

# OREGON STATE WIC PROGRAM VENDOR AGREEMENT



This Agreement is between the State of Oregon, Oregon Health Authority, Public Health WIC Program, hereinafter referred to as OHA, and:

NAME OF STORE OWNE	CR(S)	
1.		
2		
3		
hereinafter referred to as "Ve	endor".	
Туре	of Ownership	'endor' , e
Corporation (including L		Grock Ador Only
Sole Proprietorship	Other, explain	Grocery w/Pharmacy
		Pharmacy Vendor Only (Infant, Child and Adult Formula Products Only)
OWNER MAILING ADA	TOTELL HONE	
Primary Name:		
Mailing Addres		_
C: te/Zip:	Phone Numb	per:(
Seconda		
Mailing Addres		
City/State/Zip:	Phone Numb	per: ( )

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## STORE NAME(S), PHYSICAL LOCATION(S) AND PHONE NUMBERS OF STORE(S)

This Agreement grants authorization to participate in the OHA-WIC Program to only the individual stores listed below. (Attach additional sheets as necessary):

Store Name:	
Street Address:	
City/State/Zip:	
Phone:	
Vendor ID:	

Vendor agrees, as evidenced by the signature(s) in Section G of the viduals(s) named above, or their representatives who have legal authority to idually gintly represe Vendor, to participate in the Special Supplemental Nut gen, Inf m for Children (hereinafter referred to as the WIC Program and agrees abide b ode of Federal Regulation, Part 246; this Vendor Agree at; the Orego dministrati (OARs) 333-054-000 through 0070 as it pertains endors; a all other applicable federal and state laws, regulations, and rules governing the Pr m (including the WIC EBT Operating Rules), including any changes reement period. In consideration during of the mutual covenants set forth in this A t, OHA Vendor agree as follows:

#### A. EFFECTIVE DATE AND TERM AT

- 1. This Agreement is in Sthe date OHA's horized agent's signature and, except where participation nt may be suspended or terminated under gree OAR 333-054-0060, shall co ue in e. til the last day of\_ ified Agreement, or until terminated as provided in this unless supereded by a new or between Vendor and OHA concerning the WIC paragraph ious Agreeme Program ar d replaced this Agreement. Subject to opportunity for perse 954-0070, this Agreement may be terminated by the hearing as pl ded in 🛚 Atten no. e to OHA and this Agreement may be terminated for Vendor upon day 5 days written notice to the Vendor. The Agreement is not e by OHA transferable and omatically terminates upon a change of store ownership or upon eration. However, in the case of multiple store operations, the cessation of store cation to OHA identifying a cessation of operation of less than all d in the Agreement or the addition of others, including name, address and er, store manager's name, and store type, shall be considered an elephone nu this Agreement unless disapproved in writing by OHA. Neither OHA nor amendment as an obligation to renew this Agreement. Vendors must notify OHA in Vend any change in ownership, store name, store location or permanent store closure at least 30 days prior to the effective date of the change.
- **2.** In addition to disqualification or termination for violation of the Agreement, OHA may terminate this Agreement under any of the following conditions:
  - (a) If OHA funding is not obtained or continued at levels sufficient to allow for purchase of the indicated quantity of services. When possible and when agreed upon, this Agreement may be modified to accommodate a reduction of funds;

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- (b) If statutes, regulations, rules, or guidelines are modified, changed, or interpreted in such a way that the services are no longer allowable or appropriate for purchase under this Agreement;
- (c) If any license or certificate required by law or regulation to be held by the Vendor to provide the services required by this Agreement is for any reason denied, revoked or not renewed;
- (d) If a Vendor has not redeemed a minimum of 5 (five) eWIC (EBT) transaction during a six-month period. This will be determined by a review of the most cut at eWIC transaction history available;
- (e) If OHA determines that the Vendor has provided false information in with its application for authorization;
- (f) In the event of a change in store facilities that adversely impacts participally to complete eWIC transactions (including, but not limited to store remodel, but additionally and equipment failure); or
- (g) If a Vendor does not meet current selection criteria dund the Agreement period
- 3. OHA shall provide the Vendor with an administrative review accordance with the provisions of ORS Chapter 183, 7 CFR § 246.18, and OAR 335, 4-0070.
- 4. Any reference in this Agreement to "days" means of the days up that further defined as the state of the st
- 5. This Vendor Agreement does not constitute a light of principles or principles.
- 6. Disqualification from the WIC Program may part in disquarication as a sector of SNAP. Such disqualification may not be sect to administrative or judicial review under SNAP. Disqualification from SNAP will restrict disquare cation from the WIC Program. Such disqualification is not subject to administration and discussive under the WIC Program.

#### B. OHA RESPONSIBILITIES

- 1. OHA will establish proceed assure, a will provide for, prompt reimbursement of Vendors through normal bands of the local for a walid e WIC transactions.
- 2. As part of the redemption p. dure, make price adjustments to the requested amount on eligible WIC foods to e e compliant with the competitive pricing selection Vendor for improper eWIC transactions, may offset criteria. OHA y payment to future payment the or required d receive reimbursement from the Vendor for the s on improper eWIC transactions and for unsubstantiated amounts paid by HA to the n to denying payment or assessing a claim for quantities of WIC od ite . In au. reimbursement, Ol sanction the Vendor for overcharges and other errors in accordance R 333-054-0.
- 3. When OHA determines that the Vendor has committed a violation that affects payment to the Vendor will any payment or establish a claim. OHA may delay payment or establish a claim.
- 4. Tresearch and provide a response within 10 business days of the receipt of the notification of a payment dispute from a Vendor.
- **5.** All payment disputes shall be resolved within 45 business days of the first notification by either party. Resolution of a dispute completed within the dispute timeframe is final or the initiating party shall be deemed entitled to the claim and the disputed item will be settled in their favor.
- 6. OHA will provide the Vendor with training and information on WIC foods, procedures
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- and policies.
- 7. OHA will notify Vendors of changes to Federal or State statutes, rules, regulations, policies, or procedures governing the WIC Program before the changes are implemented. OHA will provide as much notice as possible.
- **8.** OHA must notify a Vendor in writing when an investigation reveals an initial incidence of a violation for which a pattern of incidences must be established in order to impose a sanction, before another such incidence is documented, unless OHA determines, in discretion, on a case-by-case basis, that notifying the vendor would compromise investigation.
- 9. OHA shall not pay or reimburse the vendor for interchange fees related to transactions.
- 10. OHA shall not pay for ongoing maintenance, processing fees or operational converses and equipment used to support eWIC (EBT) after OHA has implented eWIC (EBT) statewide, unless the equipment is used solely for the WIC Program of the determines the Vendor using multi-function equipment is necessary for participant according to the vertical provision also applies to authorized farmers. Costs shall be proportional to the usage for the WIC Program.

#### C. OHA RESERVES THE RIGHT TO:

- 1. Monitor any Vendor for compliance with the Vendor Agreement and as out and in the OARs 333-054-0000 through 0070 as it pertainty Vendor.
- 2. Deny payment or demand reimburser but for exactions in violation of any of the administrative rules or terms of this amount.
- 3. Audit a Vendor's financial records to the true if violatings of this Agreement have occurred and to identify amounts due (A.A. Improper IVC transactions.
- ws, an Vendor who has embezzled, Prosecute, under applicable federal, stat or loc r fraudulent obtain. QHA funds, assets, or property. If willfully misapplied, s sore, the the Velctor shall be subject to a fine of not the value of such funds more than \$25,000, or imp of pre than five (5) years, or both. If the value men. en the passes shall be a fine of no more than \$1,000. of such funds is less than \$10 ne (1) year, or both. A Vendor may be subject to t for not more the or impriso the sanctions is section, such as claims by OHA for actions in reimbursem WIC tran actions. of impa
- Program, with pair am of 15 days' written notice (except for Vendors convicted of king or illustration and Termination of Vendor Agreement,") if it is determined that the Vendor:
  - (a) any of the provisions of this Agreement or with any of the statutes, es or ordinances applicable to Vendor's participation in the WIC Program;
  - (b) Provided se information in its application to participate in the WIC Program;
  - (c) Is curred disqualified from the Supplemental Nutrition Assistance Program (SNAP) ner state's WIC Program;
  - (d) has been assessed a civil money penalty in lieu of disqualification from the SNAP or another state's WIC Program;
  - (e) Has been convicted of a felony related to the operation of the Vendor's business; or (f) Does not meet current selection criteria.
- 6. Issue, from time to time, revisions to this Agreement to conform with amendments to applicable federal and state laws, regulations, rules, and policies.

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- 7. Pursue any and all legal remedies in the event that Vendor refuses to promptly pay any sums owed to OHA under this Agreement.
- **8.** Immediately terminate the Vendor Agreement if it determines that the Vendor has provided false information in connection with its application for authorization.
- **9.** Terminate for cause by OHA upon 15 days written notice to Vendor.
- 10. Randomly monitor Vendors for compliance.
- 11. Terminate the Vendor Agreement if OHA identifies a conflict of interest, as defined by the applicable State laws, regulations, and policies, between the Vendor and OHA gray of its local agencies.
- 12. Reimburse a Vendor for an eWIC transaction up to the peer group average the WIC-eligible food item plus an amount determined by OHA. A Cash Value Berry (CVB) maximum is the actual value of the CVB.
- a Vendor violation that affects payment to the Vendor. OHA may delay payment a establish a claim in the amount of the full purchase of each VIC transaction that contained the Vendor overcharge or other error. The Vendor II have an opportunity a provide justification or correction when OHA denies reimburse at for a eWIC transaction or requests payment for an improper eW
- 14. POS terminals used to support the WIC Program and be decreased in cordang with the minimum lane coverage provisions of §246.1% (2). OHA is a remove the reminals if actual redemption activity warrants a red con consistent of the redencation levels outlined in §246.12(z)(2)(i) and (z)(2)(ii).

#### D. VENDOR RESPONSIBILITI

- 1. The Vendor must have EBT capability and a lay with WIC Operating Rules and follow the transaction procedures below
  - 1.1 Scan WIC-eligible individually. Thecke hay use the quantity key to scan identical UPCs;
  - 1.2 Give the shopper a rect for each VC rchase;
  - 1.3 Do not retain eWIC card k for every resonal Identification Number (PIN);
  - 1.4 Do not for I.D. in addition eWIC card;
  - 1.5 Provide the sest, an eWlo lance inquiry of available foods without making a purchas
  - 1.6 Do not all eWIC to seed for the purchase of any unauthorized items.
  - 1.7 Allow the participant, authorized representative or proxy to pay the difference when a further and very sole purchase exceeds the value of the CVB (also known as a split tender transation).
- The Verdasshall provide only the authorized foods during an eWIC transaction. The Verdand transaction to the unauthorized food items, non-food items, cash or credit reducing rate hecks) in exchange for eWIC benefits. The Vendor may not provide refunds or per alt exchanges for authorized foods obtained with eWIC benefits, except for exchanges an identical authorized food item when the original authorized food item is called, spoiled, or has exceeded its "sell by," "best if used by," or other date limiting the sale or use of the food item. An "identical authorized supplemental food item" means the exact brand and size as the original authorized food item obtained and returned by the participant.
- 3. The Vendor shall not charge participants for authorized foods obtained with eWIC benefits, however, it is permissible for a vendor to request, but not require, payment over the actual value of a CVB. In addition, the Vendor shall not seek restitution from a

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- participant for an eWIC transaction not reimbursed or partially reimbursed by OHA, or for which OHA has requested payment from the Vendor.
- **4.** The Vendor shall not issue cash change to an authorized shopper for eWIC transactions less than the total value of a CVB. The participant may, but is not required to, use their own funds for purchases in excess of the value of a CVB.
- 5. The Vendor shall not include sales tax or container deposits as part of the actual cost of the authorized foods purchased in a eWIC transaction. Any monetary amount above the actual value of a CVB is subject to any tax which applies to non-WIC purchases are truits and vegetables.
- 6. Integrated Vendors (stores that have cash register systems that interface we have eWIC processor or a 3<sup>rd</sup> party processor) agree to download the Approved Productist (APL) file daily or every day the store is open for business.
- Use of the "store and forward" transaction by an integrated Vendor is done at the wn risk and the Vendor agrees to hold the Authority harmless for any financial harm in ed as a result. At their own risk, Integrated Vendors may choose to accept "store and forward" transactions if the Oregon eWIC system is inaccess The Vendor acknowledges settlement for those transactions may be delayed lenied depending on the availability of benefits on the eWIC account and inancial liab o acc "store the benefits are not available when the system is forw function is not an option for non-integrated V ors.
- 8. Telephone, power and supplies: Vendor me provide a telephone line or becauses; power to maintain equipment; and point of samples in order to participate as a WIC Vendor.
- 9. Non-integrated Vendors who are issue VIC equipment are responsible for physical modifications that may be required at the extraction of the commodate said equipment.
- 10. The Vendor shall not charge to OHA at the party concercial processing costs and fees incurred by the vendor from EBT multi-paction uipment. Commercial transaction processing costs and from essed by a the 1-party processor that the vendor elects to use to connect to the EBT state of the Vendor.
- 11. Vendor may dispute a payr at in way up 45 days after the date of the transaction. Supporting documentation may be received an 10 days of the Vendor's submission of the writter teaser of OHA will be written.
- 12. The Vendo ete at least person, at each authorized Vendor location, to The designated trainer shall train all checkers, including serve as the ignated b pharmacy che hvolved with eWIC transactions. The Vendor or its signated train a promptly inform employees of changes in the WIC Program, the WIC Authorized Food List. The Vendor shall ensure that the inc. ding change designated trainer store manager or other management employee participate in training be the of, the Vendor's first authorization and annually thereafter. During ich this Vendor Agreement is in effect, OHA shall conduct at least one eriod in live interactiv raining for that Vendor. OHA shall designate the date, time and location of the train except that OHA shall provide the Vendor with at least one alternative date attend such training.
- 13. The vendor shall be accountable for any intentional or unintentional action of its owners, officers, managers, employees or agents, with or without the knowledge of management, who violate this Vendor Agreement or federal or state statutes, regulations, policies or procedures governing the WIC Program.

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- 14. The Vendor shall offer WIC participants the same courtesies offered to other customers, and may not treat WIC participants differently by offering incentive items that are not offered to non-WIC customers.
- **15.** The Vendor shall notify OHA in writing of any change in ownership, store name, store location or permanent store closure at least 30 days prior to the effective date of the change:
  - **15.1** In the event of any change in ownership or of the legal authority obligating the Vendor, the Vendor Agreement may be terminated;
  - 15.2 In the event of a name change for any store the Vendor shall, within 60° ys of the change, ensure that the store's outside sign bears the same name as that ted on the Vendor Agreement; and
  - 15.3 If the Vendor closes any store listed in the Vendor Agreement, the Vendor notify OHA in writing of the closed store's name, address, and telephone number whis written notification shall be considered an amendment of the Vendor Agreement undisapproved in writing by OHA within 15 days of OHA's support of the Vendor's notification. OHA will terminate the Agreement when a store station changes.
  - 15.4 The Vendor shall notify OHA, by no later that the next siness day following any temporary change in store facilities affect a participating, straight remodeling, closure for health code violatings or suspens of sale of products while a new refrigeration unit is being in a led.
- 16. The Vendor must comply with the verdor selection critical throughout the agreement period, including any changes to the constant. Using a current vendor selection criteria, OHA may reassess the Vendor at any including the remember period. OHA will terminate the Vendor Agreement if the tent of ails to in the current vendor selection criteria.
- 17. Vendor shall maintain the e-mail act unt the capable of receiving WIC contract and program information
- 18. The Vendor agrees not to have not a social trib trib selection of authorized foods.
- 19. The Vendor shall maintain, for period of a years, purchase and receiving records, including, a state and the value of the vertices of the
- Vendor shall and odd OHA's authorized representative or federal government official access to the Vendor shall access to the Vendor shall access to records and documents at all reasonable times. The Vendor shall access to records relating to eW's access to records and individuals access to records relating to eW's access to records and other documents that are pertinent to determining a Vendor's contriance with WIC rules and regulations. The Vendor shall also, upon request, further to OHA, within two days, verification of total Vendor purchases of this in order to justify amounts claimed as WIC Program purchases.
- **21.** The Vendor must reapply for authorization if the Vendor wishes to continue to be authorized beyond the period of this current agreement.
  - **21.1** The Vendor's application will be subject to the current vendor selection criteria listed in OAR 333-054-0020 and 333-054-025.
  - **21.2** If a Vendor is disqualified, the Vendor Agreement is terminated and must reapply after the disqualification period is over.

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- **22.** The Vendor agrees to not disclose information regarding a participant of the WIC program to any person other than the Authority, and its representatives.
- **23.** The Vendor shall not retain a participant's eWIC card or any information that identifies a person as a WIC participant, or disclose information regarding any participant of the WIC Program to any person or entity other than OHA, its representatives.
  - **23.1** Pharmacies may retain identifying information of a WIC participant only for the purpose of ordering medical formula.
  - 23.2 Vendors with "club cards" or discount programs shall not retain shopper in mation as it pertains to being a WIC participant.
- 24. The Vendor must not engage in any conduct that would discriminate again any authorized shopper or participant based on the individual's race, color, nation origing gender, age, and disability. The Vendor must comply with the nondiscrimination provisions of Departmental Regulations §7 CFR 15, 15a, 15b.
- 25. A Vendor who has embezzled, willfully misapplied, stolen, or fraudulently obtained funds, assets, or property is liable to prosecution under apply le federal, state or local laws. If the value of such funds is \$100 or more, the Vendor sh e subject to a fine of not more than \$25,000 or imprisonment for not more ve (5). s or both. If \$1,000 value of such funds is less than \$100, the penalti nall be ine of h or imprisonment for not more than one (1) ye or both. A V dor may actions in addition to the sanctions in this on, such as ms by OHA reimbursement of improper eWIC transaction
- **26.** In addition to claims collection, the or may ationed for Vendor violations in 233-054-0050 and this Agreement, accordance with OHA sanction sche ed in Ox Part E. Sanctions may include disqual or a civ ney penalty in lieu of ith prior disqualification. OHA must provide the arning that violations have ena occurred, for violations tion, before imposing such sanctions, require a pat i for unless OHA determine sis) that would compromise an by case investigation.
- 27. Use of the WIC acronym and 9:
  - 27.1 The Var may use the War cronym and logo to:
    - (a) Ident in the iler as an author ed WIC vendor by utilizing signs provided by the OHA; Vendo is submit prosed alternate signage to OHA for approval before utilizing signs provided by the other interests of the interest o
    - (b) Identify a port of WIC foods by attaching channel strips or shelf-talkers provided by OHA state. WIC-Food" to store shelves.
  - 27.2 Vendors are stricted from using the WIC acronym in their advertising and other promotional mater at, and may not use the WIC logo in their advertising or other productions without prior permission from OHA. The Vendor may not use the acronym or logo to:
    - (a) Imply the Vendor is owned or operated by the OHA-WIC Program by using "OHA-WIC Program," in whole or in part, or close facsimiles, in the official or business name of indor.
    - (b) Identify a particular food as "WIC approved" by attaching or affixing it to a food item container.
    - (c) Vendors may not visit WIC clinic locations to hand out promotional materials, nor is the WIC clinic staff allowed to distribute any fliers or promotional materials provided by Vendors.
- **28.** The Vendor may terminate this Agreement for cause upon 15 days written notice to OHA.

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### WIC Vendor Violations with Civil Penalties or Disqualification

(effective October 1, 2018)

Violation	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
	Instance*	Instance	Instance
Failing to comply with the vendor agreement	Notice of Non- compliance	n/a	1-year disqualification
Failing to provide the authorized shopper a balance inquiry of remaining available benefits	Notice of Non- compliance	\$100	\$200
Failure to maintain minimum lane coverage	Notice of Non- compliance	\$100	\$200
Failing to provide a receipt	Notice of Non- compliance	\$100	\$200 Subsequent civil pena doub \$400, \$800, and \$1600
Failing to display prices	Notice of Non- compliance	\$100	squent civil penal es double to \$46, 800, and \$1
Requesting or requiring any identification or information other than the WIC ID card	Notice of Non- compliance	100	\$200
Failing to attend required training	Notice of Non- com	\$100	1-year disqualification
Using the "WIC" acronym or logos w/o prior authorization	Notile to notice the complete	\$.	\$200
Failing to stock appropriate quantities	Notice of pn- compliance	00	1-year disqualification
Failing to provide documentation for each incentive item	No. No.	\$100	1-year disqualification
Failing to have at least WIC register open du y all operating hours	No of Non- compace	\$100	\$200 Subsequent civil penalties double to \$400, \$800, and \$1600
Failing to display signs a registere traindicate when Windows december 4	ce of Non- compliance	\$100	\$200 Subsequent civil penalties double to \$400, \$800, and \$1600
see or more the agorie and are the minimum stock and urrents	Notice of Non- compliance	\$100	1-year disqualification
Sec. prestitution	\$100	\$200	3-year disqualification
Requiring shoppers to ay for authorized are than with a food instrument	Notice of Non- compliance	\$100	\$200
Providing unauthorized food items, including charging for authorized food in excess of those listed on the food instrument	Notice of Non- compliance	n/a	1-year disqualification

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Violation	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
	Instance*	Instancee	Inst
Requiring a cash purchase	Notice of Non- compliance	\$100	\$200
Providing change when redeeming a food instrument	Notice of Non- compliance	n/a	1-year disqualification
Allowing a refund or any other item of value in exchange for authorized foods	Notice of Non- compliance	n/a	1-year de La lification
Providing WIC shoppers with incentive items or other merchandise and/or services	1-year disqualification	n/a	n/a
Failure to pay a civil penalty assessed by the Authority	1-year disqualification	n/a	n/a
Selling expired authorized foods or formula	Notice of Non- compliance	n/2	1-year disqual scation
Sale of alcohol, an alcoholic beverage, or tobacco **	3-year disqualificat	n/a	
Failing an inventory audit**	3-year disqualification	n/a	n/a V
Claiming reimbursement which exceeds the store's documented inventory **	No of Non-		3-year disqualification
Vendor overcharges**	Notice f No complia e	n/a	3-year disqualification
Transacting food instruments authorized channels **	Notice of con- poliance	а	3-year disqualification
Charging for foods not received by the authorized sh	Notice of a poliance	n/a	3-year disqualification
Providing credit or n food item	Notice of Non- npliance	n/a	3-year disqualification
Trafficking**	6-year disqualification	n/a	n/a
Ang a firearm, ammuni , xplosive, or consuled subspace**	6-year disqualification	n/a	n/a
of trafficking r selling firearms, ammunition explosives, or controlled substap *	Permanent disqualification	n/a	n/a

<sup>\*</sup>Oregon Administrative Rule 333-054-0050 (1): The Authority must notify a vendor in writing when an investigation reveals an initial incidence of a violation for which a pattern of incidences must be established in order to impose a sanction, before another such incidence is documented, unless the Authority determines, in its discretion, on a case-by-case basis, that notifying the vendor would compromise an investigation.

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<sup>\*\*</sup>Potential reciprocal disqualification from SNAP.

#### **G.** Signatures of Agreement

#### **CERTIFICATION AND MERGER**

This Agreement, Parts A through G, constitutes the entire Agreement between the parties. No waiver, consent, modification or change of terms of this Agreement shall bind either party unless it is in writing and signed by both parties. Such waiver, consent, modification or change, if made, shall be acceive only in the specific instance and for the specific purpose given. There are no understandings a reements, or representations, oral or written, not specified herein regarding this Agreement. Vend a sy signature of its authorized representative, hereby acknowledges that Vendor has read this Agreement, understand agrees to be bound by its terms and conditions.

#### **GOVERNING LAW, VENUE**

All rights and obligations of the parties to this Agreement are governed by Oregon law and a provisions of this Agreement, including Parts A through G. Any class or litigation between C. Vendor that arises out of or relates to this Agreement shall be commendant and maintained only in the Circuit Court of Marion County in Salem, Oregon.

<u>OREGON V</u>	VIC PROZ XM AUTH BIZATIO
The undersigned certifies that they are the the owner that obligates the Vendor to adh	owner or has be legal, thority* to sign contracts on behalf of the term of the term.
Store/Corporation Name:	
Owner* and Co-Owner (if applicable):	
Print Name(s):	
Title(s):	
Signature(s):	
Signature Date:	<b>*</b>
*If compownership are additional prossary signatures.	l signatures, it is the obligation of the Vendor to obtain such
uthorized OH	
Alba rita Title: WIC endor Manager	
Signature.	Date:
<b>Effective Beginning:</b>	Ending:
	Oregon WIC Program

PO Box 14450 Portland, OR 97293-0450

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