VENDOR UPDATE

- Vendor Management
- Vendor Authorization
- Vendor Training
- Vendor Monitoring
- Vendor Investigations
VENDOR MANAGEMENT

Regional Assignments

- 3 Contract Cycles
- Alternating Years

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VENDOR AUTHORIZATION

- Number of contracts determined by client population in each zip code
- Rural areas (<2500) = 1 vendor for every 75 clients
- Urban areas (population >2500) = 1 vendor for every 175 clients
- Client accessibility is checked – reasonable traveling distance
  - 1 mile in urban areas
  - 5 miles in rural areas
Authorization Process

Ø 12 Criteria For Authorization including:

• Minimum Stock Requirements
• Food Selection
• Competitive Prices
• WIC And SNAP History

Ø Ranking and non-ranking

Ø PRIORITY - SELECTION OF THE BEST STORE TO SERVE ARE CLIENTS
Vendor Status Changes

- Occur almost daily
- Dynamic Authorized Vendor List In Client Portal
- LA Coordinators normally cc’d new vendor additions and termination notices
- Current Status
  - 1700 full line grocers
  - 250 pharmacies, mostly CVS
  - 600 Vendors on the waiting list
New Vendors

- On – Site Inspection
  - Minimum Stock
  - Expired, Spoiled, Outdated Foods
  - Price Displays
  - Proper Use Of Shelf Talkers/Signage

- On - site training
  - Purpose Of The Program
  - Minimum Stock Requirements
  - WIC Authorized Foods
  - EBT Transactions
  - Participant Treatment
Renewal Applicants

- Upon Approval given a 3 year contract
- Required to attend group training during the 3 years
  - Vendor Group training in various areas of state
  - Notify and invite LA Coordinators
  - Use questionnaire
  - Training Packs and Questionnaires available
  - Inaugural Vendor Conference
Monitoring Visits

- New Vendors Visited Within 6 Months Of Contracting
- Random Selection
- System Reports
- Manager Discretion As Needed
- Complaints
Complaints - Loren Haughn 517-335-8935

- Complaint Form - Incomplete Information

- Common Complaints
  - POS Equipment Issues
    - Stand Alone Devices Can Only Be Repaired By Xerox
    - Integrated Systems Can Only Be Addressed By Vendor IT Contact
  - Unable To Redeem Benefits (Cereal/Juice/Etc.)
    - Error Message Crucial
  - Yogurt
Effective 7-11-16, 1 quart (32 oz.) yogurt is available in low fat (skim, ½% and 1%) milk packages only.

Packages have been created in MI-WIC.

Nonfat or low fat yogurt is allowed in:

- 4 oz. 4-packs (16 oz.)
- 4 oz. 8-packs (32 oz.)
- 32 oz. containers
Yogurt Confusion...

Allowed Examples:

Not Allowed Examples:

*Contains Aspartame
INVESTIGATIONS

• Undercover Compliance Buys
  • High Risk Indicators
  • Approximately 500 buys per year

• Inventory Audits –
  • Requires vendor to submit invoices for all infant formula purchases
  • Compare infant formula purchases with system redemptions
  • Claims
Thank You

Mike Perrelli
Vendor Relations Manager
517-335-9201
PerrelliM@Michigan.gov