



ARIZONA WIC ALERT

Volume 21, Issue 2

April 2011

Vendor Stamp Issues

While conducting the Second Level Review* process, the Arizona WIC Program identified several concerns regarding the WIC Vendor ID Stamp (Vendor Stamp). This month's WIC Alert will serve as a reminder of how to handle and avoid rejected food instruments for 'Missing the Vendor ID Stamp' and 'Unreadable Vendor Stamp'.

The Vendor Stamp is issued to authorized WIC Vendors; it identifies the store as being authorized to accept WIC food instruments. All food instruments **must** be stamped with the Vendor Stamp in the "Pay to the Order" box before they are deposited into the bank. The stamp must be clear and readable. If the food instrument is missing the Vendor Stamp or the Vendor Stamp is not readable, the bank will reject it for payment. Below are the steps to follow for food instruments that are rejected for:

1. Missing Vendor ID Stamp:
 - a. Stamp the food instrument with the Vendor Stamp in the "Pay to the Order" box;
 - b. Then redeposit it into the bank for payment (this must be done within sixty (60) calendar days from the first date to use);
 - c. It can also be submitted for a second level review if there are **unusual circumstances** (see page 6-3 of the Arizona WIC Program Vendor Manual).

2. Unreadable Vendor ID Stamp:
 - a. Clearly re-stamp the Vendor Stamp on the back of the food instrument
 - b. Send to the Department for Second Level Review

How to Avoid these Types of Rejections

1. Make sure that each food instrument is stamped in the "Pay to the Order of" box.
2. Stamp food instruments on a flat surface pressing firmly.
3. Before stamping food instruments, perform a test stamp on a piece of paper. If the stamp is not readable, try cleaning your stamp (to clean the stamp, use a cloth with soap and water and gently rub).

Rule of Thumb: If you cannot read the Vendor ID Stamp, the Bank will not be able to read it.

***Second Level Review** allows a second chance for review of a food instrument that was rejected by the bank for payment. The Department will review the food instrument using the payment criteria from the Vendor Manual (page 6-2). The request for review must be in writing and submitted with the original food instrument or the original bank copy to the Arizona Department of Health Services, Arizona WIC Program, 150 N. 18th Avenue, Suite 310, Phoenix, Arizona 85007. For more information on the Second Level Review process refer to the Arizona WIC Program Vendor Manual page 6-3).

If you have any questions regarding this WIC Alert or need technical assistance, please contact any member of the Vendor Management Team at 1-866-737-3935.



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