



MISSISSIPPI STATE DEPARTMENT OF HEALTH



Vendor Advisory Meeting
Thursday, September 19, 2024, 12 pm

MSDH WIC Program
Vendor Management Unit

Welcome!

- Record your attendance by typing your name, corporation/store name, and email address into the chat.
- If your chat is not operable, please email vmu@msdh.ms.gov
 - Subject Line: Advisory Meeting Attendance 09/19/2024
 - Include store name and person(s) attending and their title

Agenda

Program Reminders

Program Updates

Vendor Requirements

Q&A – What Do You Need?

Program Reminders

Email Responses

- All vendors are expected to respond to urgent emails and provide updated information as requested.
- Delays in providing requested information can cause delays in reauthorization or other processes by the Vendor Management Unit.
- Please make sure all contacts are continually updated if any changes are present for your authorized location.
- Contact updates can be sent to vmu@msdh.ms.gov

Supply Requests

- All vendors can request supplies as needed. Supplies can be requested via email to vmu@msdh.ms.gov.
- Available supplies are:
 - WIC Window Decal
 - WIC Shelf Tags

Program Reminders

Change of Ownership

- An authorized vendor must notify the State WIC Office in writing prior to the effective date of any change in the ownership of the store, vmu@msdh.ms.gov
 - **Vendor Agreements are non-transferable.**
- Continuation of WIC transactions does not transfer to a new owner when a change of ownership occurs.

Items out of Stock (Approved Product Issues)

- Minimum stock is required to always be on shelves in adequate quantities
- Use the APL to stock other items in addition to the minimum stocking requirements

Medical Formula Orders

- Always attempt to order medical formula
- If you are unable to order a medical formula, report it to vmu@msdh.ms.gov
- Never send a WIC participant to the grocery section to purchase a medical formula.

Program Reminders

Monitoring Visits

- All vendors are subject to spot checks, routine monitoring, and compliance investigations annually
- A VMU staff member of Monitoring and Compliance will contact vendors and complete investigations when necessary to resolve complaints.

Participant Complaints

- All vendors will be notified regarding valid participant complaints and should take the necessary corrective actions for resolutions
- Failure to resolve a participant complaint can result in violation of vendor agreement
- **Please note: If a participant redeems benefits in your store, you must provide the purchased items to the participant. MS WIC cannot reverse benefits.**
- Staff of authorized vendors are asked to refrain from making negative remarks about WIC participants and the WIC Program
- Any concerns for the program can be sent to vmu@msdh.ms.gov

Program Updates

- **Year-Round Authorization for Potential Vendors**
 - MS has moved to year-round authorizations.
 - All vendor applications must be submitted online.
 - We hope the new process will streamline efforts for new and existing vendors.
 - A vendor's authorization is **NON-TRANSFERABLE**.
 - *Important Note:* The Mississippi WIC Program does not process vendor applications between July 1 and October 1 to complete vendor agreement renewals.

Reauthorization Application Follow-up

INCOMPLETE APPLICATIONS

1. Applications are reviewed on a first come, first served basis.
2. Any **INCOMPLETE** applications, missing the required documentation will receive an **INCOMPLETE** letter and be given a specific time limit to return all missing documents.
 - a. Missing documents can be submitted via email to vmu@msdh.ms.gov upon request.
 - b. Any applicants who fails to return required missing documents will receive notification and the application will be closed.
3. All required documents and minimum qualifications can be found at www.freshnewwic.com.
4. Applicants must submit missing documents by the specified timeline to continue the reauthorization process.



MISSISSIPPI STATE DEPARTMENT OF HEALTH

XXday, Month XX, 2024

TO: Owner Name
FROM: MSDH WIC Program | Vendor Management Unit
SUBJECT: Incomplete Vendor Application

Greetings,

Thank you for submitting a Vendor Application with the MSDH WIC Program. The application was received on Month XX, 2024, and reviewed by the MSDH WIC Vendor Management Unit. Currently, your application status is **INCOMPLETE**.

To complete your application, please submit the following missing required documents by Month XX, 2024. All documents must be completed in their entirety.

Required Documents

- Business License
- Privilege Tax License
- Retail Food Establishment License
- Proof of Ownership (Lease, Deed, or Bill of Sale)
- Form W-9
- Vendor Technology Survey* - https://msdh.ms.gov/msdhsite/_static/resources/S404.pdf
- Additional Store Attachment* (For entities submitting one application for multiple stores) - https://msdh.ms.gov/msdhsite/_static/resources/S297.xlsx
- Proof of SNAP authorization
- Grocery Price Survey* - <https://apps.msdh.ms.gov/redcap/surveys/?s=7XWRVXKPKCT3RNWJJ>
- Store Brand Declaration Form* (you submitted a typed document) - <https://apps.msdh.ms.gov/redcap/surveys/?s=X89JTTNW/HKXWEXW>
**Form must be completed electronically*

Please note that all documents are required for processing the application submitted.

Thank you for your interest in the MSDH WIC Program.

Sincerely,

Vendor Management Unit
MSDH WIC Program
vmu@msdh.ms.gov

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601-576-8090 • 1-866-HLTHY4U • www.healthymississippi.com
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MISSISSIPPI
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Reauthorization Application Follow-up

COMPLETE APPLICATIONS

1. Applications meeting all requirements and having the required documents will receive a **COMPLETE** letter.
2. A member of the MSDH Vendor Management staff will contact the vendor regarding next steps to complete the authorization process.
3. Vendors do not need to setup a monitoring visit or training.



MISSISSIPPI STATE DEPARTMENT OF HEALTH

XXday, Month XX, 2024

TO: Owner Name

FROM: MSDH WIC Program | Vendor Management Unit

SUBJECT: Complete Vendor Application

Greetings,

Thank you for submitting a Vendor Application to the MSDH WIC Program. The application was received on Month XX, 2024, for Store Name is **COMPLETE**.

Please note this letter does not constitute an authorization for the MSDH WIC Program for October 1, 2024 – September 30, 2026. The next steps for the re-authorization process include:

1. Vendor Monitoring Visit
2. Vendor Training
3. Vendor Agreement

All steps must be completed before Store Name is a reauthorized WIC Vendor. Store Name must not accept eWIC or conduct any eWIC transactions before the date notated on the new vendor agreement.

Please review the minimum stock requirements located www.freshnewwic.com and prepare for the vendor monitoring visit. A member of the Monitoring and Compliance Team will be in contact with the store owner for scheduling.

If you have any questions or concerns, please send via email to ymu@msdh.ms.gov.

Thank you for your interest in the MSDH WIC Program.

Sincerely,

Vendor Management Unit
MSDH WIC Program
ymu@msdh.ms.gov



Reauthorization Application Follow-up

REJECTED APPLICATIONS

1. Applications that fail to meet the Vendor Eligibility Criteria will receive a **REJECTED** letter.
2. This is an example letter, but the reasons for rejection will be based upon the application.
3. Meeting the Vendor Eligibility Criteria is required for any applying vendor (grocery or pharmacy) unless it is waived for a participant access need for the area.
4. Vendors may review the Vendor Handbook and www.freshnewwic.com for additional information as it relates to Vendor Eligibility Criteria.



MISSISSIPPI STATE DEPARTMENT OF HEALTH

Month XX, 2024

TO: Store Owner Name
FROM: MSDH WIC Program
SUBJECT: Rejected Vendor Application

Thank you for submitting a Vendor Application to the MSDH WIC Program.

The application received on Month XX, 2024, for Store Name was thoroughly reviewed and has been **REJECTED** due to the following criteria not being met:

1. The store does not meet minimum square footage.
2. The store does not meet the minimum number of registers.
3. Store is not SNAP Authorized

Vendor Eligibility Criteria to be an authorized vendors is located at www.freshnewwic.com.

If you have any questions or concerns, please email the Vendor Management Unit at ymu@msdh.ms.gov.

Thank you for your interest in the MSDH WIC Program.

Sincerely,

Vendor Management Unit
MSDH WIC Program
ymu@msdh.ms.gov

Vendor Requirements

Training

- Each currently authorized vendor applying for WIC reauthorization must attend vendor reauthorization training.
- Vendors who fail to attend training will not be reauthorized.
- All store owners, store managers, and/or store training staff are welcome to attend.
- Please note, the WIC Training Representative listed on the vendor application should be in attendance.
- Vendors must contact VMU at vmu@msdh.ms.gov if there is a change to the WIC Training Representative.



Vendor Requirements

Shelf Tags

- Vendors may use a MS WIC supplied or approved store label shelf tag for their store brands of milk, eggs, and cheese designating the items as the store brand offered for participant redemption.
- All store-generated shelf tags must be approved by the MS WIC before use in the store.
- If no approval is received, the vendor is expected to utilize the shelf tag referenced on this slide in an authorized WIC location.
- Failure to use a supplied or approved shelf tag can result in a violation of the vendor agreement.
- Vendors should contact VMU at vmu@msdh.ms.gov to obtain approval of store designed shelf tags or request additional shelf tags.



Vendor Requirements

Window/Door Signage

- Vendors should utilize the window/door decal provided in the welcome packet from VMU.
- Please refrain from producing documents that state “WIC accepted here”.
- This is an unauthorized use of acronym per the Vendor Agreement and Vendor Handbook.
- Vendors should contact VMU at vmu@msdh.ms.gov to obtain additional signage if needed.
- MS WIC is working on larger signage for use at locations by authorized vendors.



Vendor Requirements

Produce Mapping

- Produce mapping is an ongoing process.
- Produce mapping is a functionality of your integrated point of sale (POS) software that allows you to link a UPC to a PLU listed in the MS WIC Approved Product List (APL).
- MS WIC requires vendors with integrated POS systems to map produce to a MS WIC approved Price Look-up (PLU) code.
- Any WIC-approved fresh fruit or vegetable without an International Federation of Produce Standards (IFPS) approved PLU must be mapped to an IFPS-approved PLU. This includes items with a UPC bar code.
- **It is the store's responsibility to map all required fresh fruits and vegetables.**
- If produce mapping is not completed, eligible produce items cannot be purchased with eWIC.
- Stores should reach out to their Electronic Cash Register (ECR) provider for instructions on how to map produce items in their system.



Produce Mapping Information for Integrated Mississippi WIC Retailers

The Mississippi WIC Program requires retailers with integrated electronic cash registers and point of sale (ECR/POS) systems to

"map" produce to a Mississippi WIC approved Product Lookup Code (PLU) prior to eWIC certification. Produce mapping refers to linking packaged fresh fruits and vegetable universal product codes (UPCs) to standard International Federation of Produce Standards

(IFPS) PLUs. The Mississippi WIC Approved Product List (APL) contains only IFPS approved PLUs.

If UPCs or store-assigned PLUs for produce are scanned without having been mapped, the ECR/POS system will not identify those products as WIC approved food items and the WIC shopper will not be able to make a produce purchase with their WIC benefits.

Here are two examples of how to map fresh fruits and vegetables to ensure they can be purchased by a WIC shopper:

- Map the UPC for a single type of fruit or vegetable to a corresponding IFPS PLU.
[EX: A bag of carrots can be mapped to PLU#4094 for carrots]
- Map the UPC for a mixture/medley of fresh vegetables or fruits to the corresponding IFPS PLU for the first or the predominant vegetable or fruit item.
[EX: DOLE American Blend Salad can be mapped to PLU#3097 for lettuce]



Mapping is an ongoing process since new produce UPCs are added to store inventory frequently. All ECR/POS systems capable of accepting eWIC transactions are capable of mapping produce. Contact your ECR Provider for specific instructions on how to map produce.

Vendor Requirements

APL Updates

- The product approval process works by an APL file that is uploaded from the eWIC processor to the store's point of sale system.
- Each vendor is responsible for updating the APL and can determine their own frequency for updates whether it is daily, weekly, or monthly.
- All APL updates can be found on www.freshnewwic.com under Documents and Forms

Mississippi WIC Program
Approved Product List (APL)

UPC_PLU	Item Description	Category Code	Category Description	Subcategory Code	Subcategory Description	Effective Date	APL Types	APL Description
10000000000030007	APPLES ALKMENE	19	Fruit and Vegetables	001	Fresh Fruits and Vegetables	04/24/2013	1	All
10000000000030014	APPLES AURORA/SOUTHERN ROSE	19	Fruit and Vegetables	001	Fresh Fruits and Vegetables	04/24/2013	1	All
10000000000030021	Apples Cantared	19	Fruit and Vegetables	001	Fresh Fruits and Vegetables	04/24/2013	1	All
10000000000030038	Apples DEstivale	19	Fruit and Vegetables	001	Fresh Fruits and Vegetables	04/24/2013	1	All
10000000000030045	Apples Discovery	19	Fruit and Vegetables	001	Fresh Fruits and Vegetables	04/24/2013	1	All
10000000000030052	Apples Golden Delicious Blush	19	Fruit and Vegetables	001	Fresh Fruits and Vegetables	04/24/2013	1	All
10000000000030069	Apples Ingrid Marie	19	Fruit and Vegetables	001	Fresh Fruits and Vegetables	04/24/2013	1	All
10000000000030076	Apples Lochbuie	19	Fruit and Vegetables	001	Fresh Fruits and Vegetables	04/24/2013	1	All
10000000000030083	Apples Rubinette	19	Fruit and Vegetables	001	Fresh Fruits and Vegetables	04/24/2013	1	All
10000000000030090	Apples Russet	19	Fruit and Vegetables	001	Fresh Fruits and Vegetables	04/24/2013	1	All
10000000000030106	Apples Cripps Red	19	Fruit and Vegetables	001	Fresh Fruits and Vegetables	04/24/2013	1	All
10000000000030113	Apples Worcester	19	Fruit and Vegetables	001	Fresh Fruits and Vegetables	04/24/2013	1	All
10000000000030120	Pears Abate Felte	19	Fruit and Vegetables	001	Fresh Fruits and Vegetables	04/24/2013	1	All
10000000000030137	Pears Beurre Hardy	19	Fruit and Vegetables	001	Fresh Fruits and Vegetables	04/24/2013	1	All

Next Meeting



NOVEMBER 21, 2024



12:00 PM, CST



Submit any discussion topics or training needs to vmu@msdh.ms.gov

Rescheduling or a cancellation due to the Thanksgiving holiday will be sent in advance via email.

Contact Us with YOUR Questions

Visit

www.freshnewwic.com



Email

vmu@msdh.ms.gov



Call 1-800-359-7832



Thank You

WIC appreciates you being a partner with us
in providing nutritious foods to Mississippi
families!

