



## Policy 1000

### Overview of Vendor Management

October 1, 2019

#### POLICY

The state Vendor Management Services Team has primary responsibility for vendor management.

#### PURPOSE

To describe the Oregon food delivery and vendor management systems.

#### RELEVANT REGULATIONS

- ◆ 7 CFR §246.3(e)(2)—Administration, State staffing standards
- ◆ 7 CFR §246.12(a)(2)(4)—Food delivery systems

#### OREGON WIC PPM REFERENCES

- ◆ [588—Program Integrity: Complaints](#)

#### DEFINITIONS

**Retail food delivery system:** The primary food delivery system used in Oregon whereby participants take eWIC cards to authorized grocery stores and pharmacies to obtain the prescribed foods and formula.

**Vendor management:** The coordination of activities involving vendor activities, including authorizing, training, and monitoring for continued compliance with the WIC vendor agreement and ensuring that the food delivery system complies with USDA requirements.

**eWIC card:** Magnetic stripe card used to purchase WIC authorized foods or formulas from a WIC family's Electronic Benefit Account (EBA). Each card has a 16-digit Primary Account Number (PAN).

#### PROCEDURE

##### State responsibilities in vendor management

- 1.0 The state Vendor Management Services Team performs the following vendor management tasks:
  - Authorizes WIC vendors.
  - Informs Local Agency staff of the authorization status of stores in their clinic area.
  - Designs and conducts vendor training.
  - Performs on-site reviews prior to a vendor's authorization and as needed to monitor compliance.
  - Communicates with vendors.

- Keeps state-produced vendor materials current.
- Monitors vendors for compliance via overt and covert methods.
- Maintains vendor data in the Oregon WIC data system.
- Coordinates transaction adjustments for authorized vendors.
- Represents WIC in administrative and court hearings.
- Monitors store closures and transfer of ownership.
- Collects and analyzes vendor data, e.g, store redemption data.
- Clarifies WIC policies and procedures on vendor-related issues to state and local staff.
- Communicates with USDA on vendor-related issues.

### **Local responsibilities in vendor management**

2.0 Local WIC program staff perform the following vendor management tasks:

2.1. Communicate with state Vendor Management Services Team staff.

- Refer inquires for store authorization
- Report any WIC authorized store changes
- Request clarification of policies and procedures when necessary

2.2. Provide information to state WIC staff regarding whether the termination of a specific vendor would result in inadequate participant access.

2.3. Provide information to state WIC staff regarding whether a stock exception request from a specific vendor would result in inadequate availability of a specific food or infant formula.

2.4. Report complaints from participants about vendors. See [◆588—Program Integrity: Complaints](#) for the complete process.

2.5. Follow-up on reports from vendors of participant non-compliance.

2.6. Conduct on-site reviews at the request of the state Vendor Management Services Team.

### **Retail food delivery system**

3.0 The Oregon WIC program uses a retail food delivery system. Only vendors authorized by the Oregon WIC program may conduct eWIC transactions.

**If you need this in large print or an alternate format, please call 971-673-0040.**

**This institution is an equal opportunity provider.**

## POLICY HISTORY

<b>Date</b>	<b>* Major Revision, Minor revision</b>
Sept. 10, 2015	Revised
Oct. 1, 2019	Minor revision

The date located at the top of the policy is the implementation date unless an “effective date” is noted on the policy. Policies will become compliance findings 6 months from the implementation date.

Release notes can be found in the corresponding document on the [Policy and Procedure Manual page](#).

**\*Major Revisions:** Significant content changes made to policy.

**Minor Revisions:** Minor edits, grammatical updates, clarifications, and/or formatting changes have occurred.

**Date of Origin:** Date policy was initially released