



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:

<i>Retail food delivery system</i>	The primary food delivery system used in Oregon whereby participants take food instruments to authorized grocery stores and pharmacies to obtain the prescribed foods and formula.
<i>Vendor management</i>	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.
<i>Food instrument</i>	A voucher, check, electronic benefit transfer (EBT) card (EBT), coupon, or other document which is used to obtain supplemental foods.

PROCEDURE:
State responsibilities in vendor management

1.0 The state Vendor Management Services Team performs the following vendor management tasks:

- Authorizes WIC vendors
- 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 TWIST
- Coordinates banking services for authorized vendors
- Represents WIC in administrative and court hearings
- Monitors store closures and transfers of ownership
- Collects and analyzes vendor data, e.g. shelf price surveys
- Clarifies WIC policies and procedures on vendor-related issues to state and local staff
- Communicates with USDA on vendor-related issues

OVERVIEW OF VENDOR MANAGEMENT, *cont.*

- 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 inquiries 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 or not the termination of a specific vendor would result in inadequate participant access.
- 2.3 Provide information to state WIC staff regarding whether or not 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 redeem Oregon WIC food instruments. ★

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