

## 2013/2014 WIC VENDOR AGREEMENT –APPENDIX E - MONETARY CLAIMS

When a vendor commits violations while accepting, transacting, or redeeming a WIC check, the WIC Program's bank may reject the check. A rejected WIC check may serve as the vendor's notice that violations associated with a check have been determined and payment has been denied. The following numbered 1-5 are fatal errors and WIC checks that contain these errors will not be paid.

1. Post dated - redeemed before the "first day to use."
2. Stale dated – deposited more than 60 days after the first day to use.
3. Altered in any way.
4. Missing the WIC customer's signature.
5. Missing the purchase price.

The bank shall reject a WIC check that is: Missing the WIC vendor stamp imprint or the imprint is illegible. These checks may be re-deposited after properly imprinting the stamp or boldly writing in the vendor number with black ink next to the original vendor stamp impression, if done before the last day to deposit.

The bank shall reject a WIC check that is: In excess of the maximum dollar value of the check.

A vendor will have an opportunity to submit corrections or justifications for rejected checks. Checks that are rejected for the dollar amount exceeding the maximum limit or checks rejected as a result of a banking system error may be reimbursed. All rejected checks that are submitted by vendors for payment approval must be mailed within 45 days of the date the checks were rejected along with a written justification for or correction of any errors. Vendors cannot justify check errors if they routinely occur. Vendors should provide continual cashier training to avoid repeated violations. If the WIC Program accepts the vendor's correction or justification, the check will be paid for the appropriate amount and the vendor will be charged a \$5.00 administrative fee for each check paid. All rejected checks that have been approved for payment by the State WIC Office must be deposited within 3 days of receipt of the revaluated check.

A post-payment claim may be established after a WIC check has been paid. In cases of post-payment claims, written notification will be provided to the vendor describing the errors and stating the claim amounts for the following reasons:

- The WIC Program performs post-payment check audits. If the WIC Program determines that a vendor has charged prices on a WIC check higher than those reported to the Program in writing or in excess of the maximum for any WIC food item, a claim will be established for the difference.
- The WIC Program conducts inventory audits to determine if a vendor's purchases of WIC food items can support the amount of WIC food items provided to WIC customers that is represented by the vendor's redeemed WIC checks. If a shortfall is determined, a claim will be established for the unsupported number of WIC food items times the vendor's average price of the items during the audit period.
- Any overcharges or errors made on WIC checks discovered during undercover compliance buys are also subject to vendor claims.

Payment of vendor claims does not preclude the WIC Program from assessing sanctions associated with the violations.

All monetary claims and administrative fees must be paid within 30 days of the date of the notice. All remittances must be made with a certified bank check or money order and payable to Treasurer – State of Connecticut, Department of Public Health.