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# Vermont WIC Vendor Handbook

## Chapter 7: Home Delivery Process

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## 1 GENERAL DESCRIPTION

Home delivery is one of three general methods that may be used by State or Local agencies to provide supplemental foods to WIC participants. Home delivery systems provide supplemental foods delivered directly to participants' homes by a contracted vendor.



## 2 CONTRACTS

Contracts are established with home delivery vendors through a competitive bidding process conducted by the State of Vermont, Purchasing and Contract Administration Division, Department of Buildings and General Services. Vendors bid on contracts to serve specified areas of the state, called routes.

### 2.1 Cancellation

Contracts may be canceled without cause by either party with 120 days written notice to the other. Failure to provide written 120 day notice to the Vermont Purchasing & Contract Administration Divisions could result in penalties of up to 50% of any monies due the vendor. Cancellation for cause will be governed by cancellation clause in the Purchasing and Contract Administration terms and Conditions.

### 2.2 Renewal

Neither the State nor the Vendor has an obligation to renew the vendor agreement.

### 2.3 Change of Ownership/Assignment

- A. The contract shall not be assigned in whole or in part without the written permission of the Purchasing & Contract Administration of Division Director of the State of Vermont. The vendor shall notify the State in writing when the vendor ceases operations, or ownership changes. Such notification shall be ninety days prior to cessation or change of ownership.
- B. The outgoing vendor will assure smooth transition by providing the incoming vendor with the information necessary to continue deliveries in a way that least disrupts the participant. Failure to do so may result in monetary penalties from the last invoice the vendor submits.

See Chapter 3 (hyperlink) for details on the contract process.

### 2.4 Fraud and Abuse:

- A. A vendor who commits fraud or abuse of the program is liable to prosecution under applicable Federal and State laws. Vendors who are disqualified for WIC Program abuse may also be disqualified for the Food Stamp Program (FSP). Disqualification from WIC may result in a disqualification in the FSP that is not subject to administration or judicial review in the FSP. Disqualification from FSP will result in disqualification from the WIC Program or, under certain circumstances, assessment of a civil money penalty in lieu of disqualification.
- B. The State agency may disqualify a WIC home delivery vendor for reasons of program abuse. The vendor has the right to appeal a State agency decision pertaining to denial of application to participate or to vendor disqualification.

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### 3 HOME DELIVERY POLICY OVERVIEW

The home delivery vendor is responsible for purchasing and stocking adequate quantities of all WIC foods indicated for delivery. Home delivery vendors must make every effort to provide 100% home delivery in their contracted delivery area. Deliveries may be made only when a food order is presented on a valid VT Department of Health proof of delivery (POD) form or valid screen print. All food authorized on POD forms must be delivered within the specified delivery month. Food must be delivered only in amounts and types specified on POD forms.

Delivery shall be made twice a month, except Infant only food packages, as specified below. Products are delivered in accordance with storage and transportation standards specified in the vendor contract. Vendor must coordinate with DO to provide optimal customer service to all WIC families. Vendor will deliver flyers and/or materials to participants related to the program changes, updates or other general information.

### 4 REQUIREMENTS FOR HOME DELIVERY VENDORS

The home delivery vendor works in partnership with the WIC Program to deliver specified foods to authorized WIC participants under prescribed terms and conditions. The vendor agrees to abide the provisions of the WIC Vendor Handbook, including any subsequent changes incorporated into the Handbook during the contract period.

#### 4.1 Product and Price

The State reserves the right to specify product types, sizes, and /or specific brand names of products the vendors must carry. The State may mandate purchases from specified wholesale distributors. Vendors will receive a 60-day notice of any change of implementation of this provision.

##### 4.1.1 *Infant Formula*

The Vermont WIC Program purchases infant formula for home delivery to authorized participants. Vendor must stock and distribute State owned infant formula. Vendor will receive \$ .10 for each can of concentrated infant formula delivered, and \$.35 for each can of powdered infant formula delivered. Vendors are required to submit a completed monthly formula inventory form with their monthly invoice in order to be paid.

##### 4.1.2 *Individually Set Product Prices for WIC Foods*

The specific price setting methods are in place for the following WIC Approved foods and are outlined below.

1. Milk prices paid by WIC for all milk, except lactose reduced; include the base estimated producer price plus any premiums paid directly to farmers by the supplier, plus delivery fees. Documentation must be submitted annually during the month of January, and at any time that there is a premium change, verifying cost to vendor of all premiums. WIC will not pay more than the milk price charged to retail customers. Lactose reduced milk will be reimbursed at cost plus delivery charge.
2. The base milk price for this contract will be at a set differential from the Base Monthly Price (See chart in [Appendix A](#)). The "Producer Price" will be the combined Class I Price and Processor Assessment, established monthly by the Vermont Department of Agriculture for Zone 21 with the exception of Monument Farms Dairy in Middlebury, Vermont. Monument Farms milk pricing will be the Zone 21 Class I price. The chart changes in \$.005 per quart increments for every \$.22 change in "Producer Price."

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3. Eggs: Vendor will purchase eggs and be reimbursed at \$.20 over the monthly average of the USDA Egg Boston Market price as published by Vermont Department of Buildings and General Services for large white eggs, plus delivery change. Vendor must provide and deliver large Grade A eggs. All eggs must comply with the provisions of the Vermont Fresh Egg Law - Title 6, Chapter 27, of Vermont Statutes Annotated. Eggs should be packaged 12 eggs per carton.



4. Whole Grain Bread: Price set by WIC and communicated to vendor via monthly base price letter. Vendor must carry WIC approved whole grain bread. Whole grain bread must conform to FDA standard of identity. Whole wheat must be the primary ingredient by weight and must meet labeling requirements for making a health claim as a "whole grain food with moderate fat content"; contain a minimum of 51% whole grains (using dietary fiber as the indicator); meet the regulatory definitions for "low saturated fat" (< 1 g saturated fat per RACC) and "low cholesterol" (< 20 mg cholesterol per RACC); bear quantitative trans fat labeling; and contain < 6.5 g total fat per RACC and < 0.5 g trans fat per RACC. WIC approved whole grain bread: La Panciatta, Honey Oat, 16 ounce loaf.

#### **4.1.3 Prices set by WIC wholesale food contract**

Vendor will be reimbursed at the contract price or the actual price paid if less, plus delivery charge. A monthly statement will be sent out to all vendors to provide the maximum allowable billing charge per unit. Vendor may purchase items for delivery from any supplier but will not be reimbursed above the contract price.

Vendors paying more than one price for an item during any month must bill based upon the different prices and number of items at each price. Averaging of monthly cost is not acceptable. If purchased locally for less than set price must charge cost plus delivery charge.

Orange, apple and grape juice may be purchased under the wholesale food contract. Vendor will be reimbursed at the contract price or the actual price paid if less, plus delivery charge.

## **4.2 Storage**

### **4.2.1 Formula**

Formula must be stored between 32 and 95 degrees. Ideal temperature for formula storage is between 55 degrees and 75 degrees. Vendors must maintain their storage areas and trucks at these recommended levels, and no less than 32 degrees at all times. Formula must be stored on pallets in a clean and dry location.

### **4.2.2 Frozen Formula**

Formula that has been frozen should NOT be used. Abbott Laboratories, the current formula contractor recommends replacing any infant formula that has been frozen. If a participant reports frozen formula, it must be replaced either by the District Office or the vendor as soon as possible. The formula must be labeled "BEEN FROZEN" and a total count called into WIC CO. Questions about formula integrity or acceptability should be directed to WIC CO for clarification.

### **4.2.3 Other Foods**

The table below displays the standards that are to be met for storage of other food types.

### Food Storage Standards for Home Delivery Vendors

Product	Storage Temperature	Transportation Temperature	Conditions
Milk	35° - 40° F	35° - 45° F	Product should not be held above 40° F for more than two hours.
Cheese	35° - 40° F	35° - 45° F	Product should not be held above 40° F for more than two hours.
Eggs	35° - 40° F	35° - 40° F	Product should not be held above 40° F for more than two hours.
Adult and Infant Cereal	---	---	Must be stored in a dry place so boxes cannot get wet and on pallets or shelves to prevent exposure to insects and rodents.
Infant Formula	35° - 65° F	35° - 65° F	Arrange stock to assure oldest is used first. Cases must be moved about and turned over every two months. Formula must never be frozen or exposed to high temperatures.
Juice – cans, Shelf stable	Avoid exposure to extreme temperatures	Avoid exposure to extreme temperatures	Product should be stored in a cool place. Stock should be rotated.
Juice – cartons Pasteurized Single Strength	35° - 45° F	35° - 45° F	Product should be stored in a dark place, or protected from the light.
Bread	35° - 40° F	35° - 65° F	Product should be held between 35° - 40° F. Cool dry storage is best with temperatures 65 or below ideal. Refrigeration prolongs the shelf life of the bread in regards to mold growth. Must be stored in a dry place so boxes cannot get wet and on pallets or shelves to prevent exposure to insects and rodents.
Brown Rice	---	---	Must be stored in a dry place so boxes cannot get wet and on pallets or shelves to prevent exposure to insects and rodents.
Soy Beverage	35° - 65° F	35° - 65° F	Arrange stock to assure oldest is used first. Cases must be moved about and turned over every two months. Soy Beverage must never be frozen.

Tofu	35° - 65° F	35° - 65° F	Arrange stock to assure oldest stock is used first. Cases must be moved about and turned over every two months. Tofu must never be frozen.
Canned Beans	40° - 65° F Cool, dry storage at 65° F	40° - 65° F Avoid exposure to extreme temperatures	Product should be stored in a cool place. Stock should be rotated. Arrange stock to assure oldest stock is used first.
Canned Tuna	Avoid exposure to extreme temperatures	Avoid exposure to extreme temperatures	Product should be stored in a cool place. Stock should be rotated. Arrange stock to assure oldest stock is used first.
Peanut Butter	Avoid exposure to extreme temperatures	Avoid exposure to extreme temperature	Product should be stored in a cool place. Stock should be rotated. Arrange stock to assure oldest stock is used first
Infant Foods	Avoid exposure to extreme temperatures	Avoid exposure to extreme temperature	Product should be stored in a cool place. Stock should be rotated. Arrange stock to assure oldest stock is used first

## 5 EXPECTATIONS AND GUIDELINES FOR HOME DELIVERY

### 5.1 Customer Service

Optimal customer service and client satisfaction are important to the WIC Program mission. Vendors (and their employees) shall treat all WIC customers equally, with courtesy and respect.

### 5.2 Civil Rights

Vendor must comply with the non-discrimination provisions of U.S. Department of Agriculture regulations (7 CFR Parts 15, 15a and 15b); never discriminate against authorized WIC participants on the basis of race, color, national origin, age, sex or disability.

The Vermont Department of Health WIC Program provides WIC benefits without regard to race, color, national origin, age, sex or disability. This means that on the basis of race, color, national origin, sex, age and disability, no individual will be:

- Denied service or other benefits provided under the program.
- Provided any service or benefits in a different manner from that provided to others under the program.
- Subjected to segregation or separate treatment in any matter related to receipt of services under the program.

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- Restricted in the enjoyment of any advantage or privileges enjoyed by others receiving services under the program.
  - Treated differently from others in the determination of enrollment, admission or eligibility for any services or other benefits under the program.

### **5.3 Confidentiality**

Vendors must comply with the federal law that requires that the identity of WIC participants be kept confidential and used only for the purposes of providing home delivery of the WIC food package.

Vendors must sign and Affirmation of Understanding of Need to Protect Confidentiality following training provided by WIC Central Office. Employees of the vendor must be trained on AHS Rule 96-1 and 7CFR 246.26(d) and must sign the employee Affirmation of Understanding of need to Protect Confidentiality.

**Chapter 11 (hyperlink) of the Vendor Handbook provides more details on Civil Rights and Confidentiality requirements and standards, including training requirements for vendors and their employees.**

### **5.4 Delivery**

#### **5.4.1 Home Delivery Overview**

1. The Vendor is responsible for purchasing and maintaining adequate quantities of all WIC foods. If there are products shortages beyond the vendor's control, vendor must contact WIC Central office for prior approval (authorization) to purchase items outside the contract specifications.
2. Deliveries shall be made at least twice a month, on alternating weeks for two (2) deliveries per month, with the exception of the infant food package which may be delivered once a month.
3. Deliveries may be made only when order is presented on valid Vermont Department of Health - Proof of Food Delivery (POD) form or valid screen print.
4. All food specified on POD forms must be delivered within the specified 30-day period unless otherwise authorized by Central Office.
5. Foods delivered must be in the amounts and types specified on the POD form. Substitutions are prohibited.
6. Products are to be delivered in accordance with the "Storage and Transportation Standards" as specified in the table found in this chapter at [Section 4.2.3](#), and Attachment II to the vendor contract. Vehicles used for transportation of pasteurized milk and milk products shall be constructed and operated so that milk and milk products are maintained at 40 degrees F or less and are protected from sun, freezing and contamination. (Source: "Vermont Department of Agriculture Bulletin No. 54 - Regulations Relating to Milk and Cream.")
7. Vendors will deliver flyers and/or materials to participants related to program changes, updates or other general information. WIC Central Office must pre-approve any materials or notices vendors wish to deliver to participants.

#### **5.4.2 Home Delivery Standards**

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Home delivery vendors must make every effort to provide **100% home delivery** for all participants in their delivery area. Home delivery is defined as the delivery of WIC foods directly to the participant's door. If residence is an apartment building, the vendor should deliver to the individual participant's door to ensure receipt of food package. This includes delivering upstairs at the request of the participant or district office. Participant requests to deliver food to a specific location should be honored (i.e., garage, porch, etc.). Vendors are never required to enter a participant's home.

Home delivery vendors must home deliver **two times a month**, except to households that receive only an infant food package (infant formula, infant cereal, infant foods). Infant food packages must be delivered in the first *delivery week* of the month. Additional deliveries can be negotiated depending on the amount of perishable food authorized and the flexibility of the vendor's delivery schedule.

Exceptions to 100% home delivery must be negotiated in advance with the appropriate DO as follows:

1. Vendor provides the first home delivery and determines it is a location which is unsafe for home delivery.
2. Vendor immediately contacts the DO liaison and requests that the participant locate an alternate delivery location.
3. The DO liaison contacts the participant and negotiates a new delivery location and then contacts the vendor with updated address/location. Liaison generates a Vendor Notice documenting the agreement and sends to vendor.
4. If the participant has no other possible delivery location, the DO liaison and vendor must determine a plan to provide safe delivery. This may include a separate trip to the delivery location to assess the physical constraints. If the vendor challenges the liaison's decision, the case must go to the District Director for resolution. WIC CO may be consulted to assist in the resolution. The vendor must provide home delivery until the situation is resolved.

If a vendor requests not to deliver to a participant home at all, and this proves a hardship to the client, home delivery should be provided by the vendor. **Delivery schedules are negotiated by DO Staff on behalf of the client.**

District offices have systems for prompt review of requests from vendors for exceptions, including designating a contact person for the vendor. If a vendor challenges the DO's initial decision, the situation must go to the District Director for resolution. WIC Central Office may be consulted to help resolve the situation. The Vendor must provide home delivery 2 times a month until the situation is resolved.

If the vendor describes road conditions which present an unsafe situation, DO must verify that information with the participant, or travel the road themselves. DO staff may request to travel the road in the vendor's vehicle.

No exceptions will be made based on distance to a participant's home.

### **5.4.3 Missing Foods**

**Participants are expected to call the vendor before the next scheduled delivery to report** missing, damaged, or incorrect foods. The vendor may not set a strict hour deadline for those calls, but should take the opportunity to educate the client about calling within a couple days so that they can "pre" order the foods to ensure freshness and can make them up the next delivery day.

The Home Delivery Vendor will understand that it can be very difficult for a WIC participant to call immediately to report missing, damaged or incorrect foods. For example:

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- Participants may not have phones, or consistent phone coverage.
  - Many working families may not get home until 6 pm and may leave before 7 am.

#### **5.4.4 Route Coverage and Vendor to Vendor Agreements**

The Purchasing and Contract Administration Division of Buildings and General Services and the Department of Health WIC Program define home delivery route boundaries. The expectation is that vendors will home deliver to all participants residing within their contracted route unless otherwise stated in writing in the bid for contract.

Agreements may be made between individual home delivery vendors regarding route coverage for participants when it is in the best interest of all parties. Vendor to vendor agreements are only in effect as long as the same vendors agree to continue the arrangement. Once a route is awarded to another vendor, the agreement must be renegotiated.

Home delivery vendors must inform their respective District Office(s) and WIC Central Office when agreements are made between vendors so that everyone is clear who is delivering where.

### **5.5 Adverse Delivery Conditions**

#### **5.5.1 Delivering Foods Safely**

Products are to be delivered in accordance with the "Storage and Transportation Standards" as specified in [Attachment II](#) of the Vendor Contract and found in this chapter at [Section 4.2.3](#). Vehicles used for transportation of pasteurized milk and milk products shall be constructed and operated so that milk and milk products are maintained at 40 degrees F or less and are protected from sun, freezing and contamination. (Source: "Vermont Department of Agriculture Bulletin No. 54 - Regulations Relating to Milk and Cream.")

WIC families are encouraged to use coolers to protect WIC foods from spoiling and from exposure to extreme temperatures. See Chapter 15 for sample participant notice.

**Weather conditions** may mean that some **roads** are temporarily treacherous to travel.

- In the event of unsafe weather conditions, the vendor must notify the District Office and call participants scheduled to receive foods (where phone numbers are available) when delivery is impossible or unfeasible due to weather conditions.
- After weather event, the vendor must arrange to get the foods to the families as soon as possible. Deliveries should be completed BEFORE the next scheduled delivery - this can include weekend deliveries as needed. In severe circumstances, local radio spots can be used by WIC Central Office & local DO staff to get notice to participants.

**Seasonal drop-offs** may be approved at the discretion of the district office.

**Other conditions** that may merit DO approval of drop off status include:

- Low bridge or posted low weight bridge with no reasonable way around.
- A road which is not town maintained.
- A narrow, long road or steep driveway.
- Road conditions due to weather, such as floods (washed out roads/bridges, mud, snow banks, ice).

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## 5.6 Theft

The participant must notify the district office within 5 working days after the theft of food, and return a completed Missing Food Report within 10 working days after the theft. (See Chapter 15 for copy of Missing Food Report, VDH-115.)

Staff will verify loss of WIC food and reason(s) for the loss from data on Theft Report, fill out and electronically file a Participant Information Form (VDH 102e) and authorize the vendor to replace foods equal to the participant's last delivery. (A sample of this form is included in Chapter 15.)

An on-line POD for the food replacement will be prepared. A screen print with the notation "food replacement due to loss" will be filed in the family folder.

Food may be replaced only twice at the same location. If a family reports a third theft at the same address, the family and vendor must make alternate delivery arrangements so that foods are secure.

## 5.7 Purchase and stock adequate quantities of all WIC foods

It is the Vendor's responsibility to **purchase and stock adequate quantities of all WIC foods in order to fulfill the delivery schedule requirements**. If there are product shortages due to wholesale or manufacturer issues, vendor must contact Central Office for prior approval (authorization) to purchase approved items outside of contract specifications.

- If products cannot be **made up before the beginning of the next month**, vendor must contact Central Office for authorization to deliver foods the first week of the new/following month.

### 5.7.1 *Infant formula stock and delivery when supply is inadequate*

Infant formula is the only WIC home delivered item that is ordered and paid for by the State. The vendor is responsible for placing a monthly order with CO which is sufficient to cover all eligible participants. Formula orders must be placed at least 7 days before the first of the month. It is the vendor's responsibility to order and stock sufficient quantities of formula to assure this benefit is delivered consistently.

The District Office must be notified when home delivery vendor does not have adequate inventory to fulfill delivery expectations. At a minimum, at least one half of the authorized monthly total must be delivered to each participant due formula in the first delivery week, and the remainder distributed at the next scheduled delivery week.

## 5.8 Office Management

Vendor shall provide a telephone number, either a toll-free number or number in the local calling area for all participants served so that participants have a no cost method of contacting the vendor during business hours. The telephone number may not be more than 10 digits in total in order to be printed on the POD.

Vendor shall provide a regular schedule of business hours Monday through Friday, when vendor or vendor's employee is available to handle questions and delivery issues by telephone for WIC staff and participants.

- Vendors who provide services to more than 800 participants in any combination of routes must make available staffed phone service Monday through Friday 8:00 am to 4:30 pm.

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- Vendors who serve fewer than 800 participants must provide a regular schedule of hours Monday through Friday when staffed phone service is available. This schedule will be communicated to participants and district office staff.
  - When an answering machine is used by vendors who serve fewer than 800 participants each month, calls must be returned to WIC staff by 4:00 pm the next business day. Vendors must return participant calls by end of the next business day. Telephone answering machine messages must identify the vendor and the WIC program.
  - Alternate methods of communication with District Office staff may be agreed upon, such as fax or e-mail.

## 6 PROOF OF DELIVERY FORMS (POD)

### 6.1 Policy

All Vermont WIC food orders are presented for home delivery using the WIC Proof of Delivery form (POD). Participants receiving food must verify receipt of all food items each month in which products are provided. Vendors must submit all PODs for payment and reconciliation.

### 6.2 Purpose of the POD Form

- To authorize vendors to deliver to WIC participants specific quantities of each food for a full or partial month.
- To document food received by each family on a monthly basis. Federal regulations require the signature of the adult participant or parent each month in order to continue to receive foods.

### 6.3 Description of the POD Form

The Proof of Delivery form allows the WIC Program to track each food delivery made to participants. The form lists all of the foods that are authorized for the WIC participant(s) each month. The POD provides all the information needed by the vendor for Home delivery of WIC foods to the participants. A sample of this form is included in Chapter 15.

The POD form is 3 hole punched and printed on NCR paper (one page yellow and one page white). Either color may be given to the participant, the other copy stays in the route book. In addition, blue "office" copies of the POD are generated to be kept in the Vendor's office for reference.

- **Name Change Message:** The name/change message will appear on the POD above the Food Delivered column when a participant moves within the same Vendor's delivery area, or changes their last name. The DO will still email a Vendor Notice on these changes, as the DO can overwrite this message to the Vendor if they do another change in that participant's computer file before the physical POD is printed.
- **Recertified Message:** The RECERTIFIED message will appear on the POD above the Food Delivered Column when any or all of the participants named on the POD come into clinic and recertify. Any POD with the RECERTIFIED message is to be fully delivered, even if the family's food has been stopped for non-return of POD. If there is a POD which is being held for lack of signature, it may not be delivered on unless a signature is obtained. Just the RECERTIFIED POD should be delivered.

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- **New POD:** An **N** before the POD form number means the POD is for a new participant to a Vendor. The Vendor does not have any PODS for this family is and not currently delivering to them. Vendor must deliver a **N** POD.
  - **Add POD:** An **A** before the POD form number means the POD is an addition to an existing POD. This means the Vendor is already making deliveries to the individual. An Add POD must be delivered during the same month it is authorized for. If an individual's food has been stopped for non-return of POD, a vendor must deliver food on the ADD POD only. **Add** PODs also require participant signature at the end of the month.
  - **Replacement POD:** An **R** before the POD form number means the POD is a REPLACEMENT of a POD which the vendor already has. A Vendor Notice should accompany a REPLACEMENT POD which lists the original POD form number which was Voided and the new REPLACEMENT POD number. A REPLACEMENT POD cannot be delivered if the individual is on the DNL without first receiving a signed POD or note from the individual.
  - **Blank PODS:** A BLANK POD is a POD with no foods listed on it.

BLANK PODS are generated for:

- Individuals who only receive special formula which they pick up at the DO.
- For families with 5 or more participants, the computer will automatically generate 2 PODS for the family each month. All foods will be on the first POD, with the first 4 individuals listed, and the 2<sup>nd</sup> POD will be BLANK with the 5<sup>th</sup> individual listed on it.

## 6.4 POD Production and Shipping

### 6.4.1 Automatic Batch Computer-Generated POD

POD's for the total quantities of WIC food authorized for each family are automatically printed once a month at Department of Information & Innovation (DII) using information on file for each family member. Forms are printed around the 24<sup>th</sup> of the month for the following delivery month.

The dates for each monthly run are indicated on the POD calendar (See Chapter 15). PODs are delivered to WIC CO where they are sorted and shipped to the individual vendor.

POD shipments are received at Central Office and are packed and shipped to each vendor the same day. The vendor chooses shipping method, options include: vendor pick-up, VT Transit bus, Fed Ex, or US mail.

FTP record transfer is available on request to load PODs electronically into computer system for tracking and monitoring.

### 6.4.2 On-line Computer-Generated POD

On-line PODS are generated at the District Office level and printed at DII on Monday and Thursday evenings. Forms are delivered to WIC CO where they are sorted and mailed (USPS) to vendors on Tuesdays and Fridays.

On-line PODS are generated to:

- Authorize delivery of a partial month food order for the current month. Forms may be generated for new participants, for participants who move to a new Vendor, have food package changes, or to authorize delivery of food for the next month after the monthly PODs are printed.

- Authorize delivery of food for the next month when the food order is written after the deadline indicated on the POD calendar.
- Authorize replacement of lost or stolen foods.

### 6.4.3 Report 1

Both POD runs contain the POD forms and a printed report. (Report 1 - Food Verification Totals by Distributor/Family. See example in Chapter 15.)

Report 1 contains the family ID#, head of household, form #, and number of family members. At the end of each Report 1 is the total number of forms generated on that run, along with the total number of participants and families. At the bottom of each food product column are the total amounts authorized for that run. The Report 1 is useful to the vendor as it provides a checklist when accounting for all PODs. The product totals from all Report 1's in a month should be used to calculate the monthly invoice. (A sample of this report is included in Chapter 15.)

### 6.4.4 Screen Prints

Participants are to receive foods within 10 days of enrolling on WIC. A screen print of the POD can be generated to start food delivery for participants in order to meet the 10 day timeframe. District Offices print a *screen print* and then email them to the vendor. The vendor treats the screen print as an official food order and delivers according to the screen print until receipt of the POD.

Vendors must set up a tracking system to ensure that they receive the POD which replaces the screen print from the District Office.

Screen prints may be used for payment to the Vendor when a POD was not generated by a DO in error or when PODs get lost in the mail. Payment for screen prints must be authorized by WIC CO.

Use the following **Cereal Legend** when delivering from screen prints.

Cereal 1:	Cheerios
Cereal 2:	Rice Chex
Cereal 3:	Honey Bunches of Oats – Vanilla Bunches
Cereal 4:	TOTAL Whole Grain
Cereal 5:	Kix
Cereal 6:	Infant Oat
Cereal 7:	Oatmeal (hot)
Cereal 8:	Mini Wheat
Cereal 9:	Infant Rice

## 6.5 Breakdown of Foods on the POD

Food items for delivery are divided between 2 deliveries each month. The following is the computer generated breakdown of foods on the POD.

1 <sup>st</sup> Delivery:	2 <sup>nd</sup> Delivery:
Milk	Milk
Juice	Juice
Lactaid/Soy Beverage	Lactaid/Soy Beverage
American Cheese	Mild Cheese
Sharp Cheese	Lowfat Cheese

Tofu	Beans
Eggs	Tuna
Peanut Butter	Bread
Bread	Rice
Cheerios	Kix
Rice Chex	Mini Wheats
Oatmeal	Total Whole Grain
Honey Bunches	Baby Food
Infant Cereal	
Formula	
Baby Food	

## 6.6 Preparing the POD Form for Home Delivery

The vendor may date each weekly delivery column above the column heading to indicate when the participant can expect their delivery. Any change in the regular delivery day/schedule should be reflected in the column headings before distributing the POD to the client, e.g., due to holiday or vendor vacation.

The "Totals" column must never be altered. Any change in assigned quantities will void the POD and make it ineligible for payment.

If change is made in the breakdown of weekly deliveries, the total foods delivered MUST equal the amount of foods authorized in the Totals column.

## 6.7 Delivery Verification

The following steps are to be followed to verify WIC food delivery:

1. Vendor delivers food specified for the first delivery week and leaves the participant copy of the POD with foods.
2. At the first delivery week of the following month, the vendor drops off the new month's POD and picks up a signed copy of the last month's POD. If no signed copy is left by the client, the vendor must leave a notice stating that food delivery will end until vendor receives a signature verifying previous month's food deliveries,
  - VDH-119c reminder yellow notices must be left with the first delivery of the following month if the vendor has not received the POD. (A sample of this form is included in Chapter 15.)
  - VDH-118c reminder green notices may be left with the last delivery of the month. This notice requests that the signed POD be left out at the next delivery. (A sample of this form is included in Chapter 15.)
3. For participants who did not return a signed POD, the vendor suspends food deliveries until a signature is received. Participants may mail or fax a signed POD, a signed VDH-119C reminder notice with the delivery month indicated, or a signed note including the delivery month and information about whether all foods were received. (A sample of this form is included in Chapter 15.)
4. The vendor will NOT receive payment for foods delivered after the 1st week without client-signed verification of the previous month's deliveries.

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5. If a participant returns a late signed verification, the vendor may resume deliveries effective the date verification is received. The vendor must notify the DO that a signature was received. The vendor is never authorized to make up food without approval from the DO. Make up foods may be authorized by a district office on a case-by-case basis but must be in the form of a Vendor Notice.

## **6.8 Preparing and Submitting PODs For Payment**

Vendors should follow these steps to submit monthly bill for food deliveries.

1. At the end of the second delivery week, gather ALL returned PODs from the previous month.
2. Check the PODs against Report 1s from the previous month or use a POD tracking sheet.
3. WIC CO MUST receive a copy of EVERY POD generated that month –including any that may have been voided for payment. If a participant did not return a signed POD, submit an office copy of that POD. If a participant returned a signed yellow notice or note, attach it to an office copy of the relevant POD.
4. Separate all PODs in numerical order based on the following categories:
  - Client-signed copies with all foods delivered.
  - Unsigned copies with participant signature attached (yellow notice or note) with all food delivered.
  - Participant-signed copies (or POD with attached note) with undelivered foods. Be sure to clearly indicate which foods are undelivered in the "Foods not Received" column.
  - Participant-signed copies (or POD with attached note) where delivered or undelivered foods are disputed. Include a brief explanation on the form indicating what was actually delivered and why you are disputing what the client listed.
  - Unsigned copies where ALL participants' end dates match the current delivery month or with District Office cancellation notice attached.
  - Voided PODs - No deliveries at all made on these forms.
  - Unsigned copies from your Dairy Notification List (DNL). These are called "Flagged PODs." Be sure to include a copy of your DNL with these PODs.
5. After sorting your PODs as described above, package them together and send them to WIC Central Office during the third week of the month. Signed PODs or equivalents received after the initial submission must be submitted to CO to ensure credit for future deliveries.

## **7 DAIRY NOTIFICATION LIST (DNL)**

### **7.1 Purpose of DNL**

The DNL is used to report to the DO any WIC households whose deliveries have been stopped because they have not provided a signed POD or equivalent to the vendor. (A sample of this form is included in Chapter 15.)

### **7.2 Completing the DNL**

Vendors must submit a separate DNL at the end of the 2<sup>nd</sup> week for each route to the appropriate district office. A paper or email copy must also be sent to WIC CO with the

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vendor's PODs. Vendors must complete the DNL even if all POD forms were returned by participants.

### **7.3 Procedure if POD is received AFTER DNL is sent to DO**

1. Vendor must call or email the DO with names of participants who have returned PODs after the vendor has submitted the DNL to the DO. DO notes the date the POD was received, and initials in the column provided. DO also notes if they authorized missing foods to be made up and generates a Vendor Notice to communicate this to vendor.
2. If a participant returns a signed POD or equivalent during the same month, the vendor may resume deliveries as of the date the POD was received. If the POD is received on the same day that the delivery would have been made, the vendor may make up that delivery. If the signed POD was received with a backdated postal date, the vendor may make up deliveries to that date. The vendor may not make up deliveries for any other reason than the above without DO permission.
3. The signed returned POD must be for the correct month. Unsigned returned PODS are not acceptable, nor are PODS with the monthly date crossed out and a new month written in. Vendor must re-contact participant and request corrected paperwork. Vendor may not deliver until corrected paperwork is received.

## **8 MAKING UP FOODS MISSED DUE TO NON-RETURN OF POD**

**Policy:** Participants that have not turned in a signed POD for the previous month, acknowledging receipt of foods, may not receive their second food delivery of the month. The vendor must receive a *vendor notice* from the District Office to make up any foods due to non return of POD.

## **9 WIC PAYMENT OVERVIEW**

The vendor must submit an invoice for the billing month within 30 days of last delivery date for that month. Vendor must supply a participant-signed POD or a vendor copy verifying food delivery, in order to receive payment. The following steps are to be followed:

1. PODs submitted for payment are data entered to adjust and verify delivery of authorized quantities. Monthly reports are generated to reconcile authorized quantities.
2. Once all deliveries for the month have been made, the vendor submits an invoice for the billing month with required (infant formula inventory documentation, cost documentation if indicated).
3. The invoice is processed for payment after corrections for math, quantity or price.
4. Vendors review and respond to reports generated from data entry of POD forms submitted for payment. Reports are compared to the original invoice and adjustments are made if the initial payment was incorrect. The Vendor Invoice Adjustment (VIA) Report is used to reconcile the adjustment amount for the adjustment month in the billing month. (A sample of this form is included in Chapter 15.)

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## 10 BILLING PROCEDURES

### 10.1 Mid-Month Reports

The Adjustment Month mid-month reports are generated at DII on the 15<sup>th</sup> of each month and mailed to Vendors on the following business day. Use these reports to check the state's records with your own delivery records. These reports indicate the credit received for PODs that were submitted by the vendor to WIC Central Office and that have been entered into the computer.

The Vendor must verify that information on each report is correct and then submit a **WIC Vendor Response to Reports Cover Sheet** to WIC CO within 5 days of receipt of the reports. (A sample of this form is included in Chapter 15.) A copy of any POD – clearly marked with what is incorrect and how it should be credited - listed on the Response to Reports Cover Sheet must be submitted with the Cover Sheet. These can be faxed to WIC CO to expedite submittal.

It is the vendor's responsibility to review and respond to Mid-Month Reports. Correct reports do not require a response. Failure to respond within 5 days will delay payment. Failure to submit any response at all will result in the assignment of high risk vendor points.

Vendors receive the following Mid-Month Reports:

- **Vendor Invoice Adjustment (VIA) Form** – a spreadsheet which summarizes the Adjustment Month. It includes the total products vendor billed WIC for, the computer total of all foods authorized, the total products with documentation of actual delivery and any differences between documented deliveries and what was invoiced. Following is a breakdown of the VIA form by Column:
  - Column A: VI QNTY (Vendor Invoice Quantity)** is the quantity of each product as invoiced/paid to the Vendor.
  - Column B: PRICE** is the lowest per unit price for each product as invoiced/paid to the Vendor.
  - Column C: AUTHRZD** is the total of each product that was authorized for the Adjustment Month. The Vendor cannot invoice for more product than was authorized.
  - Column D: GEN(5)** is the sum of all PODS which were submitted as fully delivered.
  - Column E: GEN(6)** is the sum of all PODS which were not submitted by the Vendor and will not be reimbursed.
  - Column F: DELIV** is the sum of foods on PODS on Report 9.
  - Column G: UNDELIV** is the sum of foods on PODS on Report 8.
  - Column H: ADJUSTED TOTAL** is the sum of Columns D & F (and any PODS returned for credit from column E). This is the amount of foods the Vendor actually delivered and should have invoiced for.
  - Column I: ADJUSTED DIF** is the difference in products from what the Vendor actually billed and what he should have billed. Column H minus Column A equals Column I.
  - Column J: PRICE DIFF** is the price paid for the products which will be adjusted. Column I multiplied by Column B equals Column J.
- **Report 5** – a list of computer-generated POD forms with all foods delivered. These quantities are approved for payment. No response is necessary if forms are on Report 5 correctly; otherwise a corrected copy of any POD which should not be on Report 5 must be submitted.

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- **Report 6** - lists all POD forms which were not submitted by the Vendor and are missing from the VIA calculations. Vendor must submit a copy of any POD on Report 6 in order to receive payment for the form.
  - **Report 8** - lists all POD forms that report undelivered food. This report shows only the undelivered foods that Vendors will not be paid for delivering. A corrected copy of any POD incorrectly placed on this report, or missing from this report, or which lists incorrect foods, must be submitted.
  - **Report 9** – a list of the same POD forms as Report 8, this time showing only foods which were delivered and are approved for payment. Negative numbers on this report indicate Vendor submit a copy for correct credit on Response to Reports Cover Sheet.
  - **VOID List** - lists those forms voided by district office staff (or by the vendor) for the adjustment month. Vendor will not be paid for these foods, and they do not appear on any other report. Voided PODS are deleted from the WIC database on the 15<sup>th</sup> of each month and are irretrievable. A vendor may submit a form as “Voided in Error by DO” on the Response to Reports Cover Sheet - payment to the vendor will be made if verified by WIC CO.

Vendors should compare the reports with their own records and may take the following actions to resolve differences:

1. If a POD form is not listed on any of these reports, it has been voided. If this is incorrect, please send us a copy of the POD and note it on the Response to Reports Cover Sheet. Indicate on the copy what foods were delivered or not delivered.
2. If there are POD forms listed on Report 6 in error, send a copy of each POD form and indicate what food was delivered or not delivered. Note them on the Response to Reports Cover Sheet.
3. Check Reports 8 and 9 to make sure that undelivered foods are listed properly. If there are errors, send a copy of each form in question listing the correct missing food(s), and note them on the Response to Reports Cover Sheet.

## 10.2 Invoice Preparation

An invoice should be submitted to WIC CO when all deliveries are complete for the month. Vendors are required to use invoices [hyperlink] supplied by WIC Central Office unless a computerized invoice form is approved by Central Office.

## 10.3 Invoices

Invoices will be submitted monthly unless otherwise authorized by the WIC Central Office. The following standards apply to submission of invoices:

1. Invoices must be submitted on a timely basis, not to exceed 30 days after the billing period ends. Failure to submit an invoice within 90 days could result in penalties of up to 50% of any monies due the vendor.
2. Invoice must contain delivery month, products, quantities, and prices charged for product in container sizes actually delivered with the exception of milk which must be billed in quart size only. All appropriate cost documentation for the purpose of price verification must accompany the first invoice in the contract period. Thereafter, vendors need to submit monthly price verification if there has been a price change for that particular item.
3. Invoice shall cover only authorized foods actually delivered and verified.

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4. Vendor must prepare and submit an infant formula inventory with the monthly invoice. Inventory will be checked each month against what was ordered and delivered, and vendor will be held accountable for any discrepancies.
  5. Authorized State personnel may take inventory of infant formula on site at any time. Vendor may be held accountable for any discrepancies.
  6. State personnel may review the vendor's WIC account books and practices at any time. The vendor shall provide the State access to POD's, route books and other documentation of food delivery, wholesale invoices, account book, and any other financial records. Vendor may be held accountable for any noted deficiencies. The State has the right to demand refunds for overcharges. The State may deny payment for improper or altered POD forms or may demand refunds for payments already made.
  7. Vendor shall not bill WIC participants for any products delivered through the WIC Program.

To prepare the invoice:

1. Using the [VIA Worksheet](#) or a similar accounting tool, collect the product totals from ALL Report 1's issued that month.
2. List all undelivered foods by form number. Identify and include any "Voided" forms.
3. Subtract undelivered foods from the total authorized.
4. Enter these totals on the vendor invoice. For foods that are delivered in a different size than is identified on the POD, bill for the unit size that you actually delivered. An estimate of the breakdown may be made by using receipts from the supplier.
5. Supporting Documentation - required backup to be submitted monthly includes:
  - a. Cost/Quantity Documentation - Retail Price List if you have retail customers. You must submit documentation that shows the price paid and the quantity purchased for each food item for which the price has changed from the previous month (excluding milk and eggs).
  - b. Formula Inventory

#### **10.4 Vendor Invoice Processing Procedures**

#### **10.5 Definitions:**

- Billing Month: The month for which the invoice is submitted for payment.
- Adjustment Month: Two delivery months prior to the billing month, reconciles authorized payments. (If your billing month is September, your adjustment month is July.)

Central Office will process vendor invoices according to the following procedure:

1. VIA Worksheet and Invoice for the [billing month](#) is reviewed for math, quantity and pricing errors. Corrections are made and the sum of the billing invoice is recorded at the bottom of the Vendor Invoice Adjustment Report ("VIA Report" – see Chapter 15 for example) report for the [adjustment month](#) under "Current Month Billing."
2. VIA Report for each vendor for the adjustment month is run on the 29th of the billing month. The monthly VIA Report summarizes the:
  - a. total products vendor has billed WIC for,

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- b. total products authorized by PODs,
    - c. total products with documentation of actual delivery
    - d. differences between documented deliveries and invoice quantities.
  3. Vendor Notices for the Adjustment Month are reviewed regularly and matched to Reports 8 and 9 as appropriate. Any billing questions on the Vendor Notices are emailed to the Vendor and DO to respond to and the invoice payment is held until a response is received.
  4. The DNL is reviewed and matched to Reports 8 and 9, or the Flagged POD report as appropriate. Any billing questions on the DNL are emailed to the Vendor and DO to respond to and the invoice payment is held until a response is received.
  5. Any invoice errors are corrected and a new adjustment total is calculated. A revised total is calculated and noted on the bottom right of the VIA form. This amount is paid to the vendor.
  6. Each Vendor receives a copy of their processed invoice and VIA form for their records following submission of payment package to business office.
  7. Vendors have 30 days from the date of the adjustment letter in which to appeal the final adjustment with WIC Central staff responsible for the adjustment.

## **11 WIC PARTICIPANT NOTICES**

### **11.1 Notices From Vendor**

1. There are 2 notices that originate from the Vermont Department of Health. These notices are provided by WIC Central Office. (Samples of these forms are included in Chapter 15.)
  - a. REMINDER, VDH-118c, is on bright green paper and is given out on the last delivery day of the month to remind participants to leave out their signed POD on their next delivery day. This notice is optional for vendors to use.
  - b. WIC PROOF OF DELIVERY NOTICE, VDH-119c, is on yellow paper and must be left at the participant's home the first delivery of each month if no POD has been left out for the vendor to pick up. This informs participants that they will not receive any more WIC foods until the vendor has received a signed POD form or a note to the effect that they received all their foods for the month. This form must be used by all vendors. Monthly supply is shipped automatically to all vendors with *big* monthly POD run.
2. Notices from Vendors to Participants

All notices from vendors to participants that originate from the vendor must be reviewed 30 days in advance of distribution by WIC Central Office. Includes notices about vacation schedules, holiday schedule changes, or other delivery schedule changes. Vendors requesting notices made up by Central Office should allow at least one extra week for set-up, printing and shipping. That means submitting the notice information to Central Office 5 weeks in advance to allow for printing and mailing time.

It is the vendor's responsibility to:

- Notify the District Office at least 30 days prior to any change.
- Notify all participants of changes in advance, including participants who receive once a month deliveries if the change affects them.

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## 11.2 Notices to Vendors

**WIC Vendor Notice – VDH 101e:** The WIC Vendor Notice (a sample of this form is included in Chapter 15) is filled out by the DO and sent via email to vendors to transmit for the following types of information to the vendor:

- Additional delivery address instructions
- Change in address
- Change in name
- HOLD – whereabouts unknown
- Temporary cancellations (for moving, vacations, etc.)
- Permanent cancellations
- Voided POD

It is the vendor's responsibility to keep track of these notices and follow the instructions included on them. Vendor notices are checked for appropriate billing by WIC CO each month as part of the adjustment/payment process.

It is the District Office's responsibility to electronically file a copy of each vendor notice for WIC CO use.

Vendors may submit these notices with their PODs each month to ensure proper credit when WIC Central Office processes their invoice and prepares the adjustment.

**Client Information Form – VDH 102e -** The Client Information Form (a sample of this form is included in Chapter 15) is completed and put on file by VDH staff for any of the following reasons:

- Positive feedback from a participant for their vendor/driver
- Product quality or packaging issues, including outdated products
- Delivery of wrong foods when not exchanged appropriately in same week
- Substituting non-WIC items
- Inconsistent day, place, or time of delivery (time = more than 2 hours without a storm) without prior notification
- Driver's misconduct, including perceived discrimination or unequal treatment, swearing or other rude behavior
- Missed deliveries if POD is returned appropriately and participant is still eligible
- Not returning phone calls in a timely manner to participants or DO staff
- Animal issues
- Any unresolved, ongoing, or repetitive issues

Client Information Forms are filled out by the DO and sent electronically to the vendor. Client Information Forms are submitted each time a participant makes a statement about services received from their vendor, both positive and negative. Client Information Forms can also be generated by the DO for issues or compliments without a specific call from a participant.

It is the DO's responsibility to contact the vendor for any participant issues which need further explanation by the vendor, or an action by the vendor. It is the District Director's

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(or their designee's) responsibility to negotiate resolution of any issues which cannot be reached between the vendor and participant, or the DO front line staff.

The vendor may submit optional comments at the bottom of the form if additional action is taken, or if the vendor feels further explanation is necessary. Optional comments must to be sent to WIC Central Office, it is optional for the vendor to send them to the DO.

Client Information Forms are an important tool for WIC vendor monitoring and to help assign vendor risk levels. Client Information Forms are maintained in the vendor file, and forms submitted during the most recent 6 months are reviewed during periodic vendor audits or site visits.

Client Information Forms are reviewed by a panel to assess points for vendors when routes are being bid.

## **12 VENDOR TRAINING**

The vendor agrees to participate in WIC vendor training (as requested/scheduled by WIC Program Staff).

New vendors shall be trained by a representative of the State in WIC policies and procedures, billing, and program requirements prior to the beginning of a contract. Vendors shall be informed of any programmatic changes at the time of such changes. Additional training and/or updates, program changes, etc., will be provided during audits or site visits on areas not meeting existing regulations or on issues that the vendor may question.

The vendor shall be responsible for the training of its employees and shall be responsible for their actions. The vendor may ask for training assistance from WIC Central Office.

The State agrees to provide a copy of the Vendor Handbook to each vendor.

**Table 7-1 Monthly Schedule for Home Delivery**

	<b>MONTH 1</b>	<b>MONTH 2</b>	<b>MONTH 3</b>
<p><b>WEEK 1</b></p> <p><b>and</b></p> <p><b>WEEK 2</b></p>	<p>Deliver Week 1 food. Leave POD for current month.</p> <p>Deliver Week 2 food.</p>	<p>Deliver Week 1 food. Leave Month 2 POD. Pick up completed POD for Month 1 (make sure it is signed &amp; checked). If no POD, leave warning (yellow form). Invoice to WIC C.O. for Month 1 foods. No delivery to participants who did not turn in a POD for Month 1. Complete Dairy Notification List (DNL) to notify D.O. of non-returned PODs.</p>	<p>Deliver Week 1 food. Leave Month 3 POD. Pick up Month 2 POD. If no POD, leave warning (yellow). Start to fill out Dairy Notification List (DNL) to notify D.O. of non-returned PODs. Invoice to WIC C.O. for Month 2.</p>
<p><b>WEEK 3</b></p> <p><b>and</b></p> <p><b>WEEK 4</b></p>	<p>Deliver Week 3 food. Order formula, etc., for next month.</p> <p>Deliver Week 4 food - Leave POD reminder form (green).</p> <p>Receive PODs from WIC C.O. for Month 2. Leave a "no delivery 5th week form" as appropriate</p>	<p>Deliver WIC foods. Update DNL to notify DO of late returned PODs. Send PODs for Month 1 to WIC CO Receive payment for Month 1 invoice. Order formula, etc., for next month. Deliver WIC foods. Deliver POD reminder (green). If 5th week month, leave form. Update DNL to notify D.O. of late returned PODs. Receive PODs from WIC C.O. for Month 3.</p>	<p>Deliver WIC foods. No delivery to participants who did not turn in a POD for Month 2 or 1. Complete and mail DNL to notify D.O. of non-returned PODs. Deliver WIC foods. Respond to Reports for Month 1 within 5 business days. Update DNL and notify D.O. of late returned PODs. Order formula, etc., for next month. Deliver WIC foods. Deliver POD reminder (green). If 5-week month, leave form. Update DNL and notify D.O. of late returned PODs.</p>

## Appendix A - Base Monthly Price

PRODUCER PRICE PER C.W.T.	RETAIL HOME DEL	PRODUCER PRICE PER C.W.T.	RETAIL HOME DEL	PRODUCER PRICE PER C.W.T.	RETAIL HOME DEL
	/QTS		/QTS		/QTS
11.65-11.87	.42	17.17-17.39	.54	22.46-22.68	.655
11.88-12.10	.425	17.40-17.62	.545	22.69-22.91	.66
12.11-12.33	.43	17.63-17.85	.55	22.92-23.14	.665
12.34-12.56	.435	17.86-18.08	.555	23.15-23.37	.67
12.57-12.79	.44	18.09-18.31	.56	23.38-23.60	.675
12.80-13.02	.445	18.32-18.54	.565	23.61-23.83	.68
13.03-13.25	.45	18.55-18.77	.57	23.84-24.06	.685
13.26-13.48	.455	18.78-19.00	.575	24.07-24.29	.69
13.49-13.71	.46	19.01-19.23	.58	24.30-24.52	.695
13.72-13.94	.465	19.24-19.46	.585	24.53-24.75	.70
13.95-14.17	.47	19.47-19.69	.59	24.76-24.98	.705
14.18-14.40	.475	19.70-19.92	.595	24.99-25.21	.71
14.41-14.63	.48	19.93-20.15	.60	25.22-25.44	.715
14.64-14.86	.485	20.16-20.38	.605	25.45-25.67	.72
14.87-15.09	.49	20.39-20.61	.61	25.68-25.90	.725
15.10-15.32	.495	20.62-20.84	.615	25.91-26.13	.73
15.33-15.55	.50	20.85-21.07	.62	26.14-26.36	.735
15.56-15.78	.505	21.08-21.30	.625	26.37-26.59	.74
15.79-16.01	.51	21.31-21.53	.63	26.60-26.82	.745
16.02-16.24	.515	21.54-21.76	.635	26.83-27.05	.75
16.25-16.47	.52	21.77-21.99	.64	27.06-27.28	.755
16.48-16.70	.525	22.00-22.22	.645	27.29-27.51	.76
16.71-16.93	.53	22.23-22.45	.65	27.52-27.74	.765
16.94-17.16	.535			27.75-27.97	.77

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## Appendix B: Formula Ordering/Inventory Process

The Vermont WIC Program purchases infant formula for home delivery to authorized participants. Vendors are required to submit a completed monthly formula inventory form with their monthly invoice in order to be paid.

### A. Ordering Procedure

Formula orders are placed during the 3<sup>rd</sup> week of the month for the following month's deliveries. It is the Vendor's responsibility to maintain an adequate supply of formula at all times and to call WIC CO if supplies are low. Formula is ordered by the case. There are 24 cans in a case of concentrated formula and 6 cans in a case of powdered formula.

- Allow at least 4 business days for formula to arrive.
- If you require a phone call from the trucking company to arrange a delivery day/time, allow 5 days.

### B. Receiving Formula Orders

The shipper's order form shows the total number of cases being delivered. This should agree with the total cases ordered for you and with the Packing Slip from the formula company. The vendor or his representative must be present to sign for the delivery unless special arrangements are made with the driver. The trucking company is required to deliver inside, or wherever the vendor prefers.

It is essential that the vendor maintains accurate accounting of all infant formula ordered and delivered. When receiving formula, count the number of cases and confirm that this agrees with the shipping form before signing for receipt. If vendor is shorted any cases, **NOTE THE EXACT NUMBER OF CASES RECEIVED AND THE NUMBER OF CASES SHORTED ON THE SHIPPER'S ORDER FORM. BOTH VENDOR AND THE DRIVER SHOULD SIGN THE FORM.**

Call WIC CO within 48 hours regarding any shortage and any discrepancies between products received and products ordered.

### C. Rotation of Formula Stock

Formula stock must be rotated when each new shipment is received. Formula with the shortest outdate must be used first. Inventory (see [Formula Inventory Sheet, VDH-137c](#)) must be taken the day after the last delivery of the month and before the next month's shipment arrives, or if the new shipment has already been received, it should be kept separate until after the inventory count has been completed and submitted to WIC Central.

Inventory records submitted must be accurate; any discrepancies may lead to financial penalties. Inventory accuracy will be checked monthly by WIC CO for all vendors.

### D. Damaged Product

If the cases are damaged when you get delivery, you may refuse delivery. If you discover you have received dented or damaged products after you have accepted delivery, notify WIC Central Office (with the exact count of each type of formula). Once vendors have a full box of damaged product to return arrangements will be made for the formula company to pick up the undeliverable formula. It should be repacked in one or more cartons, and taped for shipment. The formula company will require a contact person and telephone number for the pickup.

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## WIC FORMULA INVENTORY

VENDOR: \_\_\_\_\_ DATE OF INVENTORY: \_\_\_ / \_\_\_ / \_\_\_\_\_

ON THIS DATE, I HAVE IN MY POSSESSION:

ISOMIL CONC: \_\_\_\_\_ FULL CASES \_\_\_\_\_ LOOSE CANS

SIMILAC CONC: \_\_\_\_\_ FULL CASES \_\_\_\_\_ LOOSE CANS

ISOMIL POWDER: \_\_\_\_\_ FULL CASES \_\_\_\_\_ LOOSE CANS

SIMILAC POWDER: \_\_\_\_\_ FULL CASES \_\_\_\_\_ LOOSE CANS

FILL OUT THIS INVENTORY FORM ON THE LAST DAY OF YOUR MONTHLY DELIVERIES AND  
SUBMIT WITH YOUR MONTHLY INVOICE.

VDH.137c REV. 9/25/02

## WIC FORMULA INVENTORY

VENDOR: \_\_\_\_\_ DATE OF INVENTORY: \_\_\_ / \_\_\_ / \_\_\_\_\_

ON THIS DATE, I HAVE IN MY POSSESSION:

ISOMIL CONC: \_\_\_\_\_ FULL CASES \_\_\_\_\_ LOOSE CANS

SIMILAC CONC: \_\_\_\_\_ FULL CASES \_\_\_\_\_ LOOSE CANS

ISOMIL POWDER: \_\_\_\_\_ FULL CASES \_\_\_\_\_ LOOSE CANS

SIMILAC POWDER: \_\_\_\_\_ FULL CASES \_\_\_\_\_ LOOSE CANS

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