FOOD INSTRUMENT PRINTING ERRORS

As we begin the transition for the implementation of the new WIC food package, modifications must be made to our automation system. The Arizona WIC Program is making every effort to avoid errors. Unfortunately the Program is currently experiencing food instrument printing errors. The specific problem that is occurring is the double issuance of dried beans/peas/lentils, missing “OR” between peanut butter and beans, and an additional “OR” between beans and juice.

Below is an example of the printing error and what is being done at the clinic while the error occurs.

The Clinic staff will advise the client of the problem and let them know that they are only allowed to purchase the peanut butter or 1 pound dried beans, peas or lentils. The Clinic staff will:

- Hand write ‘OR’ after “18 OZ (UP TO 18 OZ) PEANUT BUTTER”
- Draw a line through one line of “1 LB DRIED BEANS/PEAS/LENTILS” and the “OR” immediately below the beans/peas/lentils line.

The banking contractor has been notified of this food instrument printing error and the process that the clinic will follow to correct it. Food instruments that contain the above-mentioned correction will be honored by the WIC banking contractor. We are very sorry for any inconvenience this may have caused and ask for your support and patience as we work to resolve the issues.

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.

Arizona Department of Health Services
Bureau of USDA Nutrition Programs
150 North 18th Avenue, Suite 310
Phoenix, Arizona 85007
1-866-737-3935
www.azwic.gov/vendors