or management.
- Utilize the WIC Approved Food List and the UPC/PLU list online to verify an item is WIC Approved.
- The store's IT/Scanning department or management must contact the EBT/Vendor Helpline for assistance – Glen Poteet 501-661-2156.
- The UPC request form along with instructions for admitting new products can be found online at:

https://www.healthy.arkansas.gov/images/uploads/pdf/UPC_Request_Form_Revision_5_30_2018.pdf

WIC APPROVED FOODS

Approved foods are listed on the “Arkansas WIC Program Approved Food List”
A food list must be available at each register.

The specific foods/food categories and quantities to be purchased will be listed on the WIC Checks/CVBs for paper or the Beginning Balance Receipt for eWIC.

Some food categories are subject to **Least Expensive Brand (LEB) at Time of Purchase** – milk, cheese, eggs, juice, canned beans. LEB applies to both WIC Checks and eWIC transactions.



WIC APPROVED FOODS BEST PRACTICES

- Make sure cashiers know which items should be sold.
- Exchange food only if the item is damaged, spoiled or past expiration date. If you do an exchange, exchange for identical food item.
- Don't exchange formula for a different brand or type, even if it is on the approved WIC formula list.
- Cashiers should only make WIC eligibility determination when LEB-least expensive brand items are in question (Milk, Cheese, Eggs, Juice and Canned Beans).
- Correctly identify the products WIC participants should purchase in your store with approved Arkansas WIC shelf tags.



UPCOMING CHANGES TO WIC APPROVED FOODS

Additions to Food List

Milk

- Buttermilk (Low-fat or skim)

Yogurt

- 4 packs 8 oz. (Benefits for 16 oz. = (2) 4 packs)

Cereal

- Kellogg's Special K Original
- Post honey Bunches of Oats with Vanilla Bunches
- Quaker Oatmeal Squares Golden Maple

Juice

- Juicy Juice Apple Juice (No longer a Blended Juice)
- Sam's Choice 100% Apple Juice



All food additions are effective 10/1/2018

Previous food list updates and changes can be found in the WIC Flash. Please refer to the ADH

Vendor site at: <https://www.healthy.arkansas.gov/programs-services/topics/wic-vendor-management>

WIC CONTRACT INFANT FORMULAS

Every three years WIC Programs are required to put out for bid on infant formula contract(s).

Starting **October 1, 2018**, the Arkansas WIC Program formula contract will be with Gerber.

Infants currently receiving Abbott Nutritionals Similac Advance or Similac Soy will receive Gerber Good Start Gentle, Gerber Good Start Soothe, or Gerber Good Start Soy.

A yellow rectangular logo with a black border and a red shadow, containing the text "WIC APPROVED" in black, bold, uppercase letters.

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WIC CONTRACT FORMULA CHANGES

Effective October 1, 2018



MINIMUM STOCK

There will possibly be very few changes to minimum stock requirements in the new contract pending approval by USDA/FNS.

Best Practices for maintaining minimum stock:

- Plan ahead
- Communicate, don't substitute
- Be familiar with pattern of WIC purchases

Waivers for minimum stock – Approved upon research and will vary per vendor and WIC food item dependent upon the vendor's information provided for minimum stock waivers.

PROGRAM INTEGRITY

- WIC Food Delivery Section staff conduct on-site monitoring visits of all stores at least three times a year
- Monitoring visits will focus on minimum stock, correct tagging of WIC foods, spot check of registers for food lists, and knowledge of staff on WIC Program procedures
- Compliance buys are conducted on a percentage of vendors each year that are at higher risk for program violations
- A store inventory and/or reviews of invoices/receipts of the store's inventory may be conducted by WIC Program staff at any given time



BEST PRACTICES FOR INTEGRITY



- Make program compliance your routine, not the exception, through on-going staff training
- Keep staff informed of any changes sent via WIC Flashes
- Walk your store periodically with the WIC Approved Food List in hand to check WIC shelf tags
- Keep important WIC documents such as extra food lists, formula invoices, vendor agreement, shelf tags, and WIC Flashes in a central place accessible to staff



REPORTING PROGRAM ABUSE

Immediately report abuse to your regional Food Delivery Liaison.
Report – Vendor #, who, what, when. Abuse includes, but is not limited to:

- Attempting to receive cash or nonfood items including cigarettes or alcohol in exchange for WIC Checks or CVBs
- Altering WIC Checks, CVBs, or WIC ID Folders
- Unauthorized use of WIC Checks or CVBs
- Attempting to exchange/return formula for non- WIC approved items
- Attempt to sell/give away items purchased
- Abuse of store employees/abuse by store employees



VIOLATIONS AND SANCTIONS

- All violations are established by regulation – some are required by the WIC Program at the federal level and some at the state program level
- Vendors receive a sanction when they violate a provision of the vendor participation agreement
- Sanctions remain for a period of 1 year from the date of the infraction. Most sanctions progress from a warning letter, to mandatory training, and ultimately to disqualification from the WIC Program
- Claims or Fines are assessed and training is required for some violations



VIOLATIONS AND SANCTIONS

There are 30 violations/sanctions in the new Vendor Participation Agreement – be familiar with all of them!

Most common state violations are:

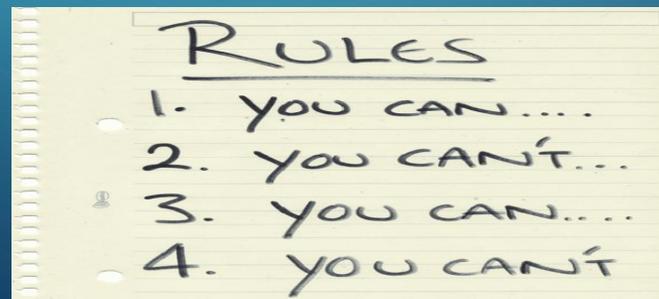
- Failure to maintain minimum stock (#20)
- Failure to maintain proper placement of shelf tags (#23)
- Failure to provide all food on the WIC Check (#12)
- Failure to enter price before WIC Check or CVB is signed (#13)
- Failure to verify signature by comparing signature on WIC Check/CVB with WIC ID Folder (#14)



VIOLATIONS AND SANCTIONS

Most common federal violations seen in Arkansas are:

- Vendor charges WIC program for food not received by Authorized Representative/Proxy (#7)
- Vendor provides unauthorized foods in exchange for WIC checks or CVBs and/or charges for food in excess of that listed on the WIC check or CVB (#9)
- Vendor engages in a pattern of overcharging the WIC program (#5)



NEW (eWIC) VIOLATIONS AND SANCTIONS

- Vendor fails to provide all food on the WIC benefits when the foods are available in the store even if the total price exceeds the maximum allowable reimbursement amount for the WIC benefit/CVBs or refuses to allow the purchase of a WIC approved food. #13 (Effective 9/1/2018)
- Vendor requires WIC participants to show identification other than the Arkansas eWIC card with PIN# to use WIC Benefits/CVBs. #14 (Effective 9/1/2018)
- Vendor requires WIC participants to use a WIC only checkout. #17 (Effective 9/1/2018)
- Vendor advertises a non-WIC food item as a WIC authorized food item or other improper use of the WIC logo or acronym. #22 (Effective 9/1/2018)

NEW(eWIC) VIOLATIONS AND SANCTIONS

- 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. #24 (Effective 9/1/2018)
- 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. #28 (Effective 9/1/2018)
- Vendor requires WIC participants to make other cash, SNAP, credit or debit purchases or a minimum purchase in order to use their WIC benefits. #30 (Effective 9/1/2018)

ADMINISTRATIVE REVIEWS

A vendor may request a review of certain Arkansas WIC Program decisions as outlined in the vendor participation agreement, including:

Denial of authorization, disqualification, and imposition of a fine or civil money penalty.

A vendor may **not** seek a review of some actions such as:

Peer group assignment, disputes regarding check payments/claims, or establishment of vendor selection criteria such as the level of the minimum stock requirements.



VENDOR BEST PRACTICES

- Treat WIC participants with the same courtesy as your other customers. Uphold the civil rights of WIC participants.
- Create a routine for checking WIC ID folder, WIC Checks/CVBs & food items at the register during the duration of using paper checks.
- Know & follow provisions of the Vendor Participation Agreement.
- Address banking problems promptly – contact the WIC State office if you have questions.
- Provide staff training and spot check WIC transactions.
- Expect to be respected – report abuse **immediately**.
- Commend staff for correctly following WIC policies and procedures.

COUPONS, LOYALTY CARDS AND BOGO

USDA/FNS has introduced specific regulations related to in-store promotions and manufacturers' coupons.

- **Manufacturers' Cents Off Coupon** – the value of the coupon is applied to the WIC transaction.
- **Buy One, Get One Free (BOGO)** - applies to WIC approved or non-WIC approved items. The free item should NOT be counted against the WIC transaction. The free item goes to the WIC participant.
- **Buy One, Get One at a Reduced Price** - reduced amount is applied to the WIC transaction.
- **Free Ounces Added to Food Item by Manufacturer** (e.g. 20% More Free)-apply ONLY the ounces of the original/standard size to the WIC transaction.
- **Transaction Discount** – stores offers \$\$ or % off when transaction is for a specific amount. The \$\$ or % discount is applied to the WIC transaction.
- **Store Loyalty/Rewards Cards** - not required; don't use dummy card; benefit is applied to the WIC transaction.
- **Cash Back** – is not allowed in a WIC transaction.

eWIC UPDATE

The Arkansas WIC Program is implementing a new way of issuing food benefits through a SmartCard (chip and PIN).

There are two pre-requisites required in order for vendors to accept eWIC.

- All vendor must attend a Mandatory eWIC training and this has been done by every current vendor in the State.
- All vendors systems must be Level 3 Certified. This is being done throughout the State now. If your store has not been Level 3 Certified, contact information for the certification team is provided at the end of this presentation.



eWIC UPDATE

- ✓ The WIC Program is working closely with vendors, POS developers and POS providers to ensure that store systems are certified and working properly at the time of roll out.
- ✓ The transition has started with a pilot project in Miller Co. (AR), Little River Co. (AR) and Bowie Co. (TX) as of 3/12/2018. Due to the success of the eWIC pilot, State wide rollout has been scheduled for **7/16/2018.**
- ✓ During the roll-out there will still be a transition period for WIC transactions from Paper Check to the eWIC card. During this time vendors will be able to accept both Paper Checks/CVB's as well as the new eWIC card. This transition period will likely end in October 2018.

eWIC will bring many positive changes for WIC vendors & participants.

WIC UPDATE

- Starting July 16, 2018, WIC participants will have access to the WIC Shopper App to verify product barcodes for WIC approval in Arkansas
- In October of 2018, participants will have the ability to view their current benefits for the State of Arkansas on the WIC Shopper App.
- Prior to October 1, 2018 The WIC program will issue a new food list for the September 1, 2018-August 31,2021 agreement period.



<https://ebtshopper.com/>

WIC VENDOR SECTION CONTACT INFORMATION

Gayla Lanum, Food Delivery - Vendor Section Chief

Contact for: Policy, vendor agreements, waivers, administrative reviews, new vendor applications and authorizations.

gayla.lanum@arkansas.gov

Telephone: 501-280-4675

Angie Mack, Vendor Financial Specialist

Contact for: Vendor financial information, vendor settlement/review/questions, WSO reconciliation.

angelia.paynemack@arkansas.gov

Telephone: 501-661-2472

De'Shunda Davis, Vendor Education and Compliance Specialist

Contact for: Vendor education, Vendor compliance, violations /sanctions, minimum stock information, WIC approved foods, vendor monitoring issues, vendor complaints and vendor training materials.

deshunda.davis@arkansas.gov

Telephone: 501-661-2689

Leslie Foreman, EBT System Certification Specialist

Contact for: POS certifications, expertise in versions that are currently certified.

leslie.foreman@arkansas.gov

Telephone: 501-661-1753

WIC VENDOR SECTION CONTACT INFORMATION

Brian Musick, EBT Vendor Specialist

Contact for: Vendor inquiries on POS purchases and certifications.

brian.musick@arkansas.gov

Telephone: 501-661-2087

Glen Poteet, Vendor Specialist

Contact for: EBT Vendor Help Desk, Universal Product Code (UPC) and Product Look Up (PLU) .

glen.poteet@arkansas.gov

Telephone: 501-661-2156

Stacie Torrence, Administrative Assistant

Contact for: Vendor contact information updates, mailings, WIC Flash distribution, vendor advisory committee, vendor supplies (food lists, shelf tags, replacement stamps/ink pads, etc.)

stacie.torrence@arkansas.gov

Telephone: 501-661-2177

All Vendor Management Staff is located at:

WIC State Office

Arkansas Department of Health

5800 West 10th Street

Suite 300

Little Rock, AR 72204

Telephone: 501-661-2508; Fax: 501-661-2004

FDL -FOOD DELIVERY LIAISONS CONTACT INFORMATION

Contact your regional staff person for: general questions and support, monitoring and educational visits, vendor training, shelf talkers/signs/food lists, minimum stock review, complaint resolution.

Northeast Region

Selina Felton, Food Delivery Liaison

selina.felton@arkansas.gov

Telephone: (501) 319-5457 cell (870) 236-7782 ext. 109 office; fax (870)-236- 9610

Address: 801 Goldsmith Road, Paragould, AR 72450

North Central Region

Karen Lee, Food Delivery Liaison

karen.lee@arkansas.gov

Telephone: (501) 837-7070 cell; (501) 745-2485 office; fax (501) 745-2435

Address: 526 Quality Drive, Clinton, AR 72031

Northwest Region

Brenda Davis, Food Delivery Liaison

brenda.davis@arkansas.gov

Telephone: (479) 422-2041 cell; (479) 444-7700 ext. 213; fax (479) 444-7189

Address: 27 West Township, Fayetteville, AR 72703

FDL -FOOD DELIVERY LIAISONS CONTACT INFORMATION

Southwest Region

Catherine Crouch, Food Delivery Liaison

catherine.crouch@arkansas.gov

Telephone: (870) 648-9333 cell; (870) 773-2108 ext. 251;
fax (870) 773-7252 Address: 503 Walnut, Texarkana, AR 71854

Southeast Region

Christine Watts, Food Delivery Liaison

paula.watts@arkansas.gov

Telephone: (870) 589-3797 cell; (870) 734-1461 office; fax (870) 734-1466
Address: 306 West King Dr., Brinkley, AR 72021

Central Region

Twyana Rhodes, Food Delivery Liaison

twyana.rhodes@arkansas.gov

Telephone: (501) 786-6111 cell; (501) 280-4965 office; fax (501) 280-4999
Address: 5800 W. 10th Street, Suite 907, Little Rock, AR 72204

THANK YOU FOR ATTENDING TODAY'S TRAINING

ADH WIC EBT

<http://www.healthy.arkansas.gov/programs-services/topics/electronic-benefits-transfer-ebt-system>

ADH WIC Vendor Management

<http://www.healthy.arkansas.gov/programs-services/topics/wic-vendor-management>