Chapter

3

Vendor Management

Arizona AIM System

Part I

State Agency User Manual
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Vendor Management Capabilities

Capabilities

Purpose

The Vendor Management functional area supports the management of the retail vendor aspect of the WIC Program. It tracks the vendor authorization process; captures information about authorized vendors; monitors vendor education; records prices for approved foods; records vendor peer groups; helps identify potentially abusive vendor practices for which additional monitoring or investigation may be needed; supports record audits; maintains a comprehensive vendor profile, including information about compliance activities and sanctions (including suspensions and terminations); supports coordination of sanctions with the Food Stamp Program; and supports routine communication between WIC Program staff and vendors.

General Description

Vendor Management consists of the following functions:

Support Vendor Authorizations

The WIC Program selects and uses authorized vendors to provide approved WIC foods to clients in retail-based food delivery systems. Authorized vendors accept Food Instruments from WIC clients, and are reimbursed with WIC funds. Vendors are required to apply periodically for authorization to participate in WIC. State agencies currently may authorize individual vendors as their contracts expire or may authorize all vendors at the same time according to a designated schedule. State WIC agencies determine those vendors that will be authorized based on their qualifications, and may set limits on the number of vendors that are authorized. State agencies consider several factors in determining whether to authorize a vendor, including factors such as the extent to which all WIC approved foods are stocked, food prices, prior WIC and Food Stamp Program compliance history, the vendor's business integrity, and the total number of outlets needed to deliver WIC services. Vendors may be denied authorization, and may appeal such denials. Specific procedures for appeal, and the time periods within which appeals must be processed, may vary in each state.
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Authorizing vendors is a critical function. Vendors must be selected that can provide the foods required by WIC clients, enabling clients to purchase all the approved foods they require without having to patronize multiple vendors. Vendors also must be selected that offer reasonable prices and present a low risk of Program abuse, helping to ensure that maximum WIC funds are used to serve clients.

The AIM System captures information about authorized vendors and vendors applying for initial authorization, including: information submitted by the vendor on the WIC Program application, historical data regarding the vendor's prior WIC participation, and information collected during pre-authorization or other monitoring visits, as applicable. This information includes basic reference data about the vendor, as well as food price data that is used by this and other functional

areas within the AIM System. The AIM System also provides the capability to track the progress of the vendor authorization process for individual vendors.

As a further capability, the System will allow the user to identify the current status of a vendor's Food Stamp Program authorization in determining whether to grant authorization.

Capture and Maintain Authorized Vendor Data

The AIM System captures and maintains data about the vendors authorized by the State Agency to participate in WIC. This data includes reference data such as the establishment name, location, ownership and business volume. This data is captured during the vendor authorization process, and may be updated during the authorization period as reference data changes or as vendors submit revised WIC food prices per State Agency requirements. The System supports food price updates according to the frequency of food price updates required by the State. These updates may vary from monthly submissions to a single submission covering the entire authorization period.

The Vendor Management System supports vendor authorization by recording information from vendor applications and maintaining a historical record about vendors process.

The System captures and stores vendor demographics/characteristics data at the store location level. Additionally, store locations can be grouped under owner information to support analysis/comparisons at the owner level. Owners can be single proprietorships, partnerships or corporations.

Additionally, the System allows Vendor Management to assign an applicant ID for those vendors going through an initial authorization process. When the vendor completes and passes the authorization process, they are assigned a vendor ID that matches the stamp that they are given to mark all redeemed Food Instruments.

It should be noted that data regarding a vendors' prior WIC compliance and on-site monitoring visits is captured and maintained by other functions within the Vendor Management functional area.

The AIM System utilizes a fully table driven approach to peer group coding. Peer group is a two character, alphanumeric code so that State can actually develop more than 500 unique vendor peer groups.

The Vendor Management function will continue to communicate with FCS/Food Stamps during new authorizations to see if those organizations/programs have any information/sanctions regarding the applicant vendor outlet. This contact is done through the Attorney General's office.

Arizona WIC will capture demographic information about each vendor at initial authorization and require updated information periodically.

Review Vendor History

The AIM System assists the State staff by providing information that will help determine the appropriate number of WIC vendors to be authorized in specific locations, and provide vendor characteristics to help determine the best vendors to authorize for WIC. This capability is a

reporting capability, using data maintained by various functions within the Vendor Management functional area and other functional areas.

Track Vendor Authorization Process

Arizona WIC will use the AIM System to provide a simple tracking capability of the vendor authorization process. This process can last several weeks, with a number of processing steps, referred to as "milestones", required to consider and decide on each vendor application. To support vendor authorization tracking, the AIM System records the steps or milestones in the authorization process for each vendor, including target and actual milestone completion dates. The System can produce a window display or report showing the status of all vendor authorizations, and an exception report showing overdue milestones. The System may also be used to produce a contract renewal list to allow the reauthorization of vendors throughout the year, and produce customized notification and other correspondence.

Maintaining notes or vendor contacts during the authorization process provides another useful tool. The WIC staff can record their notes on interviews or phone conversations with the vendor as well as their notes or materials sent by the vendor to support their application.

Capture Owner Information

The System enables users to group vendor outlets together under a common ownership (single proprietorship, partnership, corporation.) This provides visibility to Vendor Management on the ownership patterns across the service area. Also, this provides an easy means of communication allowing users to send faxes, correspondence, etc. to the owner and allowing the owner to disseminate the information.

Capture Vendor Prices

The Arizona AIM System periodically captures information about current WIC food prices, usually during the authorization/reauthorization process. This pricing information is used to compare vendors within their peer group. The comparison is currently done using two basic FI types; an infant FI type and an adult FI type. The table driven nature of the Arizona WIC solution allows comparisons of any FI type defined in the System.

To accomplish this function, the Arizona AIM System includes a column for ranking against peer group average (by FI type), where the calculated value using price information from the vendor is displayed, and a column which indicates the vendors ranking based upon survey information.

In assessing food prices, a comparison System is used which compares the vendor against the peer group average (by FI type) and calculated price based upon survey information.

Rankings and comparisons are based on FI types. Rankings are defined as a number from 1 to n., where n is the best vendor number in the peer group (lowest FI type price vs. redemption and/or lowest survey prices) and 1 is the lowest (highest FI type price vs. redemption and/or highest survey prices.)

Produce Authorization Reports

A full suite of reports also assists the Vendor Management team.

Vendors and Participants by Locations

This report displays a listing of all authorized vendors within a user defined geographic area (zip code, county). All vendors are shown with a count of the Food Instrument that they redeemed and the number of participants who redeemed their instruments.

Vendors by Ownership

This report shows all vendor outlets (all statuses) by owner. Relevant authorization information is shown as well as the current authorization period.

Vendor Authorization

This function lists all vendor applicants going through the authorization process as well as all vendors being re-authorized.

Status of Vendor Authorization

This report defines the status of vendor authorizations at the milestone level.

Overdue Milestones

This report produces a listing of all vendors with overdue milestones as well as their current status.

Vendor Sales by Location

This function produces a listing of vendor sales by location within the peer group.

High Risk Vendors

This function produces a report of high risk vendors by risk level.

Vendor Food Prices Comparison

This report function compares food prices by vendor outlet within the peer group. If all of the vendors in the peer group have not completed their price surveys, the System will indicate that all of the data for the peer group is not available, and that price comparisons are based upon the available data only.

Food Price Survey not Approved

This report lists Vendors whose Food Price Survey has been entered into the system by the scanner but has not yet been approved by the State. The scanned surveys are marked as non-approved when they are added. In order for the survey information to be used, a State user must mark the survey as approved.

Overdue Price Survey

This report lists Vendors whose price survey information has not been submitted within the request time period, and is still outstanding.

Terminated/Disqualified Vendors

This report produces a listing of vendors that have been terminated/disqualified from the Program including the reason for the termination.

Determine High Risk Vendors

A major function of Vendor Management is to determine those vendors that, based on their history of participation in WIC, present a high risk of Program fraud or abuse. FCS and State WIC agencies have developed several methods for identifying high risk vendors. Although there is not an agreement on a single best method, many of the factors used to determine high risk are common to most methods. These factors include low variation in the value of redeemed Food Instruments, Food Instrument redemption's that frequently exceed average food costs, large percentages of Food Instruments (of the same type) redeemed at the same price, and WIC sales as an extremely high percentage of total sales, among others. The determination of vendors that are high risk considers the redemption patterns of vendors with comparable characteristics (e.g., type of store, location, business volume.) These vendors often are referred to as "peer group."

Determining high risk vendors is extremely important because this function serves as the basis for targeting vendors and deploying the compliance resources of a State Agency. High risk vendors are targeted for more frequent undercover "compliance buys" than other vendors. Effective high risk determinations will result in a higher percentage of positive compliance investigations (e.g., the vendor violated Program rules), and ultimately the termination of vendors who abuse the WIC Program, resulting in reduced food costs and the ability to serve more participants.

The AIM System provides extensive support of this function. Specific minimum capabilities that the System provides include recording data on the assignment of vendors to vendor peer groups, identifying overcharging, analyzing Food Instrument costs for certain significant pricing patterns, and calculating risk factors for all vendors based on Arizona's Risk Criteria Formula. Vendors are automatically assigned levels based upon the analysis of their behavior pattern with regard to the above data elements compared to the behavior pattern of their peer group. The System also provides data analysis capabilities to support the delineation of peer groups, and to conduct additional analyses of Food Instrument pricing patterns by vendors.

Determine High Risk Vendors Using Basic Analysis

The AIM System supports determinations of high risk vendors by capturing data about vendor peer groups, performing a number of analyses of vendors' WIC activities, and calculating a vendor risk level using the criteria established by the State agency.

Determine High Risk Vendors Using Additional Analytical Tools

The Arizona AIM System produces all of the above reports. A weighting factor is applied to each analysis which is utilized to create an overall vendor ranking within the peer group. Additionally, each of the reports can be executed individually using its one unique set of parameters.

Monitor Vendor Education

State agencies periodically conduct training for WIC vendors to describe their role and responsibilities under the WIC Program. This training is provided to new vendors, and also to vendors which the state has determined need education to assist them in carrying out their WIC responsibilities based on the results of WIC Compliance activities. In some instances, vendor education is used as the initial means for responding to vendor violation of WIC, with more stringent sanctions applied by the State Agency if the violations continue. Vendor education may also be conducted at the request of a vendor.

Vendor training is vital to WIC, since it helps ensure that vendors fulfill all their WIC responsibilities, including maintaining adequate food stocks, clean facilities, accepting Food Instruments from only certified individuals (or authorized representatives), ensuring that participants use their Food Instruments properly, and redeeming Food Instruments in accordance with WIC procedures. Vendor training also helps ensure that vendors are aware of improper vendor practices.

The AIM System supports vendor education by recording and reporting on education that has been scheduled for WIC vendors and the vendors' actual attendance at scheduled educational sessions or classes. The System enables WIC staff to identify those vendors that have, and have not, fulfilled their requirement to educate their employees regarding the vendor's participation in WIC.

Record Scheduled Vendor Education

The AIM System captures, maintains and reports data about scheduled vendor education. The data reflects the scheduled date, location of the education (e.g., whether on-site or at WIC offices), and the expected number of attendees for each vendor.

The System supports the vendor training processes by editing and storing vendor training information and grouping vendors by zip code or Local Agency to assist in scheduling education.

Record Attendance at Vendor Education

The AIM System captures, maintains and reports data about vendor's actual attendance at scheduled vendor education. The data reflects the actual number of attendees for the vendor, broken out by vendor outlet.

The System supports vendor training and education by recording and reporting on education that has been scheduled for vendors and the vendor's actual attendance at scheduled sessions. The System supports the recording of vendor group training sessions using zip codes or Local Agency identifiers.

Capture Staff Notes on Vendor Education Activities

The capture and review of notations taken during Vendor Education activities can be of substantial value to assist staff determination of:

- Areas for further education
- Possible course refinements
- Possible new educational offerings
- Level of interest shown by vendor community

All of this information is available for viewing and updating by the user on line. Notes can also be made prior to education activities to determine goals, agenda, participants, etc.

Vendor Training Outputs

The System provides vendor training outputs on demand. The output includes a listing of vendors who did not attend scheduled training.

Monitor Vendor Group Training

The Arizona AIM System monitors all required and optional vendor training efforts (including compliance required training) conducted by State and Local Agency personnel. As part of the implementation, a group vendor training functionality is provided which captures group vendor training information and then apportions that information to each individual's vendor outlet training record.

Missed Vendor Training Report

The Arizona WIC AIM System produces an on-demand report which details, by vendor, the course the vendor did not attend. This report lists each course and the scheduled date and time, including attendance of the vendor.

Potential Training Sessions

This report displays a list of potential vendor locations that may be able to send attendees to a training session based upon geographic proximity.

History of Vendor Training

This report lists all vendor training and education activities (completed and scheduled) in chronological order.

Track Investigations and Routine Monitoring

State agencies periodically conduct investigations as well as routine compliance monitoring activities of individual vendors. Investigations are either conducted on-site at the vendor's outlet, or through a paper review of foods in stock and Food Instruments redeemed. Routine monitoring includes examination of vendor facilities for cleanliness, checking whether all WIC foods are available in sufficient variety and quantity, confirming price survey data, and examining whether cashiers are following required procedures for the acceptance and processing of Food Instruments. Investigations conducted at the outlet are referred to as "compliance buys", an activity whereby an investigator poses as a WIC participant and purchases food with Food Instruments to determine whether the vendor is engaging in illegal practices which include overcharging for WIC Foods, accepting instruments as payment for disapproved foods, exchanging cash for Food Instruments, and other abusive practices.

Compliance buys are a vital part of WIC. They serve to identify abusive vendors and help provide the evidence needed to terminate them from WIC. Compliance activities also serve as a significant deterrent to vendor fraud and abuse.

The AIM System records data about all compliance activities as part of a comprehensive profile of the vendors' WIC practices and reports them for use in imposing sanctions, responding to appeals of sanctions, determining vendor risk, and targeting future compliance activities. For each activity, the System captures the specific task conducted. For example, for a compliance buy, the System records individual tasks such as attempting to substitute food items. Certain data records to be used during count actions are maintained outside of the System. Compliance

backup work papers are available to provide additional detail to the WIC staff as needed, particularly to support sanctions against vendors.

Capture Compliance Buys and Routine Monitoring Data

The AIM System captures, maintains and reports data regarding compliance activities. The data reflects the type of activity (e.g., routine monitoring, compliance buy), the tasks performed as part of each activity, the date the activity was conducted, a summary of the results indicating potential violations, and cross references to Food Instruments if violations have been detected regarding specific Food Instruments. The System also captures and maintains data on complaints about vendors received from enrollees, other vendors, and other sources.

The System enables WIC staff at both the Local Agency and the state to conduct vendor monitoring activities. Written records are captured and then entered into the Local Agency and State Agency server. End-of-day activities consolidate the information at the State Agency server.

Capture Complaint Information

The System allows State and Local Agency users to capture complaint information from vendors, participants or staff. Follow-up monitoring activities can be associated with the complaint information as needed.

Support Vendor Visits and Contacts

The System supports information for visits/contacts that the State Agency wishes to monitor. The monitoring activities are defined in a base table which allows users to monitor activities as business needs and state policy dictate.

The System supports information capture for any of the following visit/contract types.

- Authorization visit
- Authorization visit follow-up
- Contract renewal visit
- Routine monitoring visit
- Inventory audit visit
- Compliance investigation buy
- Response to complaint.

It should be noted that all monitoring activities can yield findings which result in sanction points and/or fines depending upon State policy and procedures.

Compliance Buy Visits

As a part of monitoring a vendor, the WIC Vendor Management staff routinely purchases foods from that vendor through a method know as a compliance buy. A particular staff member will pose as a participant, and purchase WIC foods (or intentionally try to purchase non-WIC foods or other non-compliant activity) with a compliance Food Instrument (FI.) The compliance FI is valid, and appears to the vendor identical to the others. However, this particular FI is marked in the System and is monitored closely as it proceeds through the System edits. The process for

creating a compliance FI occurs from the activities section of Vendor Management, and requires the creation of a compliance client for a clinic. Once this occurs, a compliance FI can be created and generated, allowing the staff member to conduct the compliance buy visit.

Vendors Not Visited for Routine Monitoring

The purpose of this report is to assist Vendor Management staff in determining which Vendor retail outlets to visit for routine monitoring.

Visit Outcome by Type

This report provides information on monitoring activities and their outcomes. Comparisons are made by activity type to assist Vendor Management in assessing their effectiveness.

Support Inventory Audits

The AIM System can assist State agencies in preparing for inventory audits conducted as a compliance investigation. These audits include comparing the vendor's sales volume for WIC foods as reported on Food Instruments with the vendor's shelf, inventory space, internal inventory and sales records. The AIM System supports record audits by calculating the selected vendor outlet quantities of WIC foods reported sold by the vendor based on the vendor's redemption of Food Instruments and is compared to the stock purchased for a specified period of time. All data needed to provide this capability is maintained by other functions within the AIM System.

Routine Monitoring

In order to more effectively support the Vendor Management staff resources, the System produces (on demand) a routine monitoring report. This report allows the Vendor Management staff to determine which vendors have been monitored within a defined time range.

Produce Vendor Quarterly Profiles

This report provides detailed information about specified WIC vendors and their WIC activities. It shows the summary and detailed data regarding Redemption's, Complaints, Monitoring Activities, Compliance Activities, Appeals, Training and Price Surveys.

Produce Monitoring and Activities Reports

The Arizona AIM System produces reports on monitoring activities and their outcomes.

Routine Monitoring Activities

This report provides the user with the Vendor scheduled and completed routine monitoring activities, broken down by Vendor.

Compliance Activity

This report provides the user with information regarding the vendor's compliance activities.

Vendor Contact Activity

This report provides WIC Vendor Management staff with vendor contact data. All scheduled and completed activity types are shown including:

- Authorization
- Contract Renewal
- Representative Monitoring
- Compliance Investigations
- Audit Visits
- Response to Complaint
- Change of Ownership

Monitor Compliance Cases and Sanctions

For significant violations of WIC regulations, WIC State agencies initiate compliance investigation cases and may sanction vendors. Sanctions may include fines, mandatory vendor staff training, suspension from WIC, and termination that excludes the vendor from WIC for a prescribed time period based on the violation. Imposing sanctions on vendors is usually a time consuming process, and may be accomplished through administrative hearings or civil or criminal count proceedings depending on the nature of the alleged violations and sanctions being sought by the WIC agency.

Retaining records of previous sanctions and compliance cases in progress is important to support other WIC functions, such as selecting and scheduling of vendors for compliance buys, and authorizing vendors for WIC Participation. The exchange of compliance and sanctions data with other states is useful to help detect vendor organizations and owners that have a history of WIC abuse. These vendors will be excluded from the Program in all states.

The AIM System supports this function by retaining a history of compliance cases and vendor sanctions, including those cases that resulted in sanctions and those for which no sanctions were imposed (e.g., due to successful defense by the vendor or a successful appeal.) The System also supports FCS reporting requirements related to compliance cases and sanctions, for submission of the Vendor Activity Monitoring Profile (VAMP)1.

Maintain Data for In-State Cases and Sanctions

The AIM System captures and maintains data of compliance cases against vendors, including both completed cases and cases in progress. For completed cases, the data is maintained for cases in which sanctions were imposed as well as those for which ultimately no sanctions were imposed. Using this and other related data, the System can produce compliance history reports, and respond to FCS reporting requirements.

Vendor signatures required for certain types of on-site visits are captured on forms which the AIM System produces. The system produces correspondence at the State agency and a record is produced noting that the correspondence was generated. The correspondence is then mailed to the vendor with instructions as to any signatures that are required.

Track Vendor Appeals and Fines

The Arizona AIM System monitors and tracks the appeal process by enabling users to monitor data associated with the appeal. The System allows multiple hearing dates. The user also enters a definitive result for the appeal as well as a close date when the appeal is completed.

The System also captures penalty amounts. A flag in the application denotes when the penalty is paid.

Coordinate With Food Stamps Program

State WIC and Food Stamp agencies exchange information about sanctions imposed on vendors as a result of fraud or abuse of these Programs. Certain actions taken in one Program, such as termination, automatically requires termination in the other Program.

Exchanging information among agencies is important to help accelerate the termination of proven abusive vendors before they conduct abuse in other Programs.

The AIM System supports this data exchange by accepting, as input, information about Food Stamp Program sanctions and by producing reports of WIC sanctions for use by the State Food Stamp Agency. Input about food stamp sanctions may be obtained by correspondence and entered manually into the AIM System.

Maintain Food Stamps Violation Data

The AIM System collects input from the appropriate State Agency regarding sanctions taken by the Food Stamp Agency against WIC vendors and produces reports listing these vendors.

Report Compliance Cases and Sanctions

The AIM System reports WIC sanctions data to the State Food Stamps Program to enable the appropriate actions to be taken within that Program. All data needed to prepare this report is maintained by the Vendor Management functional area.

Several reports are available for generation which could be submitted to the Food Stamp Program to communicate WIC sanctions. Among them are the Compliance Cases and Sanctions Summary, Monitoring and Sanctions History and the Compliance Activity Reports.

Support Vendor Communications

State WIC agencies periodically send notices to vendors. These communications include requests for food prices, notifications of rejected Food Instruments, and other periodic and ad hoc communications. The AIM System can greatly reduce the workload of State Agency staff by automating the production of communications.

Specifically, the Arizona WIC AIM System produces several different types of vendor communications by merging data in the system with letter templates created in word processing file. The letters produced are printed on laser printers and a record of each communication is applied to the vendor's record. Additionally, users are able to update the letter templates using word processing software.

Produce Vendor List and Labels

The AIM System enables users to produce mailing labels for individual vendors, or vendor outlets, and to produce labels in bulk for mass mailing of notifications. The System enables the

user to also enter specific vendor and vendor outlet identification numbers to produce short batch runs of labels.

Produce Vendor Communications

The Arizona AIM System can generate all vendor correspondence through a word processing package. All correspondence generated to vendors on the System is tracked by communication type and date.

The AIM System enables users to merge vendor data stored in the data base with vendor correspondence to produce correspondence that is personalized to a specific vendor, vendor owner, or vendor outlet. This capability is available for individual vendors or stores, or for groups of vendors or stores.

Also, all communication can be tracked automatically or manually at the time of the communication. This area can also track electronic phone communication, or correspondence.

Support Vendor Mass Communication

The System provides an easy method for communicating with Arizona's extensive vendor community. This method includes the production of mailing labels and address inserts.

The State needs flexibility to select one or more vendors based on user-specified parameters (all vendors, all vendors in peer group, all vendors in Local Agency, etc.) The System provides flexibility to users in selecting one or more vendors to whom correspondence will be sent.

This functionality is accomplished utilizing Vendor Mass Communications window illustrated in the communications submenu.

The System also supports the tracking of mass vendor communications by selecting those vendors who will receive the correspondence. The information is then applied to each individual vendor communication record.

Support Vendor Communication History

The System allows the State Agency to issue and track written communication with vendors and to maintain historic information regarding the communication.

Support Vendor Payments

The System provides several methods to support payment to vendors for Food Instruments which they redeem.

Verify Valid Vendor

The Arizona AIM System verifies that the redeeming vendor is authorized prior to payment.

The System assists in the verification that the redeeming vendor is authorized prior to payment. This is accomplished by passing to the fiscal intermediary a file of authorized vendor information

which the fiscal intermediary will employ in its prepayment editing process. This file is passed nightly with the actual file creation process triggered by a change in the authorization status of any WIC vendor or applicant.

Maintain Maximum FI Value

The prepayment System also accesses vendor "type" (peer group) and uses it to set reasonable price parameters above which FI's would be flagged or rejected from payment.

For example, FI's might be flagged or rejected if the price exceeded the group average among the vendor's peers by 10% for that type of FI.

As part of the interface requirements between the WIC Program and the banking contractor, the end of day process passes a file of average redemption value by FI type within peer group. Vendor management has the ability to add a factor to each record in the file to create a "not-to-exceed" value by FI type within peer group. This value is used by the fiscal intermediary's prepayment edits to prevent the payment for excessively high FI charges. In the Arizona AIM System, this value is not printed on the face of the Food Instruments.

The average redemption values are sent to the banking contractor on at least a monthly basis when the averaging process is done. The file can also be sent on a nightly basis as Vendor Management personnel make updates to the calculated values or the "add-on" percentage that are applied to each average.

In the Arizona WIC AIM application, an update to any peer group average causes all peer group averages to be transported to the banking contractor via the end-of-day process.

Capture Redemption Information

Data on redeeming vendors (by outlet) is captured at the time of FI redemption along with FI price information.

The Arizona AIM System produces Food Instruments which are exchanged between vendors and clients for food benefits. Redeeming vendors write the redemption value on the instrument and stamp the instrument. A Vendor Stamp is issued to each authorized vendor outlet.

The vendor is then allowed to deposit the WIC Food Instruments with their normal nightly bank deposits. The WIC Food Instruments function in the same manner as any other "check" that the vendor would receive from a non-WIC customer.

The consolidated record of issuance and redemption information created by the FI Processing and FI Payment and Reconciliation System is used throughout the Vendor Management System. The actual monitoring of vendor performance is done mostly by utilizing the suite of reports associated with this functional area. All of these reports are based upon redemption information.

The System can capture multiple rejection reasons.

The following reports support the review and analysis of redemption information.

Summary FI Reconciliation

This report summarizes FI reconciliation information by vendor.

Redemption Ranking by Volume

This report ranks Vendors within peer group based upon the dollar amount of their redemption activity.

Redemption by FI Type

This report shows redemption amount and volume for each FI type by peer group both in detail and summary.

Redemption by Formula Type

This report shows FI redemption by formula type.

Redemption History

This report shows all FI redemption activity for a specified month and compares that to the previous month's activity.

Track Vendor Food Instrument Rejections

Arizona WIC has the ability to identify, reject, and track any FI's not meeting State and Federal requirements including those related to vendor overcharging and redemption errors.

The Arizona AIM System is capable of identifying, rejecting and tracking any FI not meeting requirements set at any level. Most identification and rejection of Food Instruments will be done by the banking contractor using editing routines which occur prior to payment (prepayment.) Much of the data used in the prepayment routines is generated from the Arizona AIM System and passed to the banking contractor in the form of flat file interfaces.

The System is also able to identify, reject and track errors through post-payment edits which are conducted on the State Agency server using the consolidated issuance and redemption record on the State Agency database. Post-payment edits may result in requests for vendor collections depending if an overcharge was paid.

Create Consolidated Issuance and Redemption Record

The end-of-day process creates a consolidated issuance and redemption record. This redemption information coupled with the database has the capability to detail all foods issued on any FI type within the System. This tool is most useful in auditing issuance and redemption trends.

Support Food Instrument Redemption Analysis

The System provides the flexibility Arizona requires by allowing Vendor Management to select FI types (standard or custom) as required for analysis. The number of FI's selected is unlimited. Also, redemption date range is a user input providing a maximum amount of flexibility in the analysis. These variables are chosen by the user at the time the report is run.

Food Instrument Reinstatement

The Arizona AIM System allows the State Agency to view the status of the rejected Food Instruments and revalidate them as appropriate. Revalidation sets appropriate flags so that the System notifies the fiscal intermediary that a vendor may resubmit a previously rejected Food Instrument for payment. The Food Instruments shown on the revalidation window reflect all Food Instruments which can be revalidated as long as all reject reasons on the check can be revalidated.

Food Instrument Replacement

The System allows the State Agency to replace Food Instruments for a vendor with new Food Instruments, complete with a newly negotiated redemption amount.

The Arizona WIC AIM application enables Vendor Management personnel to produce replacement food instruments to “replace” instruments previously rejected. The replacement food instrument can reimburse a vendor for multiple rejected food instruments. The amount on the replacement food instrument is a negotiated amount between Vendor Management and the vendor based upon policies and procedures and the fair market value of the previously rejected food instruments.

The instrument produced during the replacement process displays the original food instruments serial numbers and how much of the replacement FI value is associated with the original instrument.

Support Ad Hoc Querying Capabilities

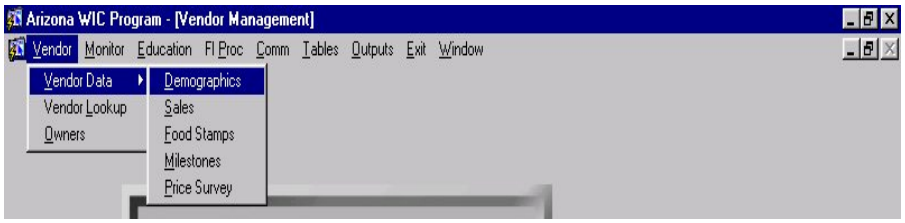
While the System has very detailed and broad reaching reporting capabilities, some types of data analysis are best done through very specific data mining techniques. The Arizona WIC AIM System provides the ability for specific Information Reporting through the Ad Hoc Query mechanism supplied with ORACLE, SQL Plus.

The System provides a very robust ad hoc query functionality. This functionality can be utilized to detail and summarize the number of cans of infant formula. Queries can be written to view the information by form, FI type, redeeming vendor, redemption period or any other important criteria.

Applicant Demographics

To Maintain Applicant Demographics:

1. Click on Vendor from the menu bar.
2. Position the Pointer (mouse) on Vendor Data. The sub-menu is displayed.
3. Click on Demographics as shown below:



The Applicant Demographics Window is displayed:

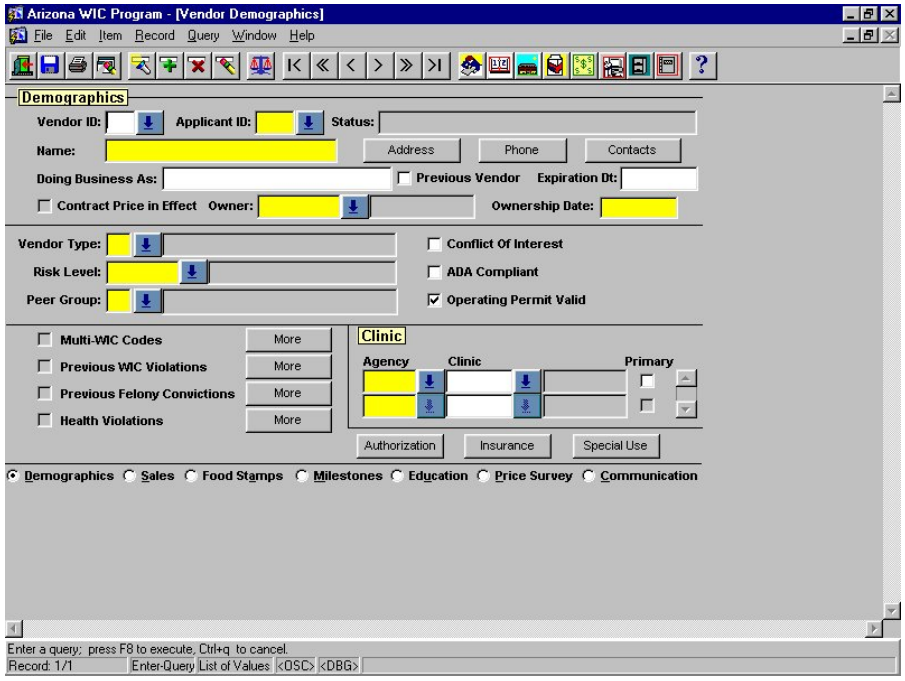


Figure 1 - Applicant Demographics

Add Applicant Demographics

1. Click the Query icon to invoke the query mode.
2. Click the arrow to the right of the Applicant ID field to show a list of valid values and their corresponding names. Select a vendor applicant by double clicking the row or single clicking the row and then clicking the OK button.
3. Press the F8 key to execute the query.
4. The system retrieves any records matching the selection criteria and populates the fields on the screen for which information is available.

5. The Vendor's ID number can be entered fi desired.
6. TAB to the Name field, and enter the name of the applicant.
7. Press the Address button and enter any applicable address info. Then press OK to return to main screen.
8. Press the Phones button and enter any applicable phone info. Then press OK to return to main screen.
9. Press the Contacts button and enter any applicable contact info. Press the OK button to return to the main screen.
10. TAB to the Doing Business as, and enter the name of the applicant.
11. TAB to the Vendor Type field. Click the arrow to the right of the Vendor Type field to show a list of valid values and their corresponding names.
12. TAB to the Risk Level field.
13. TAB to the Conflict of Interest field.
14. TAB to the Peer Group field. Click the arrow to the right of the Peer Group field to show a list of valid values and their corresponding names.
15. Have the user select a local agency(s) for the applicant and designate one as a primary agency.
16. Press the List of Values button to the right of the Local Agency field.
17. Select the local agency from the list displayed. Then press the OK button.
18. Repeat steps one and two until all Local Agencies have been selected.
19. Select the primary Local Agency by checking the primary box next to the primary Local Agency.
20. To save information entered on the Applicant Demographic screen, click the Save icon at the top of the screen. The system displays the message "Transaction Completed." Click the OK button to acknowledge the message and close the message window.
21. Click on the Address Authorization push button to display the authorization information.

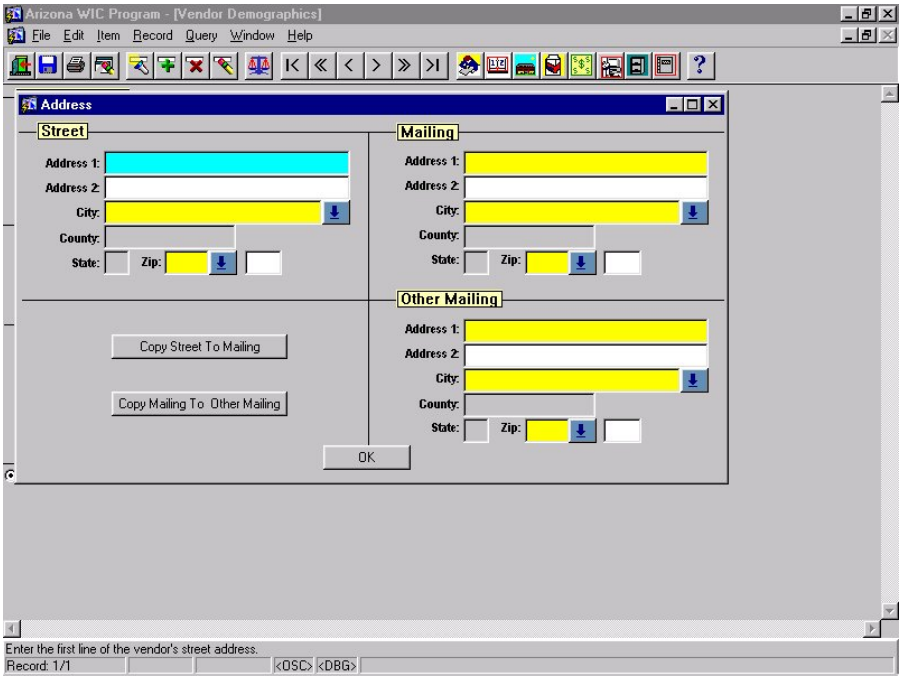


Figure 2 - Applicant Demographics (Address pop-up)

22. Tab to Address 1 field, and enter the street address of the applicant.
23. Mailing Address 2, if appropriate, may be added here.

24. Click the arrow to the right of the City field to show a list of valid values and their corresponding names.
25. TAB to the Street Address field, and enter the first street address of the applicant.
26. TAB to the City field. Click the arrow to the right of the City field to show a list of valid values and their corresponding names.
27. Click the OK button to return back to the Applicant Demographics window.
28. Click on the Phone button. The phone pop-up window will be displayed

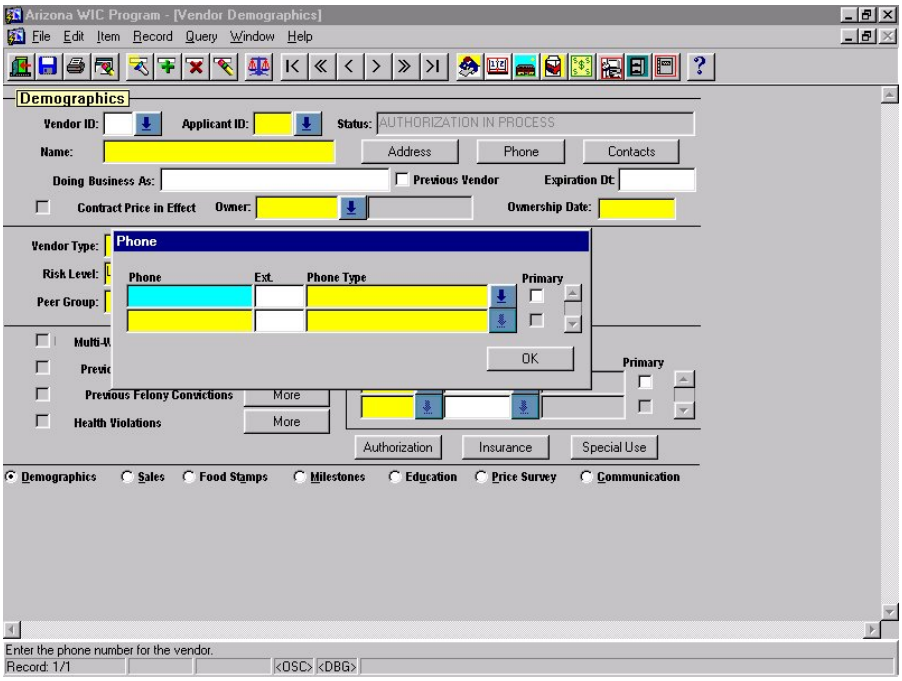


Figure 3 - Applicant Demographics (Phone Pop-up)

29. Enter all the appropriate information for the phone pop-up including the Phone Number, Phone Type, and the optional field Ext.
30. Click the OK button to return to the Applicant Demographic window.
31. Click on the Contacts button, the Contacts pop-up window will be displayed.

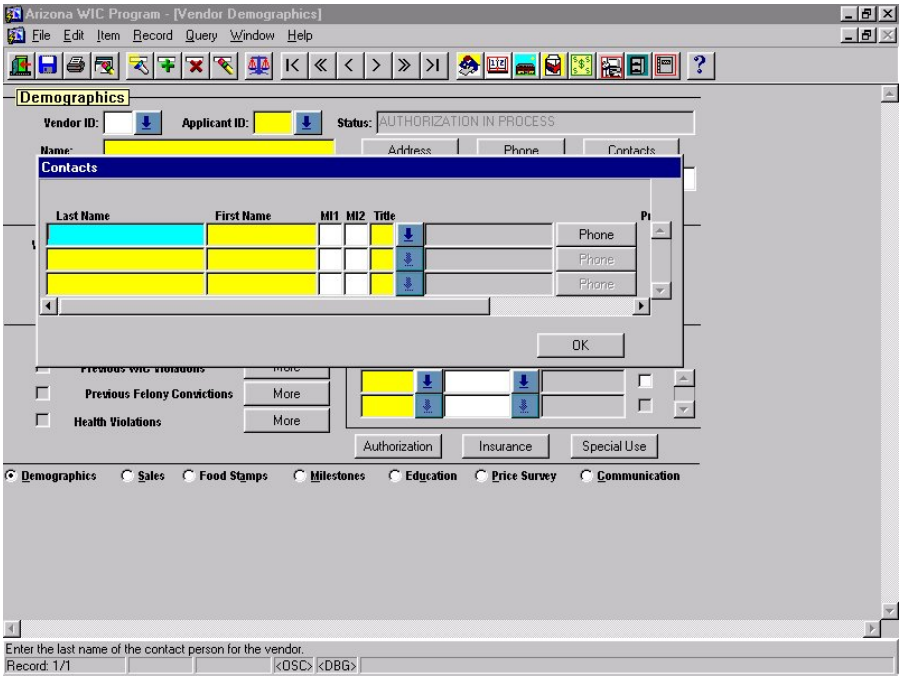


Figure 4 - Applicant Demographics (Contacts Pop-up)

32. Enter all the appropriate information for the Contacts pop-up
33. Then click the Phone pop-up button.
34. Enter all the appropriate information for the phone pop-up including the Phone Number, Phone Type, and the optional field Ext.
35. Click the OK button. This returns you back to the Contacts pop-up.
36. Chick the OK button. This will return you to the Applicant Demographic window.
37. Click the More button next to the Multi-WIC codes check box.

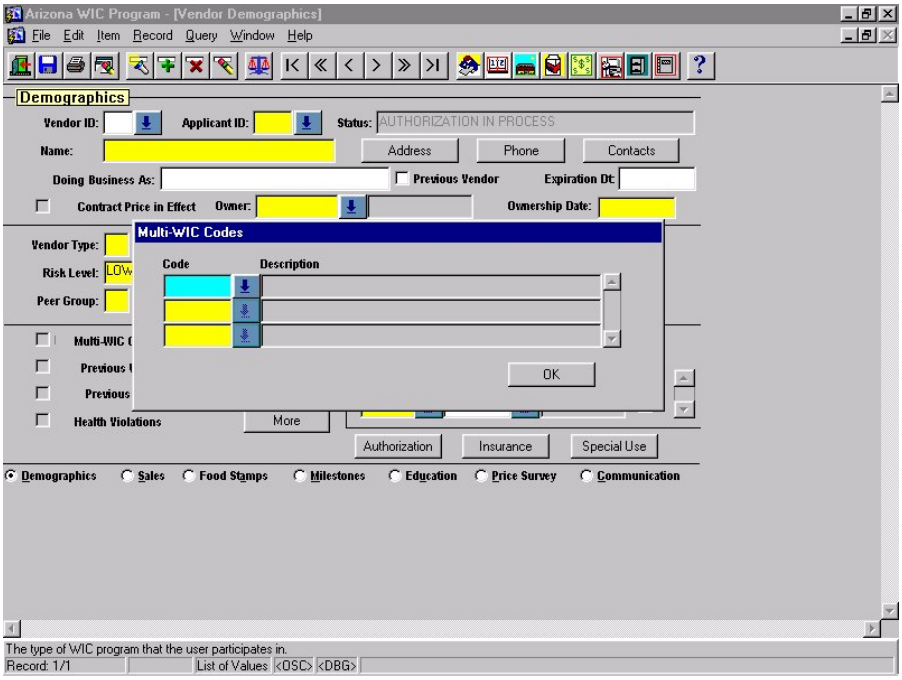


Figure 5 - Applicant Demographics (Multi-WIC Codes Pop-up)

38. Enter all the appropriate Multi-WIC information.
39. Click the OK button and you will be returned to the Applicant Demographic window.
40. Click the More button next to the Previous WIC Violations check box.

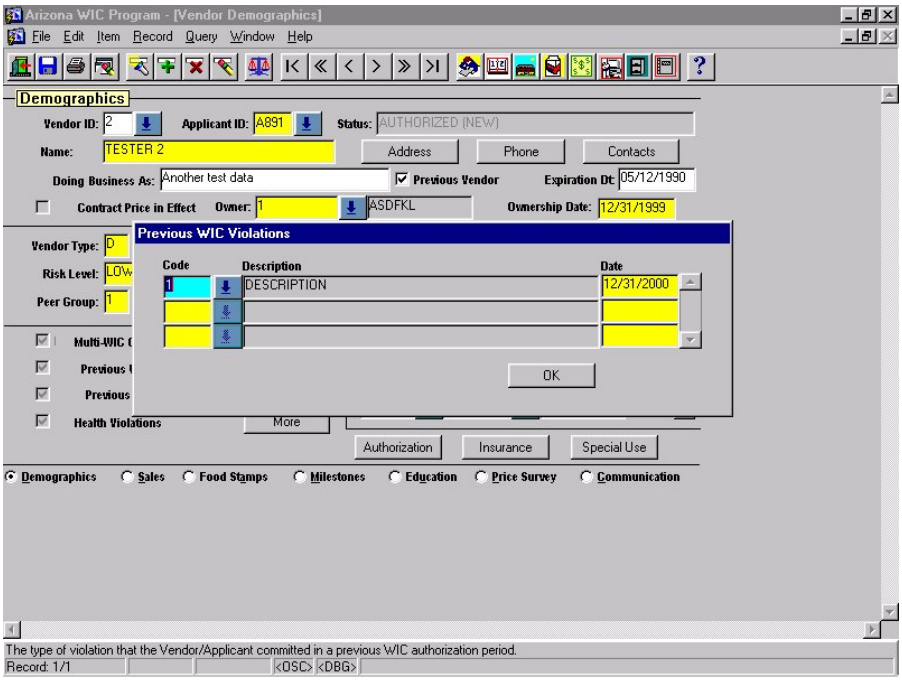


Figure 6 - Applicant Demographics (Previous WIC Violations Pop-up)

41. Enter all of the appropriate information including code, description and date.
42. Click the OK button and you will be returned to the Applicant Demographic window.

43. Click the More button next to the Previous Felony Convictions check box.

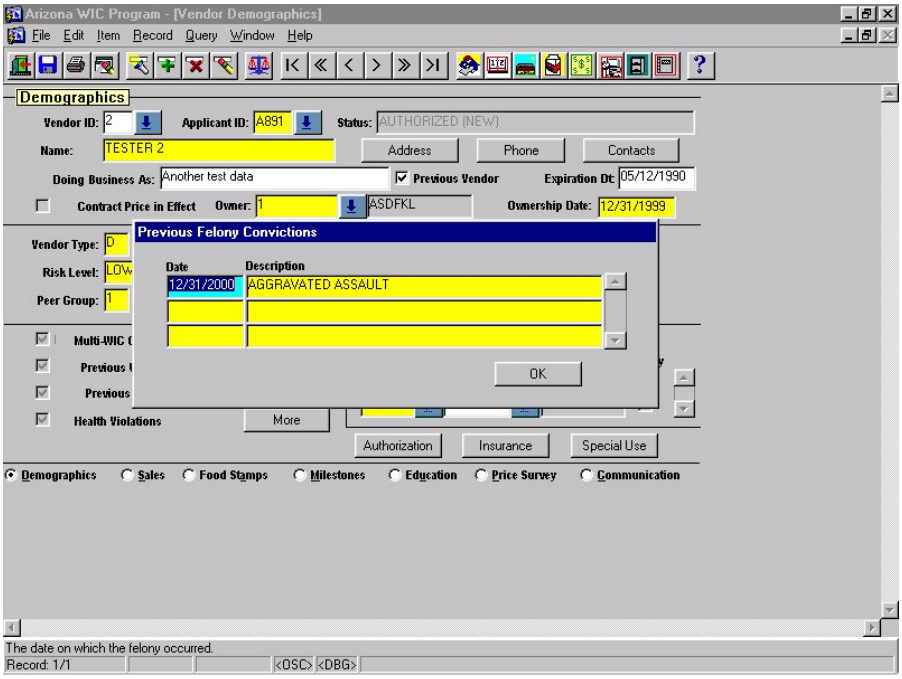


Figure 7 - Applicant Demographics (Previous Felony Convictions pop-up)

44. Enter all of the appropriate information including date and description.
45. Click the OK button this will return you to the Applicant Demographic window.
46. Click the More button next to the Health Violations check box.

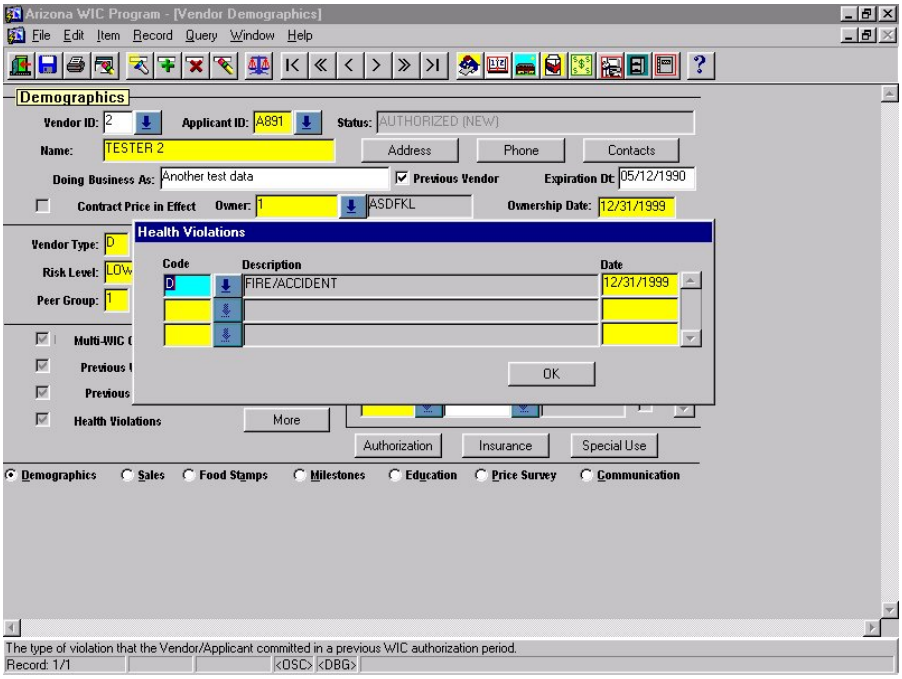


Figure 8 - Applicant Demographics (Health Violations Pop-up)

47. Enter all of the appropriate information including code, description and date.

48. Click the OK button this will return you to the Applicant Demographic window.
49. Click the Authorization button on the button of the Applicant Demographic window.

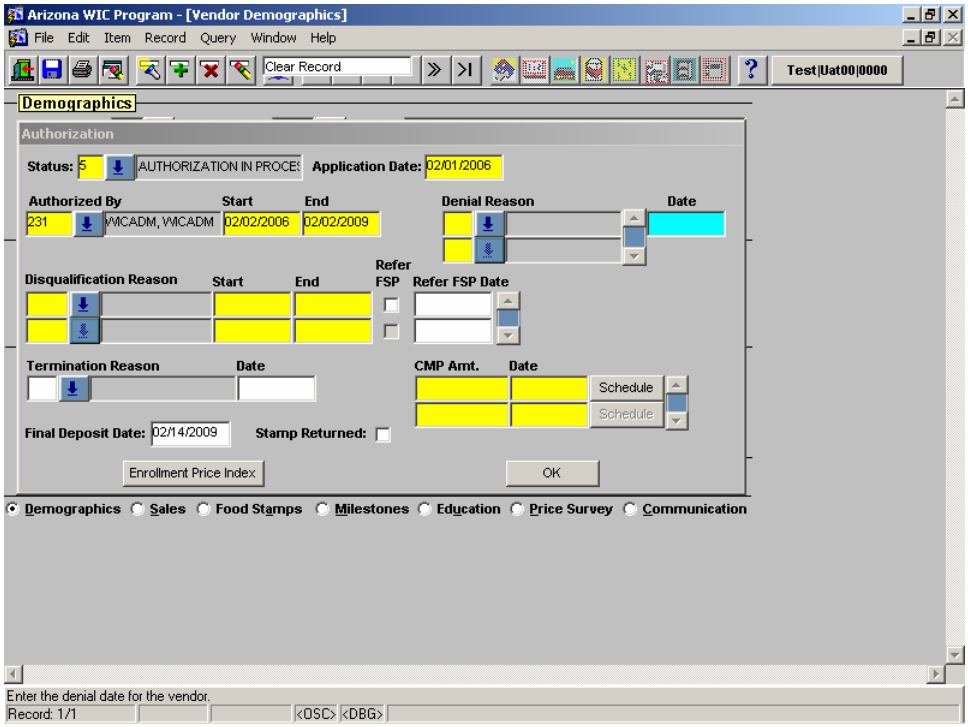


Figure 9 - Applicant Demographics (Authorization Pop-up)

50. Click the arrow to the right of the Status field to show a list of valid values and their corresponding names. Select a status by double clicking the row or single clicking the row and then clicking the OK button.
51. TAB to the Application Date field and enter the date the vendor applied in the MM/DD/YYYY format if this is a new authorization.
52. TAB to the Authorized By field. Click the arrow to the right of the Authorized By field to show a list of valid values and their corresponding names. Select an Authorized By by double clicking the row or single clicking the row and then clicking the OK button.
53. TAB to the Start date, enter the appropriate start date, or use the default current date. Then TAB to the End date and enter that information, or use the default date that is three (3) years from the start date.
54. For new applicants denied authorization, TAB to the Denial Reasons field, and enter the appropriate information. Click the arrow to the right of the Denial Reason filed to show a list of valid values and their corresponding descriptions. Select a denial reason by double clicking the row or single clicking the row then clicking the OK button. Note: These fields are locked until the status is changed.
55. TAB to the Denial Date field, and enter the appropriate Denial Date. Note: These fields are locked until the status is changed.
56. For existing applicants that are disqualified, click the arrow to the right of the Disqualification Reason field to show a list of valid values and their corresponding descriptions. Select a disqualification reason by double clicking the row or single clicking the row then clicking the OK button.
57. TAB to the Start date, and enter the appropriate start date. Then TAB to the End date and enter that information.

58. Click the Refer FSP check box and enter the mandatory date using the format MM/DD/YYYY at the Refer FSP Date field.
59. TAB to the Termination field. Click the arrow to the right of the Termination field to show a list of valid values and their corresponding names. Select an Termination reason by double clicking the row or single clicking the row and then clicking the OK button.
60. TAB to the Date field and enter a date using the MM/DD/YYYY format.
61. TAB to the CMP Amt. (Civil Money Penalty) and key in the appropriate amount. Then TAB to the Date field and key in the date on which the CMP was assessed.
62. Click the Schedule button next to the CMP date field.

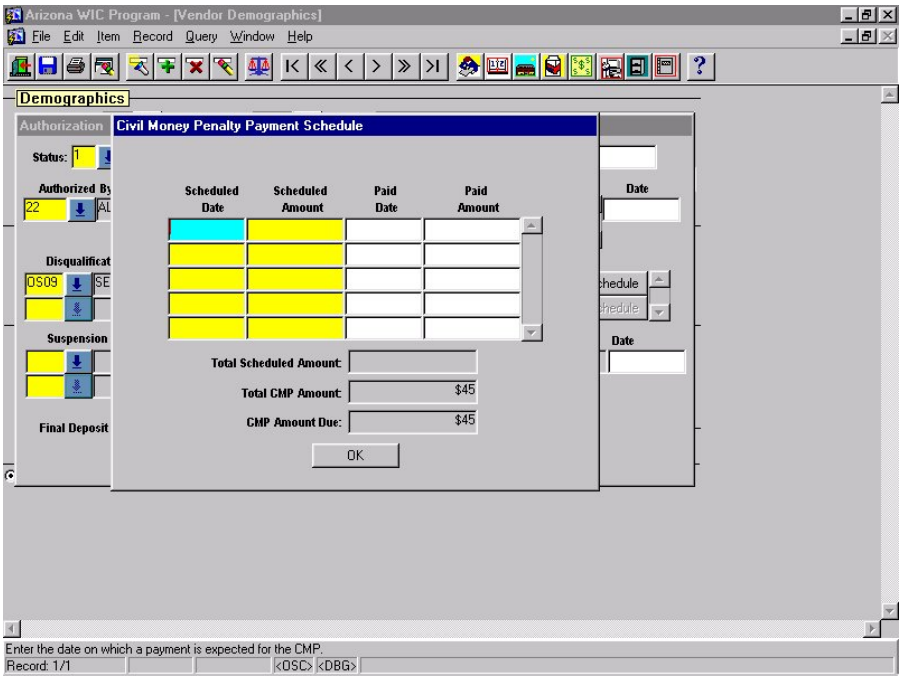


Figure 10 - Authorization Pop-up (Civil Money Penalty Payment Schedule Pop-up)

63. Enter the appropriate CMP information including scheduled date, scheduled amount, paid date and paid amount.
64. Click the OK button, this closes the window and returns to the Authorization pop-up window.
65. Click on the Enrollment Price Index button on the bottom of the Authorization pop-up window.

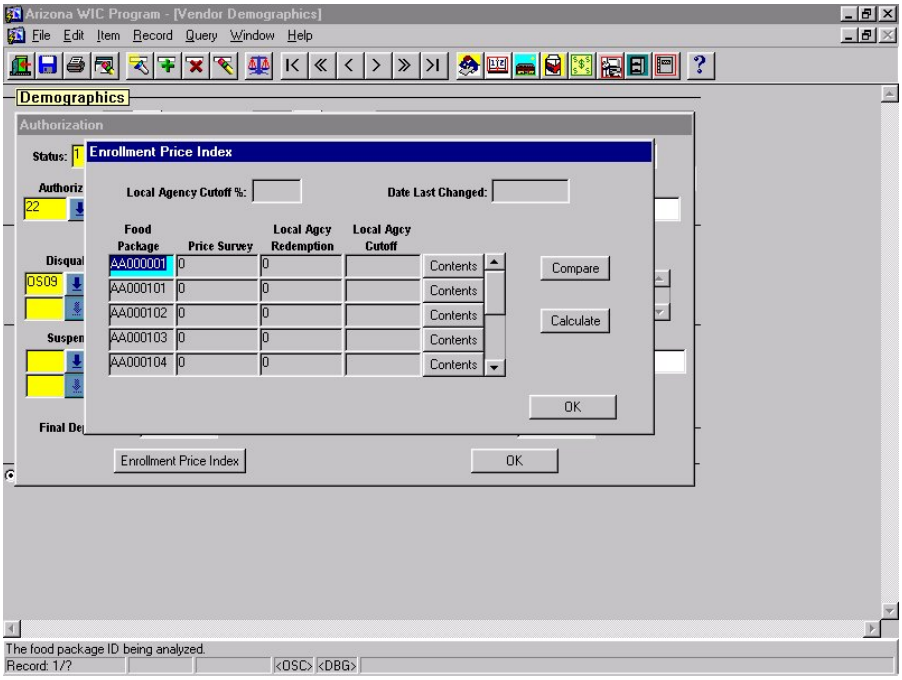


Figure 11 - Authorization pop-up (Enrollment Price Index Pop-up)

66. Enter the appropriate information including local agency cutoff %, date last changed, food package, price survey, local agency redemption and local agency cutoff.
67. Click the Contents button next to the local agency cutoff field.

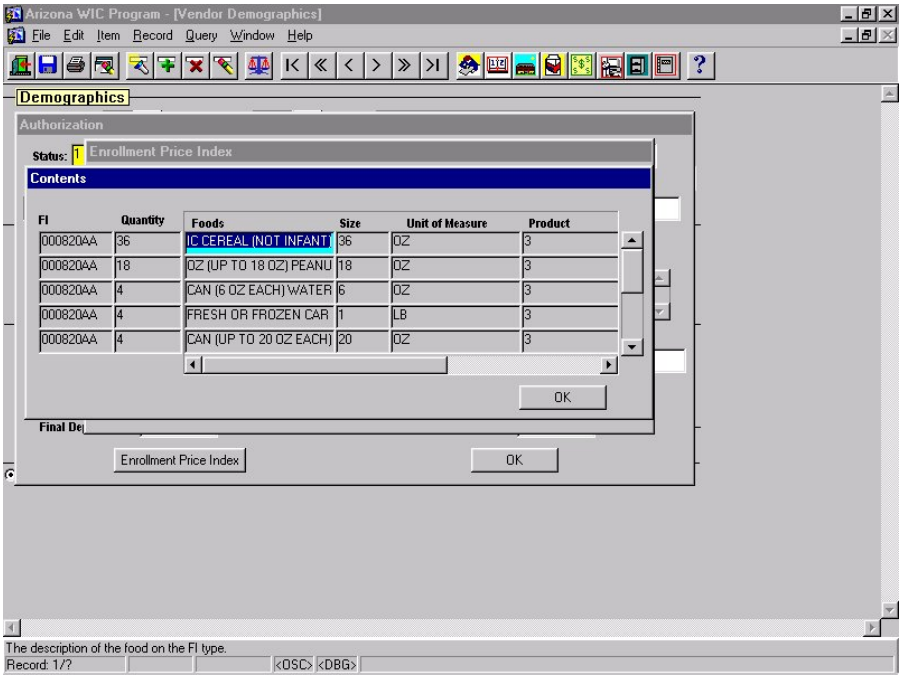


Figure 12 - Authorization pop-up (Contents Pop-up)

68. Enter the appropriate information including FI, Quantity, Foods, Size, Unit of Measure, Product, Container and Manufacturer.
69. Click the OK button, this closes the contents window and returns you to the Enrollment Price Index window.
70. Click the Compare button.

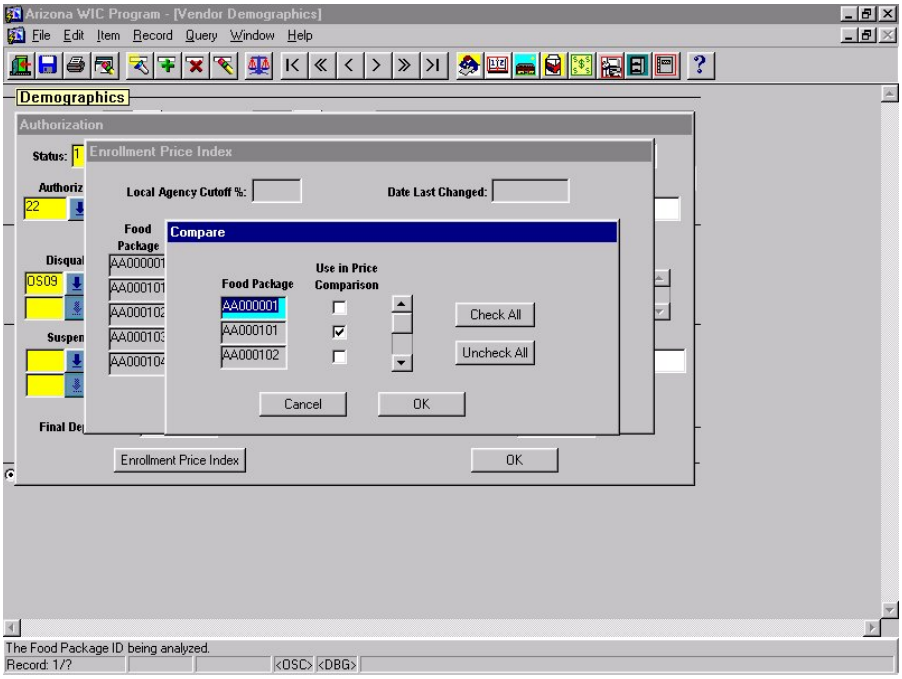


Figure 13 - Authorization pop-up (Compare Pop-up)

71. Enter the appropriate compare information including food package and use in price comparison. (Push button “check all” will cause all food packages to be marked for usage in the enrollment price index process. Push button “unchecked all” causes all food packages to be un-marked for usage in the enrollment price index.)
72. Click the OK button. This will close the Compare pop-up and return the user to the enrollment price index window.
73. Click the Calculate button on the Enrollment Price Index window. The Calculate pop-up window is displayed.
74. Click the OK button. This marks the Food Packages checked on the Compare window, so that the Local Agency redemption averages can be recalculated during end-of-day processing. It then closes the window, returning the user to the Enrollment Price Index window.
75. Click the OK button on the enrollment price index window.
76. Click the OK button on the Authorization window.
77. Click on the Insurance button on the bottom of the Authorization window.

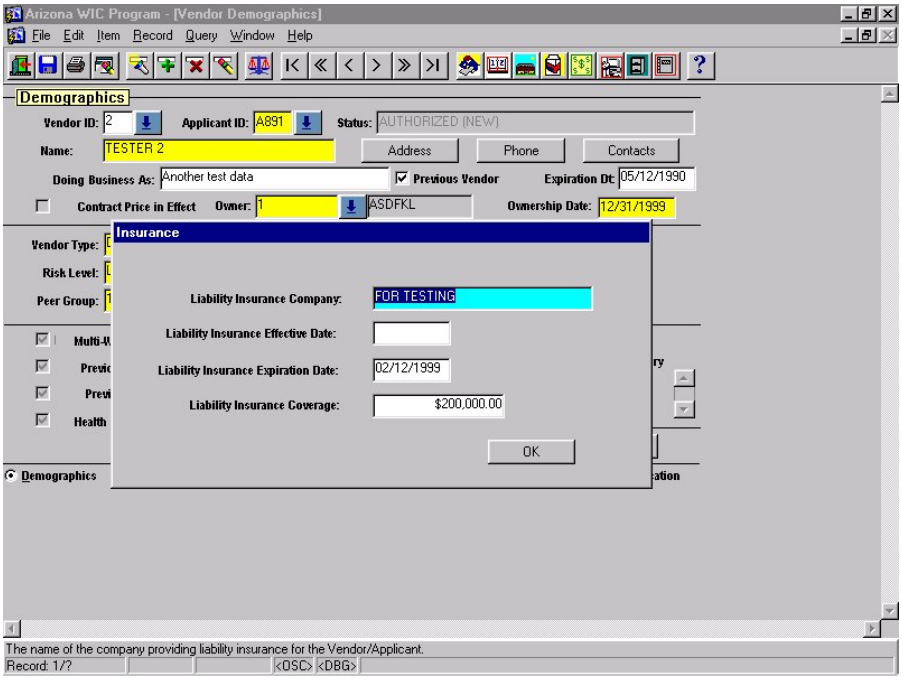


Figure 14 - Applicant Demographics (Insurance Pop-up)

78. Enter the appropriate insurance information including liability insurance company, liability insurance effective date, liability insurance expiration date and liability insurance coverage.
79. Click the OK button on the Insurance pop-up. This will close the Insurance pop-up and return you to the Applicant Demographics window.
80. Click on the Special Use button on the Applicant Demographics window.

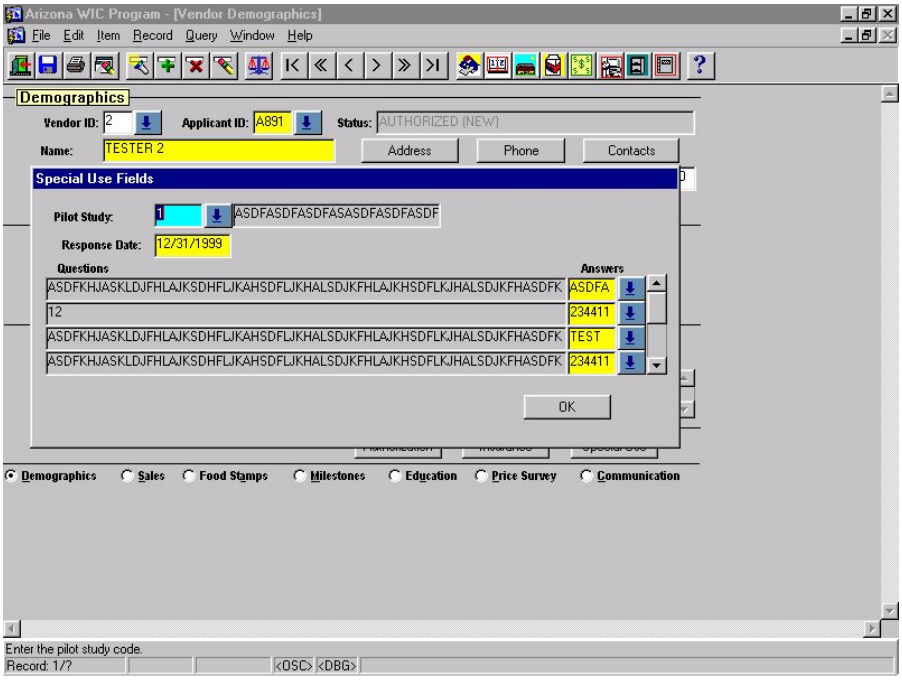


Figure 15 - Applicant Demographics (Special Use Fields Pop-up)

81. Click on the arrow to the right of the pilot study field. Select the correct pilot study code, the correct description will be displayed in the description field. Key in the proper information including response date, questions and answers.
82. Click the OK button on the special use field pop-up window. The special use field pop-up window will be closed and you will be returned to the Applicant Demographic window.
83. To save information entered on the Authorization pop-up screen, click the Save icon at the top of the screen. The system displays the message “Transaction Completed.” Click the OK button to acknowledge the message and close the message window.
84. Click on the Phone push button, to begin entering the phone information for the vendor applicant.

Update Applicant Demographics

1. Click the Query icon to invoke the query mode.
2. Click the arrow to the right of the Applicant ID field to show a list of valid values and their corresponding names. Select an Applicant ID by double clicking the row or single clicking the row and then clicking the OK button.
3. Press the F8 key to execute the query.
4. The system retrieves any records matching the selection criteria and populates the fields on the screen for which information is available.
5. Position the cursor on the field(s) to be updated and complete the updates as described in the Add Applicant Demographics Information section above.
6. To save updates made on the Applicant Demographics screen, click the Save icon. The system displays the message “Transaction Completed.” Click the OK button to acknowledge the message and close the message window.

Delete Applicant Demographics

1. Click the Query icon to invoke the query mode.
2. Click the arrow to the right of the Applicant ID field to show a list of valid values and their corresponding names.
3. Select a vendor Applicant ID by double clicking the row or single clicking the row and then clicking the OK button.
4. Press the F8 key to execute the query.
5. Verify that the vendor displayed is the one to be deleted.
6. For each field to be deleted, position the cursor on that field and highlight contents of field and press the delete key on the keyboard. When finished, click the Save icon to permanently delete the records.
7. Click the Authorization button to invoke the Authorization window.
8. For each field listed, position the cursor on the row and highlight contents of field and press the delete key on the keyboard. When finished, click the Save icon to permanently delete the record.
9. Click the Phone button to invoke the Phone window.
10. For each phone number listed, position the cursor on the row and click the Remove Record icon. When finished, click the Save icon to permanently delete the record.

Figure 1 - Applicant Demographics

Fields

Vendor ID - A unique, four-digit, user-defined identification number for a Vendor. This field is mandatory if the Applicant is authorized. The Vendor ID cannot start with "9." Double-clicking on the Vendor ID field will cause the Vendor Lookup to be run, allowing the user to select a Vendor/Applicant.
Applicant ID - A unique system-defined identification number for an Applicant. This is a mandatory four-digit field that will start with a system supplied prefix of "A," followed by a sequential, computer-generated number. The user will be able to change the value to an unused Applicant ID. The Applicant ID cannot start with "A9." Double-clicking on the Vendor ID field will cause the Vendor Lookup to be run, allowing the user to select a Vendor/Applicant.
Status - The authorization status. This is a display only field that will default to 'Authorization in Process.' This field can be modified from the Authorization pop-up window.
Name - The Vendor/Applicant's name. This is a mandatory field.
Doing Business As - The name under which the Vendor/Applicant does business. This is an optional field.

Expiration Date - The date on which the Vendor/Applicant's previous WIC contract expired. This information is entered directly from the WIC application and is not generated. This is a mandatory field if Previous Vendor is checked.

Owner - The Vendor/Applicant's Owner ID code. This field is mandatory and can be selected from a list of values. For more information, please refer to the Owners table.
Ownership Date - The date on which the Owner took possession of the Vendor/Applicant. This field is optional.

Vendor Type - The type of Vendor/Applicant. This field is mandatory and can be selected from a list of values. For more information, please refer to the Vendor Type table. The Vendor Type description is shown, once a Vendor Type has been entered.
Risk Level - The Vendor/Applicant's risk level. This is a mandatory field and can be selected from a list of values. This field will default to the lowest risk value. For more information, please refer to the Risk Level table. A Risk Level description is shown, once a Risk Level is entered.
Peer Group - The Vendor/Applicant's peer group. This field is mandatory and can be selected from a list of values. For more information, please refer to the Peer Group table. A Peer Group Description is shown, once a Peer Group is entered.
Agency - The Local Agency for the Vendor/Applicant. Local Agency must be entered, and the agency can be chosen from a list of values. For more information, please refer to the Organizational Units in Operations Management.
Clinic - The clinic for the Vendor/Applicant. At least one clinic must be entered, and the clinic can be chosen from a list of values. For more information, please refer to the Organizational Units in Operations Management.
Primary (Primary Clinic) - A check box to indicate which Clinic is the primary one for the Vendor/Applicant. One clinic must be checked.

Push Button(s)

Address – This button allows the user to go directly to the Address window.
Phone - This button allows the user to go directly to the Phone window.
Contacts - This button allows the user to go directly to the Contacts window.
More (Multi-WIC Codes) - This button allows the user to go directly to the Multi-WIC identification code window.
More (Previous WIC Violations) - This button allows the user to go directly to up the Previous WIC Violations window.
More (Previous Felony Convictions) - This button allows the user to go directly to the Felony Dates window.
More (Health Violations) - This button allows the user to go directly to the Health Violations window.
Authorization - This button allows the user to go directly to the Authorization window.
Insurance - This button allows the user to go directly to the Insurance window.
Special Use - This button allows the user to go directly to the Special Use window.

Check Boxes
Previous Vendor - A check box that indicates that the Vendor/Applicant has previously been a WIC Vendor. This information is entered directly from the WIC application and is not generated.
Contract Price in Effect - A generated check box that indicates that there are contract prices entered in the Vendor/Applicant's price survey data.
Conflict of Interest - A check box that indicates a possible conflict of interest exists for the Vendor/Applicant.
Americans With Disabilities (ADA) Compliance - A check box that indicates the Vendor/Applicant is in compliance with the ADA.
Operating Permit Valid - A check box that indicates the Vendor/Applicant has a valid operating permit from the health department
Multi-WIC Codes - A generated check box that indicates the Vendor/Applicant participates in more than one type of WIC program, i.e. ADHS, ITCA, NN.
Previous WIC Violations - A generated check box that indicates the Vendor/Applicant has committed WIC Violations.

Previous Felony Convictions - A generated check box that indicates the Vendor/Applicant has committed felonies.
Health Violations - A generated check box that indicates the Vendor/Applicant has committed health violations.

Navigational Radio Button(s)

Demographics - Allows the user to navigate directly to the Demographics Window.
Sales - Allows the user to navigate directly to the Sales Window.
Food Stamps - Allows the user to navigate directly to the Food Stamps Window.
Milestones - Allows the user to navigate directly to the Milestones Window.
Education - Allows the user to navigate directly to the Education Window.
Price Survey- Allows the user to navigate directly to the Price Survey Window.
Communication - Allows the user to navigate directly to the Communication Window.

Figure 2 - Applicant Demographics (Address pop-up)

Fields (Street section)

Address 1 - The Vendor/Applicant's street address. This is a mandatory field.
Address 2 - A continuation of the Vendor/Applicant's street address. This is an optional field.
City - The city in which the Vendor/Applicant is located. This field is mandatory and can be selected from a list of values. Selection of a city will also fill in the state and county information. For more information, please refer to the Locales table in System Administration.
County - The county in which the Vendor/Applicant is located. This field is display only. It will be filled in when a city or zip is selected.
State - The state in which Vendor/Applicant is located. This field is display only. It will be filled in when a city or zip is selected.
Zip - The zip code in which the Vendor/Applicant is located. This field is mandatory and can be selected from a list of values. Selection of a zip will also fill in the county, state and city information. The zip plus 4 can be entered by the user and is optional. For more information, please refer to the Zip Code table in System Administration.

Fields (Mailing section)

Address 1 - The Vendor/Applicant's mailing address. This is a mandatory field.
Address 2 - A continuation of the Vendor/Applicant's mailing address. This is an optional field.
City - The city where the Vendor/Applicant has mail sent. This field is mandatory and can be selected from a list of values. Selection of a city will also fill in the state and county information. For more information, please refer to the Locales table in System Administration.
County - The county to which the Vendor/Applicant has mail sent. This field is display only. It will be filled in when a city or zip is selected.
State - The state to which the Vendor/Applicant has mail sent. This field is display only. It will be filled in when a city or zip is selected.
Zip - The zip code to which the Vendor/Applicant has mail sent. This field is mandatory and can be selected from a list of values. Selection of a zip will also fill in the county, state and city information. The zip plus 4 can be entered by the user and is optional. For more information, please refer to the Zip Code table in System Administration.

Fields (Other Mailing section)

Address 1 - The Vendor/Applicant's alternate mailing address. This is an optional field.
Address 2 - A continuation of the Vendor/Applicant's alternate mailing address. This is an optional field.
City - The city where the Vendor/Applicant may also have mail sent. This field is optional (unless an Other Mailing Addr. 1 is entered), and can be selected from a list of values. Selection of a city will also fill in the state and county information. For more information, please refer to the Locales table in System Administration.
County - The county to which the Vendor/Applicant may also have mail sent. This field is display only. It will be filled in when a city or zip is selected.
State - The state to which the Vendor/Applicant may also have mail sent. This field is display only. It will be filled in when a city or zip is selected.
Zip - The zip code to which the Vendor/Applicant may also have mail sent. This field is optional (unless an Other Mailing Addr. 1 is entered), and can be selected from a list of values. Selection of a zip will also fill in the county, state and city information. The zip plus 4 can be entered by the user and is optional. For more information, please refer to the Zip Code table in System Administration.

Push Button(s)

Copy Street to Mailing - Copies the street address to the mailing address.
Copy Mailing to Other Mailing - Copies the mailing address to the other mailing address.
OK - Closes the window, returning the user to the Demographics window.

Figure 3 - Applicant Demographics (Phone Pop-up)

Fields

Phone - The phone number of the Vendor/Applicant retail outlet. One phone number is required for the Vendor/Applicant; otherwise this field is optional.
Ext. - The extension of the Vendor/Applicant retail outlet. This field is optional.
Phone Type - The type of phone/telecommunications device. This field is mandatory if Phone is filled in. This field can be chosen from a list of values. For more information, please refer to the Phone Type table in Systems Administration.

Check Boxes

Primary. - A check box that indicates which of the phone numbers is the primary phone. The user must designate one as primary by clicking on the check box to the right of the selected phone number.

Push Button(s)

OK - Closes the window, returning the user to the previous window.

Figure 4 - Applicant Demographics (Contacts Pop-up)

Fields

Last Name - The last name of the person functioning as the Vendor/Applicant's contact. One contact is required for the Vendor/Applicant; otherwise, this field is optional.
First Name - This is the first name of the person functioning as the Vendor/Applicant's contact. This field is mandatory if Last Name is filled in.
MI1 - The middle initial of the person functioning as the Vendor/Applicant's contact. This field is optional.
MI2 - The second middle initial of the person functioning as the Vendor/Applicant's contact. This field is optional.
Contact Title - This is the title of the person functioning as the Vendor/Applicant's contact. This field is mandatory if Last Name is filled in, and it can be selected from a list of values. For more information, please refer to the Contact Type table. The Contact Title description is shown, once a Contact Title has been entered.
Start Date - The starting date for the manager's authority. This field is optional.
End Date - The ending date for the manager's authority. This field is optional, but cannot be entered without the Start Date.

Check Boxes

Primary - A check box that indicates which of the contacts is the primary contact. The user must designate one contact as primary by clicking on the check box to the right of the selected contact

.Push Button(s)

Phone - Brings up the contact phone window.
OK - Closes the window, returning the user to the previous window.

Figure 5 - Applicant Demographics (Multi-WIC Codes Pop-up)

Fields

Code - The type of WIC program that the user participates in, other than ADHS, i.e. ITCA, Navajo Nation. This field is optional and can be selected from a list of values. For more information, please refer to the WIC Code table.
Description - The description of the WIC Code. This field is display only.

Push Button(s)

OK - Closes the window, returning the user to the Demographics window.

Figure 6 - Applicant Demographics (Previous WIC Violations Pop-up)

Fields

Code - The type of violation that the Vendor/Applicant committed in a previous WIC authorization period. This information is entered directly from the WIC application form and is not generated. This field is optional and can be selected from a list of values. For more information, please refer to the WIC Violation Type table.
Description - The description of the WIC Violation code. This field is display only.

Date - The date on which the violation occurred. This field is mandatory if the Code is filled in.

Push Button(s)

OK - Closes the window, returning the user to the Demographics window.

Figure 7 - Applicant Demographics (Previous Felony Convictions pop-up)

Fields

Date - The date on which the felony occurred. This information is entered directly from the WIC application form and is not generated. This field is optional.
Description - A user-supplied description of the felony conviction. This field is mandatory if Date is filled in.

Push Button(s)

OK - Closes the window, returning the user to the Demographics window.

Figure 8 - Applicant Demographics (Health Violations Pop-up)

Fields

Code - The type of health code violation committed. This field is optional and can be selected from a list of values. For more information, please refer to the Health Violation table.
Description - The description of the health violation Code. This field is display only.
Date - The date that this health violation was noted. This field is mandatory if the Code is entered.

Push Button(s)

OK - Closes the window, returning the user to the Demographics window.

Figure 9 - Applicant Demographics (Authorization Pop-up)

Fields

Status - The Vendor/Applicant's authorization status field. This is a mandatory field that will default to "Authorization in process." This field can be selected from a list of values. For more information, please refer to the Vendor Status table.
Application Date - The date on which the Vendor/Applicant submitted the (re)application form. This field is mandatory.
Authorized By - The person who will authorize the Applicant. This field is mandatory and can be selected from a list of values. For more information, please refer to the Staff Data in Operations Management. The name of the authorizing staff member is shown once an Authorized By value has been entered.
Start - The date the Applicant was authorized. This field is mandatory and will default to the current date when the Authorized By field is filled in.

End - The date that the authorization period will expire. This field is mandatory if start date is filled in. The system calculates a default value from the start date, using the authorization period range.
Denial Reasons - The reasons that the Applicant was denied acceptance into the WIC program. This field is optional and can be selected from a list of values. For more information, please refer to the Denial Reasons table. This field is only modifiable for an unauthorized Applicant. The Denial Reason description is shown, once a Denial Reason has been entered.
Date - The date of denial from the WIC program. This field is mandatory if a Denial Reason is filled in.
Disqualification Reason - The reason that the Vendor was disqualified from the WIC program. This field is optional and can be selected from a list of values. For more information, please refer to the Disqualification Reasons table. This field is only modifiable for an authorized Vendor. The Disqualification Reason description is shown, once a Disqualification Reason has been entered.
Start - The starting date of disqualification from the WIC program. This field is mandatory if the Disqualification Reason is filled in.
End - The ending date of disqualification from the WIC program. This field is mandatory if the Disqualification Reason is filled in.
Refer FSP Date - The date the Food Stamp Program was notified of the vendor disqualification from WIC. This field is a mandatory field once the Refer FSP check box is check marked.
CMP Amt. - The dollar amount of the Civil Money Penalty (CMP). A CMP can be levied in lieu of a disqualification. This field is optional and is only modifiable for an authorized Vendor. If a CMP Amount is filled in, a payment schedule is required.
Date - The date on which a Civil Money Penalty (CMP) was assessed. This field is mandatory if the CMP Amt. is filled in.
Termination Reason - The reason that the Vendor was terminated from the WIC program. This field is optional and can be selected from a list of values. For more information, please refer to the Termination Reasons table. This field is only modifiable for an authorized Vendor. The Termination Reason description is shown, once a Termination Reason has been entered.
Date - The date on which the Vendor was terminated. This field is mandatory if the Termination Reason is filled in.
Final Deposit Date - The last date that the bank is authorized to pay a food instrument for a Vendor. This field is system populated according to the end date of the Authorized By fields. The final deposit date displayed is twelve (12) days after the Authorized By end date. This date overrides the authorization end date and the termination date. This field is only modifiable for an authorized Vendor.

Check Boxes

Refer FSP - A check box that indicates the Vendor was referred to the Food Stamps Program in conjunction with being disqualified.
Stamp Returned - A check box that indicates that the Vendor has returned the WIC stamp. This field is optional. This field is only modifiable for an authorized Vendor.

Push Button(s)

Schedule - Brings up the Civil Money Penalty Payment Schedule window. This push button is only available if the corresponding CMP Amount is filled in.
Enrollment Price Index -
OK - Closes the window, returning the user to the Demographics window.

Figure 10 - Authorization Pop-up (Civil Money Penalty Payment Schedule Pop-up)

Fields

Schedule Date - The date on which a payment is expected for the CMP. This field is optional.
Schedule Amount - The amount of a payment that is expected for the CMP. This field is mandatory if the CMP Scheduled Payment Date is filled in.
Paid Date - The date on which a payment is received for the CMP. This field is optional.
Paid Amount - The amount of a payment that is received for the CMP. This field is mandatory if the CMP Payment Date is filled in.
Total Scheduled Amount - The total of the Schedule Amount values entered on this window. This field is display only.
Total CMP Amount - The CMP Amt. entered on the Authorization window. This field is display only.
CMP Amount Due - The amount of the CMP that remains unpaid.

Push Button(s)

OK - Closes the window, returning the user to the Authorization window.

Figure 11 - Authorization pop-up (Enrollment Price Index Pop-up)

Fields

Local Agcy Cutoff % - Enrollment Price Index Percent from the Factors base table in Vendor Management. This field is display only.
Date Last Changed - The date on which the % Cutoff was last changed. This field is display only.

Food Package - The Food Package ID being analyzed. For more information, please refer to the Food Package table in Food Instruments. This field is display only.
Price Survey - The Vendor/Applicant's price for the food package, as calculated from the component food prices from the Vendor/Applicant's Food Price Survey. This field is display only.
Local Agcy Redemption - The average redeemed cost of the food package within the Vendor/Applicant's Local Agency. This field is display only.
Local Agcy Cutoff - The Local Agency Redemption, multiplied by Local Agency Cutoff % (at the top of the window. This field is display only.

Push Button(s)

Contents – This button allows the user to go directly to the Contents window.
Compare - This button allows the user to go directly to the Compare window.
Calculate - This button allows the user to go directly to the Calculate window.
OK - Closes the window, returning the user to the Authorization window.

Figure 12 - Authorization pop-up (Contents Pop-up)

Fields

FI - The FI Type for the food in the food package. This field is display only.
Quantity - The quantity of the specific food in the FI type. This field is display only.
Foods - The description of the food on the FI type. This field is display only.
Size - The quantity of the units of measure of the food incorporated on the FI type. This field is display only.
Unit of Measure - The units that the quantity for the food on the FI type. This field is display only.
Product - The type of product that this food is purchased; Ready-to-Feed, powdered, etc. This field is display only.
Container - The container that this food can be purchased in. This field is display only.
Manufacturer - The name of the manufacturer that supplies the food. This field is display only.

Push Button(s)

OK - Closes the window, returning the user to the Enrollment Price Index window.

Figure 13 - Authorization pop-up (Compare Pop-up)

Fields

Food Package - The Food Package ID being analyzed. For more information, please refer to the Food Package table in Food Instrument Processing.

Check Boxes

Use in Price Comparison - A check box that indicates a Local Agency Food Package redemption average should be calculated and shown on the Enrollment Price Index window.

Push Button(s)

Check All - Causes all Food Packages to be marked for usage in the Enrollment Price Index process.
Uncheck All - Causes all Food Packages to be un-marked for usage in the Enrollment Price Index process.
Cancel - Close the window, returning the user to the Enrollment Price Index window without further processing.
OK - Closes the window, returning the user to the Enrollment Price Index window.

Figure 14 - Applicant Demographics (Insurance Pop-up)

Fields

Liability Insurance Company - The name of the company providing liability insurance for the Vendor/Applicant. This field is mandatory if any of the other Liability Insurance fields are filled in.
Liability Insurance Effective Date - The starting date of the liability insurance held by the Vendor/Applicant. This field is mandatory if the Liability Insurance Company is filled in.
Liability Insurance Expiration Date - The ending date of the liability insurance held by the Vendor/Applicant. This field is mandatory if the Liability Insurance Company is filled in.

Liability Insurance Coverage - The amount of coverage provided by the insurance. This field is mandatory if the Liability Insurance Company is filled in.

Push Button(s)

OK - Closes the window, returning the user to the Demographics window.

Figure 15 - Applicant Demographics (Special Use Fields Pop-up)

Fields

Pilot Study - The pilot study code. This field can be selected from the list of pilot studies. For more information, refer to the Pilot Studies table. This field is mandatory. The Pilot Study Name is shown once the Pilot Study has been entered.
Response Date - The date on which the questions were answered by the Vendor/Applicant. This field is mandatory.
Questions - The code and text of the pilot study question. This field is display only and is filled from the pilot code field when the record is queried. For more information, see the Pilot Studies table.
Answers - The answer to the Question Text. This field is optional and can be selected from a list of values. The valid answers are the Answer Codes associated with the Question's Answer Type value. For more information, please refer to the Pilot Question and Answer tables.

Push Button(s)

OK - Closes the window, returning the user to the Demographics window.

Vendor Sales

To Maintain Vendor Sales:

1. Click on Vendor from the menu bar.
2. Position the Pointer (mouse) on Vendor Data. The sub-menu is displayed.
3. Click on Sales as shown below:

The Applicant Sales Window is displayed:

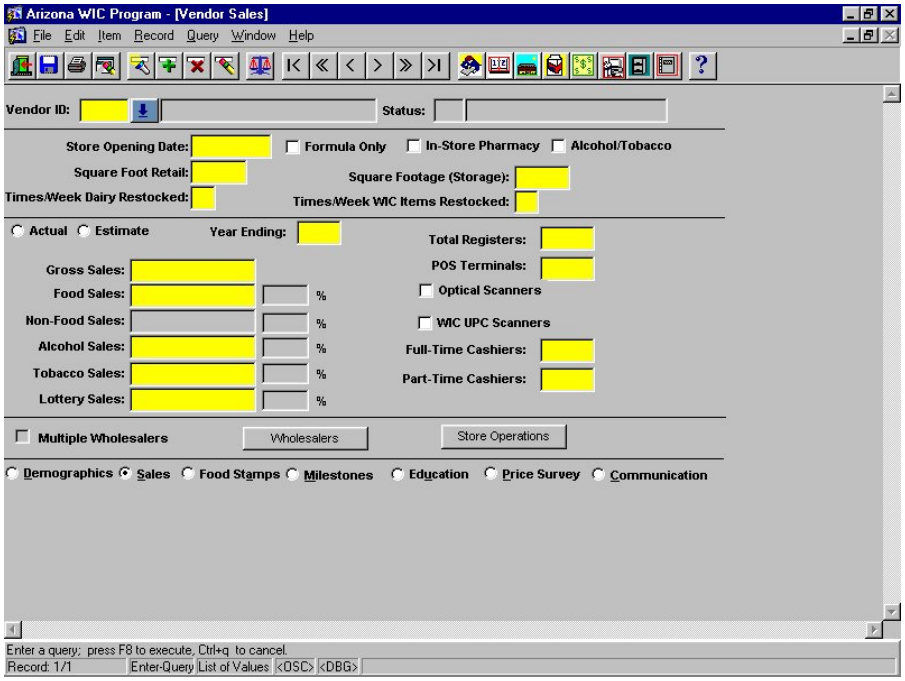


Figure 16 - Applicant Sales

Add Applicant Sales Information

1. Click the Query icon to invoke the query mode.
2. Click the arrow to the right of the Vendor ID field to show a list of valid values and their corresponding names.
3. Select a vendor applicant by double clicking the row or single clicking the row and then clicking the OK button. The Vendor Lookup screen may also be used to locate the vendor by clicking on the arrow to the right of the Vendor ID field.
4. Press the F8 key to execute the query.

5. The system retrieves any records matching the selection criteria and populates the fields on the screen for which information is available. The status field will be atomically populated.
6. Tab to the Store Opening Date field and key in the correct date.
7. Click in the Formula Only check box.
8. Click the In-Store Pharmacy check box if the applicant has an in-store pharmacy.
9. Click in the Alcohol/Tobacco check box if appropriate.
10. TAB to the Square Foot Retail field and key in the retail square footage.
11. TAB to the Square Foot In-Store Storage field and type the square feet applicable for merchandise not currently available for sale.
12. Click in the Times/Week Dairy Restocked field and key in the number of times the dairy case is re-stocked each week.
13. TAB to the Times/Week WIC Items Restocked field. Type in the number of times each week the WIC grocery items are re-stocked.
14. Click the radio button for either Actual or Estimate to indicate whether annual food and gross sales are actual or an estimate.
15. Click in the Year Ending field and provide the fiscal year the annual sales are based on.
16. TAB to the Total Registers and key in the number of registers at the outlet.
17. TAB to the Gross Sales field and key in the annual dollar value of all sales at this outlet.
18. TAB to the POS Terminal field (Point of Sales) and provide the number of POS terminals.
19. TAB to Food Sales, type in the annual dollar value of food sales. The percentage field to the right of the food sales field will automatically be populated based on annual food sales and annual gross sales.
20. Click the Optical Scanners check box if applicable.
21. Click the Non-Food Sales field and key in the annual dollar amount of non-food sales. The percentage field to the right of the non-food sales field will automatically be populated based on annual non-food sales and annual gross sales.
22. Check the WIC UPC Scanner check box if the store users registers with optical scanners for bar codes that indicate WIC food from Non-WIC food.
23. TAB to the Alcohol Sales field and provide the annual dollar value of alcohol sales for this retail outlet store. The percentage field to the right of the alcohol sales field will automatically be populated based upon the ratio of annual alcohol sales to the annual gross sales.
24. TAB to the Full-Time Cashiers field and key in the number of full-time cashiers employed.
25. TAB to the Tobacco Sales field. Key in the annual dollar value of tobacco sales at this retail store. The percentage field to the right of the tobacco sales field will automatically be populated based upon the ratio of annual tobacco sales to the annual gross sales.
26. Click in the Part-Time Cashiers field and key in the number of part-time cashiers employed.
27. TAB to the Lottery Sales field. Key in the annual dollar value of lottery sales at this retail store. The percentage field to the right of the lottery sales field will automatically be populated based upon the ratio of annual lottery sales to the annual gross sales.
28. Click the check box Multiple Wholesalers field if appropriate.
29. Click the Wholesalers push button next to the Multiple Wholesalers field. The Wholesalers pop-up window will be displayed.

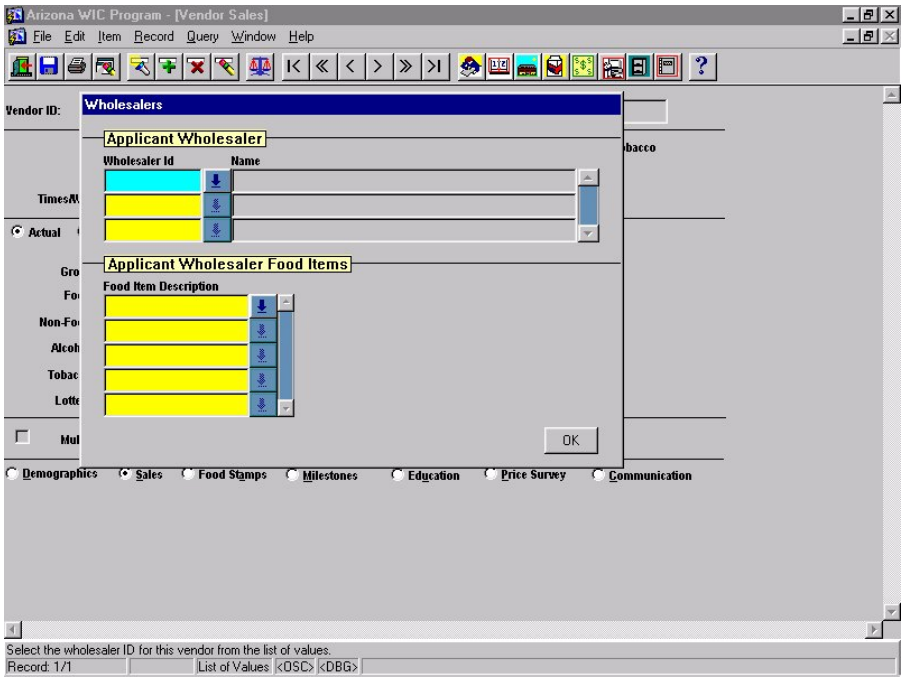


Figure 17 - Vendor Sales (Wholesalers Pop-up)

30. Click on the arrow to the right of the Wholesaler ID field and select the correct identification number for the middleman supplier of food items. The name field will be generated based on the wholesaler ID selected.
31. Click on the arrow next to the Food Item Description field. A list of food items provided by the wholesaler will be displayed. Select the correct description of food items. Repeat this step for the remainder of food items provided by the wholesaler.
32. Click the OK button on the bottom of the wholesalers pop-up. This will return you to the sales window.
33. Click on the Store Operations push button next to the Wholesalers push button on the bottom of the Sales window. The Store Operations pop-up window will be displayed.

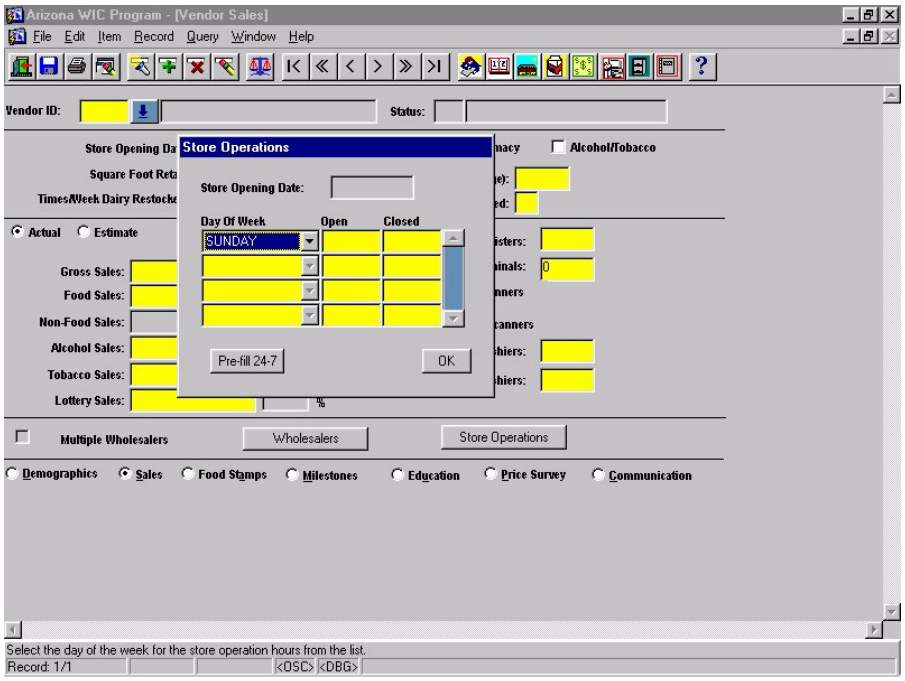


Figure 18 - Applicant Sales (Store Operations Pop-up)

34. The Store Opening Date field will automatically be generated when the store operations pop-up window is displayed. Click on the arrow next to the Day of Week field and select the correct days of the week the store is in operation.
35. TAB to the Open field and key in the time of day the store opens its doors on the day of the week selected. TAB to the Closed field and key in the time of day the store closes its doors on the day of the week selected. Repeat this step for the appropriate number of days in the operating week or push the Pre-Fill 7-24 push button to pre-fill the window with Sunday through Saturday, 12:00 am to 12:00 am.
36. Click the OK button on the store operations pop-up window. This will return you to the applicant sales window.
37. To save the information entered on the applicant sale window, click the Save icon at the top of the window. The system displays the message box “Transaction Completed.” Click the OK button to acknowledge the message and close the message window.

Update Applicant Sales Information

1. Click the Query icon to invoke the query mode.
2. Click the arrow to the right of the Vendor ID field to show a list of valid values and their corresponding names. Select an Vendor ID by double clicking the row or single clicking the row and then clicking the OK button.
3. Press the F8 key to execute the query.
4. The system retrieves any records matching the selection criteria and populates the fields on the screen for which information is available.
5. Position the cursor on the field(s) to be updated and complete the updates as described in the Add Vendor Sales Information section above.
6. To save updates made on the Vendor Sales screen, click the Save icon. The system displays the message “Transaction Completed.” Click the OK button to acknowledge the message and close the message window.

Delete Vendor Sales Information

Once Store Sales information has been saved, it cannot be deleted.

Figure 16 - Applicant Sales

Fields

Vendor/Applicant ID - The Vendor/Applicant to track. This field is mandatory and can be selected from a list of values. The Vendor/Applicant name is shown, once a Vendor/Applicant ID has been entered.
Status - The status of the Vendor/Applicant. This field is display only. The Status description is shown with the Status.
Store Opening Date - The date on which the store opened to the public. This field is mandatory.
Square Foot Retail - The number of square feet of floor space utilized to display retail merchandise. This field is mandatory.
Square Foot In-Store Storage - The number of square feet of floor space designated to store merchandise not currently available for sale. This field is mandatory.
Times/Week Dairy Restocked - The number of times each week that the dairy case is re-stocked. This field is mandatory.
Times/Week WIC Items Restocked - The number of times each week that the WIC grocery items are restocked. This field is mandatory.
Year Ending - The Fiscal year in which the annual sales were collected. This field is mandatory.
Total Registers - The number of checkout registers at this outlet; however zero may be entered.
Gross Sales - The annual dollar value of all sales at this retail outlet. This can be an estimated or actual value. This field is mandatory.
POS Terminals - The number of Point of Sales (POS) terminals at the retail outlet. This field is mandatory.
Food Sales - The annual dollar value of food sales at this retail outlet. This field is mandatory.
% - The ratio of Annual Food Sales to the Annual Gross Sales. This field is system-calculated and is display only.
Non-Food Sales - The annual dollar amount of non-food sales at this retail outlet, computed as the difference between Annual Gross Sales and Annual Food Sales. This field is system-calculated and is display only.
% - The ratio of Annual Non-Food Sales to the Annual Gross Sales. This field is system-calculated and is display only.
Alcohol Sales - The annual dollar value of alcohol sales at this retail outlet. This field is mandatory; however zero may be entered.
% - The ratio of Annual Alcohol Sales to the Annual Gross Sales. This field is system-calculated and is display only.
Full-Time Cashiers - The number of full-time cashiers employed. This field is mandatory.
Tobacco Sales - The annual dollar value of tobacco sales at this retail outlet. This field is mandatory; however zero may be entered.
% - The ratio of Annual Tobacco Sales to the Annual Gross Sales. This field is system-calculated and is display only.
Part-Time Cashiers - The number of part-time cashiers employed. This field is mandatory.
Lottery Sales - The annual dollar value of lottery sales at this retail outlet. This field is mandatory; however zero may be entered.

% - The ratio of Annual Lottery Sales to the Annual Gross Sales. This field is system-calculated and is display only.

Check Boxes

Formula Only - A check box that indicates the Vendor/Applicant sells only formula for WIC. This field is mandatory.
In-Store Pharmacy - A check box that indicates the Vendor/Applicant has an in-store pharmacy.
Alcohol/Tobacco - A check box that indicates the Vendor/Applicant sells alcohol or tobacco. This field defaults to checked if there are Alcohol Sales or Tobacco Sales amounts entered on the window, but the box can be checked even if the amounts are zero.
Optical Scanners - A check box that indicates the store has optical scanners.
WIC UPC Scanners - A check box that indicates the store uses registers with optical scanners for bar codes that can distinguish WIC foods from non-WIC.
Multiple Wholesalers - A check box that indicates a Vendor/Applicant has more than one Wholesaler entered. This field is display only.

Radio Buttons
Actual/Estimate - A set of radio buttons that indicates whether annual food and gross sales are estimates or actual values. These default to Actual.

Push Button(s)

Wholesalers - This button opens the Wholesalers window.
Store Operations - This button opens the Store Operations window.

Navigational Radio Button(s)

Demographics - Allows the user to navigate directly to the Demographics Window.
Sales - Allows the user to navigate directly to the Sales Window.
Food Stamps - Allows the user to navigate directly to the Food Stamps Window.
Milestones - Allows the user to navigate directly to the Milestones Window.
Education - Allows the user to navigate directly to the Education Window.
Price Survey- Allows the user to navigate directly to the Price Survey Window.
Communication - Allows the user to navigate directly to the Communication Window.

Figure 17 - Vendor Sales (Wholesalers Pop-up)

Fields

Wholesaler ID - The identification number of the middleman supplier of food items to the Vendor/Applicant. This field is mandatory and can be selected from a list of values. For more information, please refer to the Wholesalers table.
Name - The name of the wholesaler, generated from Wholesaler ID. This field is display only.
Food Item Description - The description of the food items provided by the Wholesaler. This field is optional.

Push Button(s)

OK - Closes the window, returning the user to the Sales window.

Figure 18 - Applicant Sales (Store Operations Pop-up)

Fields

Store Opening Date - The date on which the store opened to the public. This field is display only.
Day of Week - The days of the week (Monday, Tuesday, etc.). This field is mandatory and can be selected from a list of values.
Open - The time at which the store opens its doors on the day selected. This field is mandatory if Day of Week is filled in.
Closed - The time at which the store closes its doors on the day selected. This field is mandatory if Day of Week is filled in.

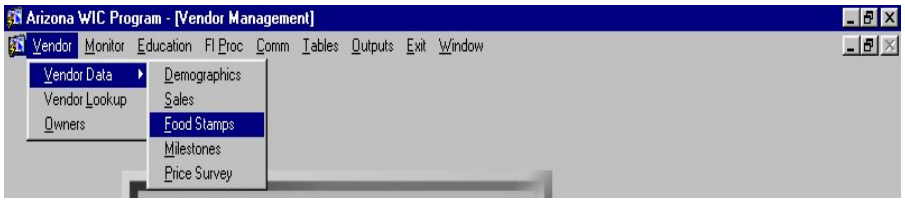
Push Button(s)

Pre-fill 7-24 - Pre-fills the window with Sunday through Saturday, 12:00 am to 12:00 am.
OK - Closes the window, returning the user to the Sales window.

Vendor Food Stamps

To Maintain Vendor Food Stamps:

1. Click on Vendor from the menu bar.
2. Position the Pointer (mouse) on Vendor Data. The sub-menu is displayed.
3. Click on Food Stamps as shown below:



The Applicant Food Stamp Window is displayed:

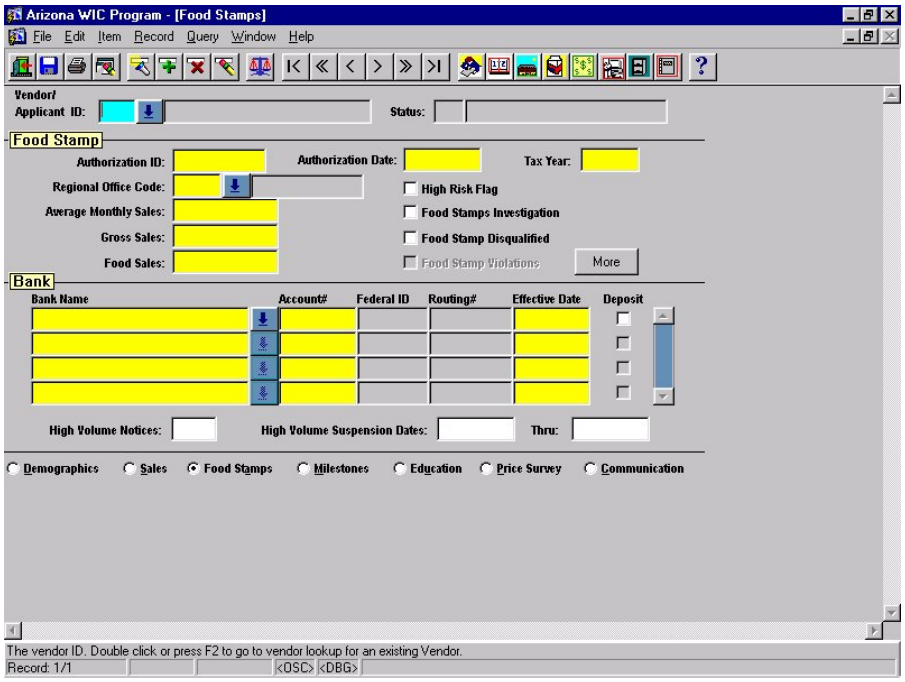


Figure 19 - Vendor Food Stamps

Add Vendor Food Stamps Information

1. Click the Query icon to invoke the query mode.
2. Click the arrow to the right of the Vendor/Applicant ID field to show a list of valid values and their corresponding names. Select a vendor applicant by double clicking the row or single clicking the row and then clicking the OK button. The Vendor Lookup screen may also be used to locate the vendor by clicking on the arrow to the right of the Vendor/Applicant ID field.
3. Press the F8 key to execute the query.

4. The system retrieves any records matching the selection criteria and populates the fields on the screen for which information is available. The status field will be atomically populated.
5. TAB to the Authorization ID field key in the seven digit FSP ID.
6. TAB to the Authorization Date field and key in the correct date the outlet was authorized to redeem food stamps.
7. Click in the Tax Year field and type in the calendar year the food stamp sales were made.
8. Click on the arrow to the right of the Regional Office Code a list of values will be displayed. Select the correct FSP regional office code. The Description will automatically be populated.
9. Click the check box to the left of High Risk if the Vendor/Applicant is high risk for food stamps.
10. TAB to the Average Monthly Sales field and key in the average monthly value of food stamps redeemed at this outlet.
11. Click the check box to the left of the Food Stamp Investigation if a food stamp inspection has been performed for the Vendor/Applicant.
12. TAB to the Gross Sales field and type in the gross sales at this outlet. The gross sales can be an estimate or actual.
13. Click the check box to the left of the Food Stamp Disqualified field if the Vendor/Applicant has been disqualified.
14. TAB to the Food Sales field and key in the amount of annual value of food sales at this outlet.
15. Click the check box to the left of the Food Stamp Violations field if the Vendor/Applicant has food stamp violations.
16. Click the More button to the right of the food stamp violations to log the Vendor/Applicant violations. The Food Stamp Violation pop-up window is displayed.

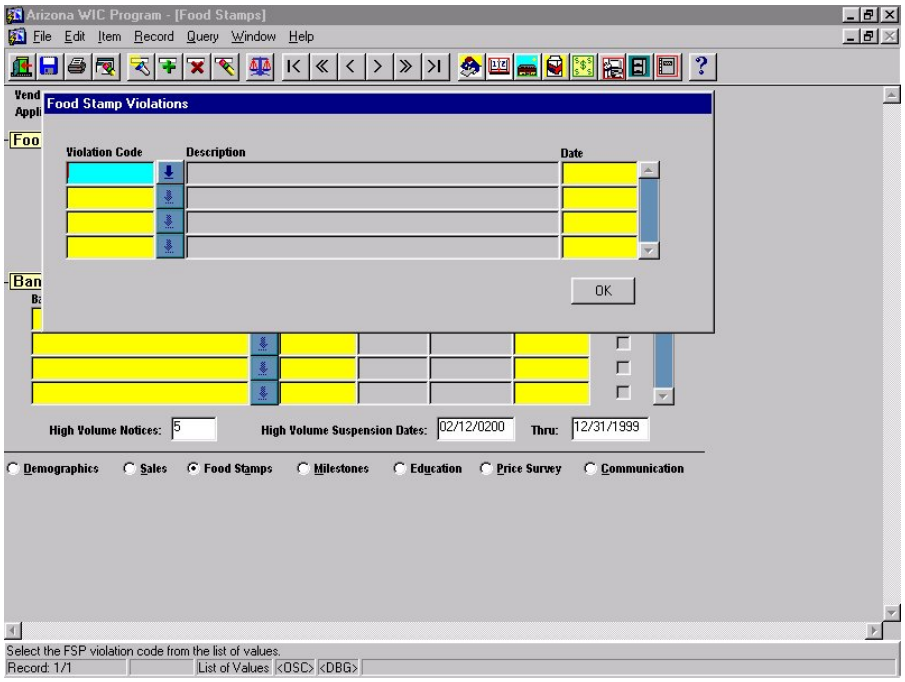


Figure 20 - Vendor Food Stamps (Food Stamp Violations Pop-up)

17. Click the arrow to the right of the Violation Code field. A list of values will be displayed, select the appropriate violation code. The description will automatically be displayed for the violation code selected.
18. TAB to the Date field and type in the date on which the food stamp violation occurred. Repeat this process for all of the Vendor/Applicant violation codes.

19. Click on the OK button. The Applicant Food Stamp window will be displayed.
20. Click the arrow to the right of the Bank Name field. A list of values for banks. Select the name of the financial institution used by the Vendor/Applicant.
21. TAB to the Account # field and key in the account number rat the financial institution.
22. TAB to the Federal ID filed, type in the federal identification of the financial institution.
23. TAB to the Routing # field and key in the correct routing number used by the Federal Reserve System to identify the financial institution.
24. Click in the Effective Date field and type in the valid first date to use this bank account.
25. Click the check box (Pri) Deposit Bank to indicate the primary bank for the Vendor/Applicant.
26. TAB to the High Volume Notices and type in the number of high volume notices given to the vendor.
27. TAB to the Suspension Dates and key in the date range during which the bank is directed to reject food instruments for missing/illegible vendor stamp.
28. To save updates made on the Vendor Food Stamps screen, click the Save icon. The system displays the message "Transaction Completed." Click the OK button to acknowledge the message and close the message window.

Update Vendor Food Stamp Information

1. Click the Query icon to invoke the query mode.
2. Click the arrow to the right of the Vendor/Applicant ID field to show a list of valid values and their corresponding names. Select the Vendor/Applicant ID by double clicking the row or single clicking the row and then clicking the OK button.
3. Press the F8 key to execute the query.
4. The system retrieves any records matching the selection criteria and populates the fields on the screen for which information is available.
5. Position the cursor on the field(s) to be updated and complete the updates as described in the Add Vendor Food Stamp Information section above.
6. To save updates made on the Vendor Food Stamp screen, click the Save icon. The system displays the message "Transaction Completed." Click the OK button to acknowledge the message and close the message window.

Delete Vendor Food Stamp Information

1. Click the Query icon to invoke the query mode.
2. Click the arrow to the right of the Vendor/Applicant ID field to show a list of valid values and their corresponding names.
3. Select a vendor Vendor/Applicant ID by double clicking the row or single clicking the row and then clicking the OK button.
4. Press the F8 key to execute the query.
5. Verify that the vendor displayed is the one to be deleted.
6. For each field to be deleted, position the cursor on that field and highlight contents of field and press the delete key on the keyboard. When finished, click the Save icon to permanently delete the records.

Figure 19 - Vendor Food Stamps

Fields (Vendor/Applicant section)

Vendor/Applicant ID - The Vendor or Applicant to track. This field is mandatory and can be selected from a list of values. The Vendor/Applicant name is shown, once a Vendor/Applicant ID has been entered.
Status - The status of the Vendor/Applicant. This field is display only. The Status description is shown with the Status.

Fields (Food Stamps section, STARS data)

Authorization ID - The seven digit FSP ID number. This field is mandatory unless the Vendor/Applicant is a Pharmacy.
Authorization Date - The date the outlet was authorized to redeem food stamps by the FSP. This field is mandatory unless the Vendor/Applicant is a Pharmacy.
Tax Year - The calendar year in which the Food Stamps sales were made. This field is mandatory unless the Vendor/Applicant is a Pharmacy.
Regional Office Code - The FSP regional office that handles the Vendor/Applicant. This field is mandatory unless the Vendor/Applicant is a Pharmacy, and can be selected from a list of values. For more information, please refer to the FSP Regional Offices table.
Average Monthly Sales - The average monthly value of food stamps redeemed at this outlet. The value can be estimated or actual. This field is mandatory unless the Vendor/Applicant is a Pharmacy.
Gross Sales - The gross sales at this outlet. This value can be estimated or actual. This field is mandatory unless the Vendor/Applicant is a Pharmacy.
Food Sales - The annual value of food sales at this outlet. This value can be estimated or actual. This field is mandatory unless the Vendor/Applicant is a Pharmacy.

Check Boxes

High Risk - A check box that indicates the Vendor/Applicant is a high risk for Food Stamps.
Food Stamp Investigation - A check box that indicates a food stamp inspection has been performed.
Food Stamp Disqualified - A check box that indicates an Vendor/Applicant has been disqualified from the food stamps program.
Food Stamp Violations - A generated check box that indicates that the Vendor/Applicant has Food Stamp violations.

Fields (Bank section)

Bank Name - The name of the financial institution used by the Vendor/Applicant. This field is optional and can be chosen from a list of values. For more information, please refer to the Bank table.
Account # - The account number at the financial institution indicated. This field is mandatory if Bank is filled in.
Federal ID - The Federal identification of the financial institution. This field is display only.
Routing # - The routing number used by the Federal Reserve System to identify the financial institution. This field is display only.

Effective Date - The valid first date to use this bank account. This field is mandatory if Bank is filled in.
High Volume Notices - The number of high volume notices given to the Vendor. The bank is ordinarily permitted to pay food instruments with missing/illegible Vendor stamps. If the Vendor exceeds a reasonable number of missing/illegible Vendor stamps, the State sends the Vendor a High Volume Notice. When the number of notices reaches three, the State directs the bank to reject food instruments for the Vendor with missing/illegible Vendor stamps. This field is optional.
Suspension Dates - The date range during which the bank is directed to reject food instruments for missing/illegible Vendor stamp. This field is mandatory if the High Volume Notices exceeds two.

Check Boxes

(Pri) Deposit Bank - A check box used to mark one bank as the Vendor/Applicant's. The user can designate the deposit bank by clicking on the check box to the right of the selected number.

Push Button(s)

More (Food Stamp Violations) - Brings up the Food Stamp Violations window.

Navigational Radio Button(s)

Demographics - Allows the user to navigate directly to the Demographics Window.
Sales - Allows the user to navigate directly to the Sales Window.
Food Stamps - Allows the user to navigate directly to the Food Stamps Window.
Milestones - Allows the user to navigate directly to the Milestones Window.
Education - Allows the user to navigate directly to the Education Window.
Price Survey- Allows the user to navigate directly to the Price Survey Window.
Communication - Allows the user to navigate directly to the Communication Window.

Figure 20 - Vendor Food Stamps (Food Stamp Violations Pop-up)

Fields

Violation Code - The food stamp violation code. This field is optional.
Description - The description of the food stamp violation code. This field is display only.
Date - The date on which the food stamp violation occurred. This field is mandatory if the Violation Code is filled in.

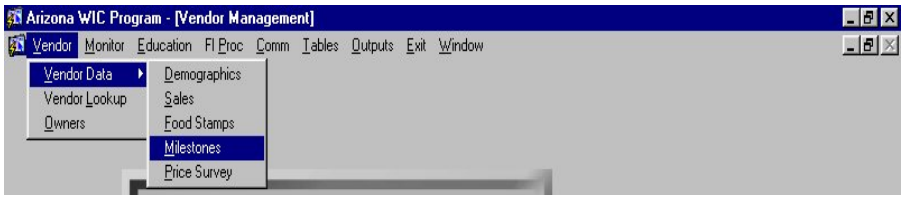
Push Button(s)

OK - Closes the window, returning the user to the Food Stamp window.

Vendor Milestones

To Maintain Vendor Milestones:

1. Click on Vendor from the menu bar.
2. Position the Pointer (mouse) on Vendor Data. The sub-menu is displayed.
3. Click on Milestones as shown below:



The Vendor Milestones Window is displayed:

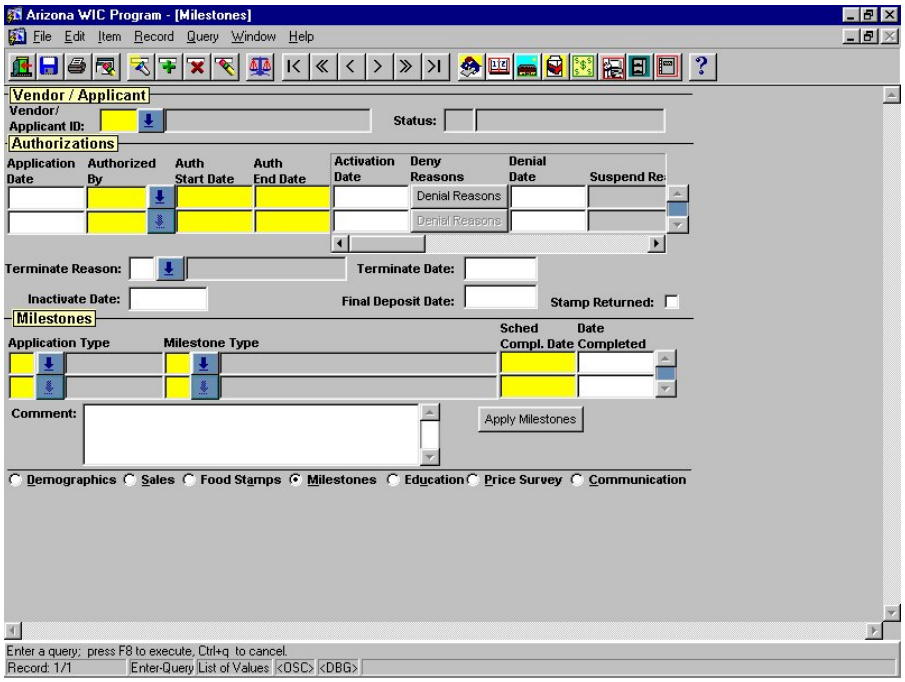


Figure 21 - Vendor Milestones

Add Vendor Milestones Information

1. Click the Query icon to invoke the query mode.
2. Click the arrow to the right of the Vendor/Applicant ID field to show a list of valid values and their corresponding names. Select a vendor applicant by double clicking the row or single clicking the row and then clicking the OK button. The Vendor Lookup screen may also be used to locate the vendor by clicking on the arrow to the right of the Vendor/Applicant ID field.
3. Press the F8 key to execute the query.

4. The system retrieves any records matching the selection criteria and populates the fields on the screen for which information is available. The status field will be atomically populated.
5. TAB to the Application Date field key in the date on which the Vendor/Applicant submitted the (re)application form.
6. Click on the arrow to the right of the Authorized By field, a list of values will be displayed. Select the correct person who will authorize the Applicant.
7. TAB to the Authorization Start Date. Key in the date the Applicant was authorized. TAB to the Authorization End Date and type in the authorization end date.
8. TAB to the Activation Date and type in the date on which the Vendor's stamp is valid.
9. Click on the Deny Date filed. Key in the date of denial from the WIC program.
10. Click the Deny Reasons push button. The Denial Reasons pop-up window is displayed.

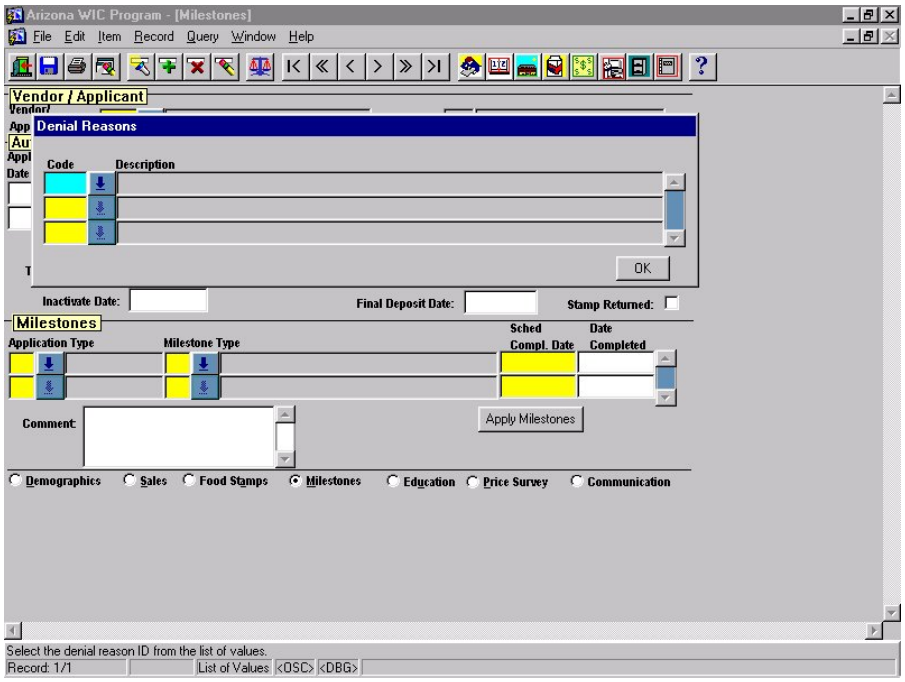


Figure 22 - Vendor Milestones (Denial Reasons Pop-up)

11. Click on the arrow to the right of the Code field. A list of values will be displayed for reasons that the applicant was denied acceptance into the WIC program. The Description will displayed for the corresponding denial reason code.
12. Click on the OK button. The application milestones window will appear.
13. Click on the arrow to the right of the Suspend Reason field and select the suspend reason for the list of values. The suspension reason description field is shown once the suspension reason has been entered.
14. TAB to the Suspend Start date field and key in starting date of suspension. Click in the Suspend End date and key in the ending date of the suspension.
15. Click on the arrow next to the Disqualify Reason field and select the disqualify reason on the list of values that is displayed. The disqualify reason description field is shown for the disqualify reason selected.
16. TAB to the Disqualify Start Date filed and key in the starting date for the disqualification. Click in the disqualify end date field and key in the ending date for the disqualification.
17. TAB to the CMP Amount field and key in the amount of the civil money penalty.
18. TAB to the CMP Date and type the date civil money penalty was assessed.

19. Click on the CMP Pay Schedule push button. The CMP Pay Schedule pop-up window will be displayed. This window is only displayed if there is a corresponding CMP Amount.

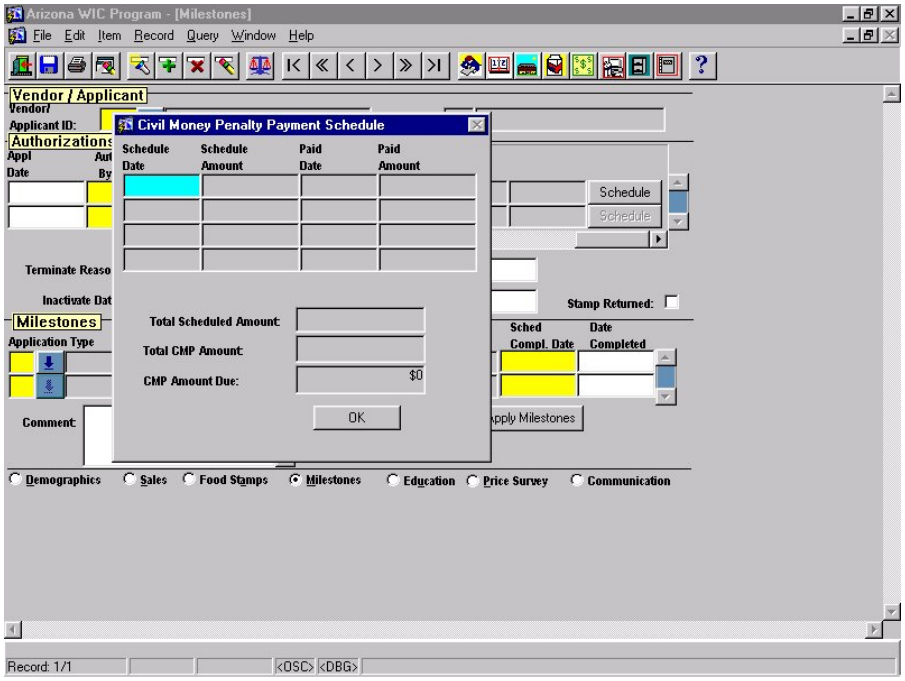


Figure 23 - Vendor Milestones (CMP Pay Schedule Pop-up)

20. Click in the Schedule Date field and key the date on which a payment is expected for the CMP.
21. TAB to the Schedule Amount field and type the amount of a payment that is expected for the CMP.
22. TAB to the Paid Date field and type in the date on which a payment is received for the CMP.
23. Click in the Paid Amount, key in the amount of a payment that is received for the CMP. The Total Scheduled Amount, Total AMP Amount and CMP Amount Due fields will be generated.
24. Click the OK button. This will return you to the Milestone window
25. Click on the arrow next to the Terminate Reason field, a list of values for the termination reasons and descriptions will be displayed. Select the reason the vendor was terminated from the WIC program. The termination reason description is shown once the termination reason has been entered.
26. TAB to the Terminate Date field and key in the date the Vendor was terminated.
27. Click on the Inactivate Date field and type the date the Vendor's number becomes inactive.
28. TAB to the Final Deposit Date. Key in the last date the bank is authorized to pay a food instrument for a vendor.
29. Click the Stamp Returned check box if the Vendor has returned the WIC stamp.
30. Click on the Apply Milestones push button, the Apply Milestones pop-up window will be displayed.

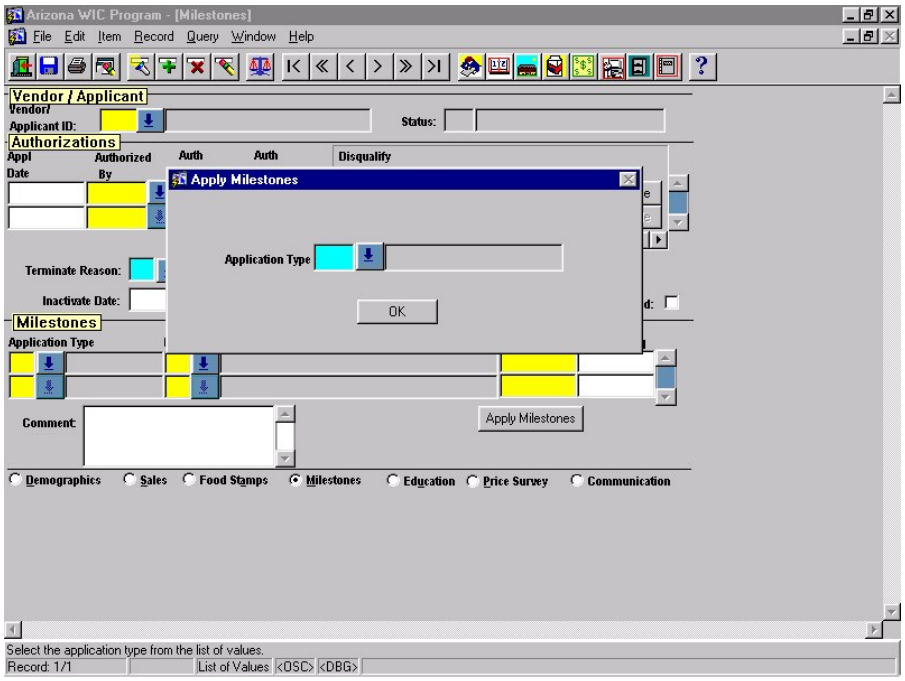


Figure 24 - Vendor Milestones (Apply Milestones Pop-up)

31. Click the arrow next to the Application Type field. A list of values will be displayed. Select the correct application type. The application type will affect the calculation of the scheduled completion date.
32. Click the OK button. The vendor milestones window will appear. The Application Type field and the Milestone Type fields will be filled in automatically. The Scheduled Date will be generated from the current date, plus the days out indicated in the application type/milestone type table.
33. TAB to the Completion Date and key in the date the milestone is actually completed.
34. TAB to the Comment filed and type in a comment is applicable.
35. To save updates made on the Vendor Food Stamps screen, click the Save icon. The system displays the message “Transaction Completed.” Click the OK button to acknowledge the message and close the message window.

Update Vendor Milestones Information

1. Click the Query icon to invoke the query mode.
2. Click the arrow to the right of the Vendor/Applicant ID field to show a list of valid values and their corresponding names. Select the Vendor/Applicant ID by double clicking the row or single clicking the row and then clicking the OK button.
3. Press the F8 key to execute the query.
4. The system retrieves any records matching the selection criteria and populates the fields on the screen for which information is available.
5. Position the cursor on the field(s) to be updated and complete the updates as described in the Add Vendor Milestones Information section above.
6. To save updates made on the Vendor Milestones screen, click the Save icon. The system displays the message “Transaction Completed.” Click the OK button to acknowledge the message and close the message window.

Delete Vendor Milestones Information

1. Click the Query icon to invoke the query mode.
2. Click the arrow to the right of the Vendor/Applicant ID field to show a list of valid values and their corresponding names.
3. Select a vendor Vendor/Applicant ID by double clicking the row or single clicking the row and then clicking the OK button.
4. Press the F8 key to execute the query.
5. Verify that the vendor displayed is the one to be deleted.
6. For each field to be deleted, position the cursor on that field and highlight contents of field and press the delete key on the keyboard. When finished, click the Save icon to permanently delete the records.

Figure 21 - Vendor Milestones

Fields (Vendor section)

Vendor/Applicant ID - The Vendor or Applicant to track. This field is mandatory and can be selected from a list of values. The Vendor/Applicant name is shown, once a Vendor/Applicant ID has been entered.
Status - The status of the Vendor/Applicant. This field is display only. The Status description is shown with the Status.

Fields (Authorization section)

Application Date - The date on which the Vendor/Applicant submitted the (re)application form. This field is optional.
Authorized By - The person who will authorize the Vendor. This field is mandatory and can be selected from a list of values. For more information, please refer to the Staff Data in Operations Management. The name of the authorizing staff member is shown, once an Auth By value has been entered.
Auth Start Dt - The date the Vendor was authorized. This field is mandatory and will default to the current date when the Authorized By field is filled in.
Auth End Dt - The date that the authorization period will expire. This field is mandatory if start date is filled in. The system calculate a default value from the start date, using the authorization period range.
Activation Date - The date on which a Vendor's Stamp is valid. This field mandatory for an authorized Vendor.
Denial Date - The date of denial from the WIC program. This field is mandatory if a Denial Reason is filled in.
Suspend Reason - The reason that the Vendor was suspended from the WIC program. This field is optional and can be selected from a list of values. For more information, please refer to the Suspension Reasons table. This field is only modifiable for an authorized Vendor. The Suspension Reason description is shown, once a Suspension Reason has been entered.
Suspend Start - The starting date of suspension from the WIC program. This field is mandatory if the Suspension Reason is filled in.
Suspend End - The ending date of suspension from the WIC program. This field is mandatory if the Suspension Reason is filled in.

Disqualify Reason - The reason that the Vendor was disqualified from the WIC program. This field is optional and can be selected from a list of values. For more information, please refer to the Disqualification Reasons table. This field is only modifiable for an authorized Vendor. The Disqualification Reason description is shown, once a Disqualification Reason has been entered.
Disqualify Start - The starting date of disqualification from the WIC program. This field is mandatory if the Disqualification Reason is filled in.
Disqualify End - The ending date of disqualification from the WIC program. This field is mandatory if the Disqualification Reason is filled in.
CMP Amount - The dollar amount of the Civil Money Penalty (CMP). A CMP can be levied in lieu of a disqualification. This field is optional and is only modifiable for an authorized Vendor.
CMP Date - The date on which a Civil Money Penalty (CMP) was assessed. This field is mandatory if CMP Amount is filled in.
Terminate Reason - The reason that the Vendor was terminated from the WIC program. This field is optional and can be selected from a list of values. For more information, please refer to the Termination Reasons table. This field is only modifiable for an authorized Vendor. The Termination Reason description is shown, once a Termination Reason has been entered.
Terminate Date - The date on which the Vendor was terminated. This field is mandatory if the Termination Reason is filled in.
Inactivate Date - The date on which the Vendor's number becomes inactive. This field is optional. This field is only modifiable for an authorized Vendor.
Final Deposit Date - The last date that the bank is authorized to pay a food instrument for a Vendor. This field is optional. This date overrides the expiration date and termination date. This field is only modifiable for an authorized Vendor.

Check Boxes

Stamp Returned - A check box that indicates that the Vendor has returned the WIC stamp. This field is optional. This field is only modifiable for an authorized Vendor.

Fields (Milestone section)

Application Type - The type of application that a Vendor/Applicant has submitted (i.e. change of ownership, hardship, etc.) This value is filled from the Apply Milestones button. For more information, please refer to the Application Type table. The Application Type description is shown, once an Application Type has been entered.
Milestone Type - The type of milestone activity. This field is optional and can be selected from a list of values. This value is filled from the Apply Milestones button. For more information, please refer to the Milestone Type table. The Milestone Type description is shown, once a Milestone Type has been entered.
Scheduled Date - The date the milestone is expected to be completed. This field is generated from the current date, plus the Days Out indicated in the Application Type/Milestone Type table. This field is mandatory.
Completion Date - The date the milestone is actually completed. This field is optional.
Comment - The user may provide any comments or remarks. This field is optional.

Push Button(s)

Deny Reasons - Brings up the Denial Reasons window.
Apply Milestones - Brings up the Apply Milestones window.
CMP Pay Schedule - Brings up the Civil Money Penalty Payment Schedule window. This push button is only available if the corresponding CMP Amount is filled in.

Navigational Radio Button(s)

Demographics - Allows the user to navigate directly to the Demographics Window.
Sales - Allows the user to navigate directly to the Sales Window.
Food Stamps - Allows the user to navigate directly to the Food Stamps Information Window.
Milestones - Allows the user to navigate directly to the Milestones Window.
Education - Allows the user to navigate directly to the Education Window.
Price Survey- Allows the user to navigate directly to the Price Survey Window.
Communication - Allows the user to navigate directly to the Communication Window.

Figure 22 - Vendor Milestones (Denial Reasons Pop-up)

Fields

Code - The reasons that the Vendor was denied acceptance into the WIC program. This field is mandatory if the Denial Date was entered, and it can be selected from a list of values. For more information, please refer to the Denial Reasons table.
Description - The description of the Denial Reason code. This field is display only.

Push Button(s)

OK - Closes the window, returning the user to the Milestones window.

Figure 23 - Vendor Milestones (CMP Pay Schedule Pop-up)

Fields

Schedule Date - The date on which a payment is expected for the CMP. This field is optional.
Schedule Amount - The amount of a payment that is expected for the CMP. This field is mandatory if the CMP Scheduled Payment Date is filled in.
Paid Date - The date on which a payment is received for the CMP. This field is optional.
Paid Amount - The amount of a payment that is received for the CMP. This field is mandatory if the CMP Payment Date is filled in.
Total Scheduled Amount - The total of the Schedule Amount values entered on this window. This field is display only.
Total CMP Amount - The CMP Amt. entered on the Authorization window. This field is display only.
CMP Amount Due - The amount of the CMP that remains unpaid.

Push Button(s)

OK - Closes the window, returning the user to the Authorization window.

Figure 24 - Vendor Milestones (Apply Milestones Pop-up)

Fields

Application Type - The type of application that a Vendor/Applicant has submitted. The Application Type will affect the calculation of the Scheduled Completion Date. For more information, please refer to the Application Type table. The Application Type description is shown, once an Application Type has been entered.

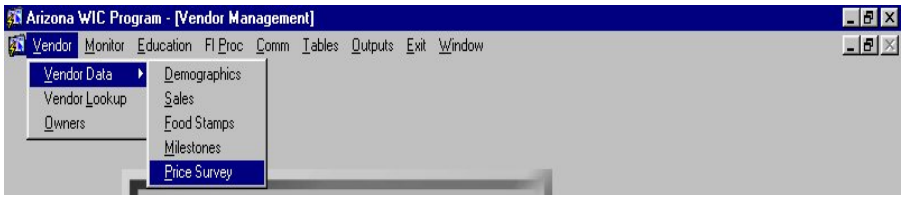
Push Button(s)

OK - Generates the milestone activities for the specified Application Type, and returns to the Milestone window.

Price Survey

To Maintain Price Survey:

1. Click on Vendor from the menu bar.
2. Position the Pointer (mouse) on Vendor Data. The sub-menu is displayed.
3. Click on Price Survey as shown below:



The Price Survey Window is displayed:

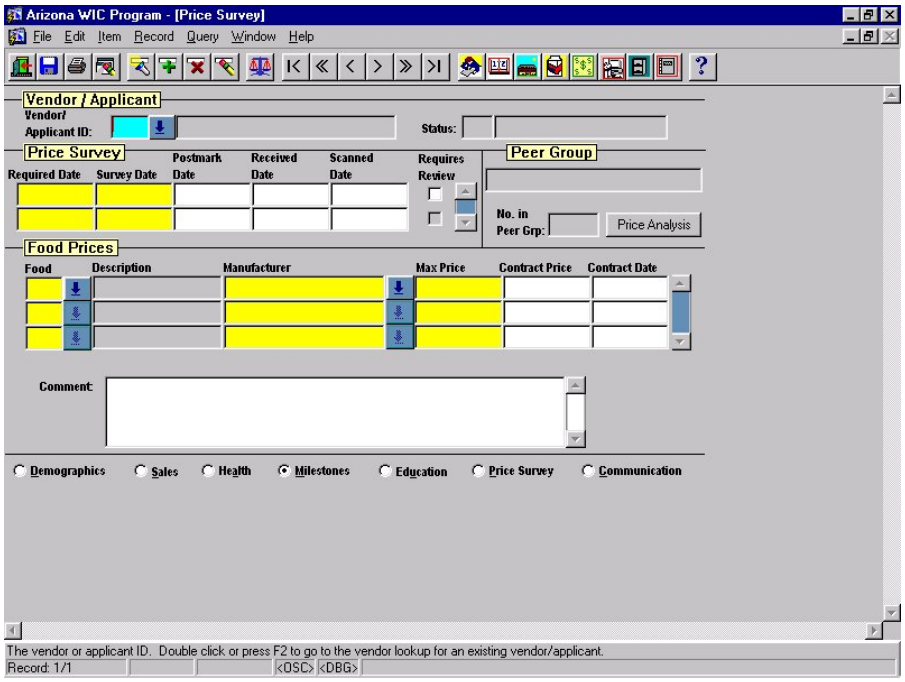


Figure 25 - Price Survey

Add Price Survey Information

1. Click the Query icon to invoke the query mode.
2. Click the arrow to the right of the Vendor/Applicant ID field to show a list of valid values and their corresponding names. Select a vendor applicant by double clicking the row or single clicking the row and then clicking the OK button. The Vendor Lookup screen may also be used to locate the vendor by clicking on the arrow to the right of the Vendor/Applicant ID field.
3. Press the F8 key to execute the query.

4. The system retrieves any records matching the selection criteria and populates the fields on the screen for which information is available. The status field will be atomically populated.
5. TAB to the Required Date field and key in the date the survey is due.
6. TAB to Survey date. Type in the date the survey is performed.
7. Click in the Postmark Date field and type in the date the survey is postmarked OR TAB to the Received Date and key in the date the hand-carried survey is received.
8. TAB to the Scanned Date field. Key in the date on which the survey is scanned.
9. Click the Requires Review check box if applicable. This indicated the survey was imported via the scanner, but the survey has not yet been approved by the State Agency.
10. Click on the arrow to the right of the Food field. A list of values will be displayed. Select the food item form the list of values. The Description of the food time will automatically be filled based on the food item selected.
11. Click on the arrow to the right of the Manufacturer ID. Select from the list time will automatically filled in based on the food item selected.of values the appropriate manufacturer ID. The description will automatically be filled in when the ID is selected.
12. TAB to the Max Price field and type in the maximum price surveyed for the item.
13. TAB to the Contract Price field and type in the agreed-upon contract price for the food item amount.
14. TAB to the Contract Date field and key the date which the contract price amount becomes effective.
15. Click in the Comment field and type in comments is necessary.
16. Click the Price Analysis push button. The Price Analysis pop-up window will be displayed.

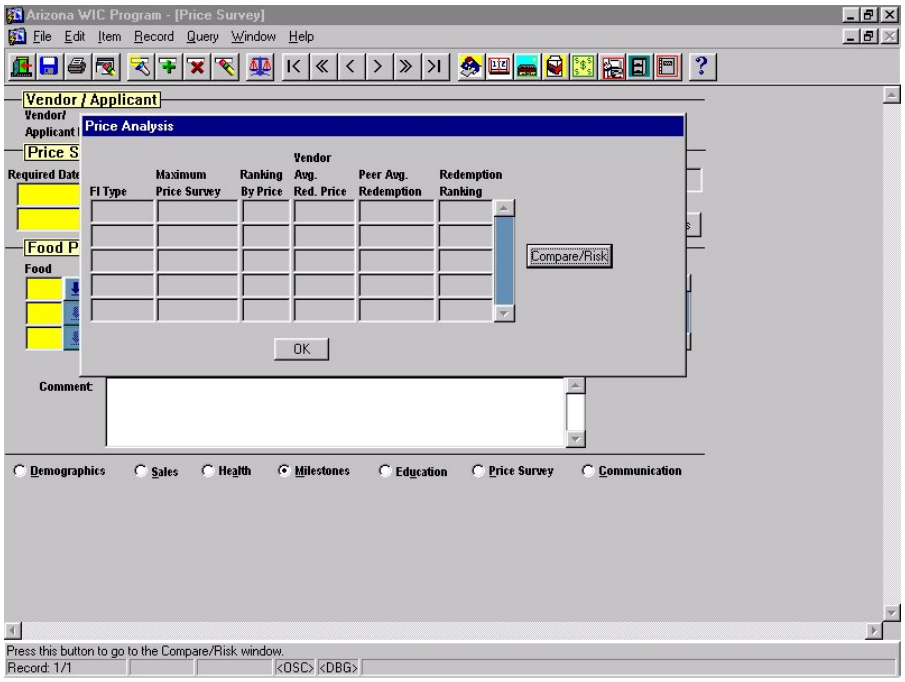


Figure 26 - Price Survey (Price Analysis Pop-up)

17. When the Price Analysis pop-up window is displayed the following fields will be populated: FI Type, Maximum Price Survey, Ranking by price, Vendor Average Redemption Price, Peer Average Redemption and Redemption Ranking.
18. Click the Compare/Risk push button. The Compare/Risk pop-up window will be displayed.

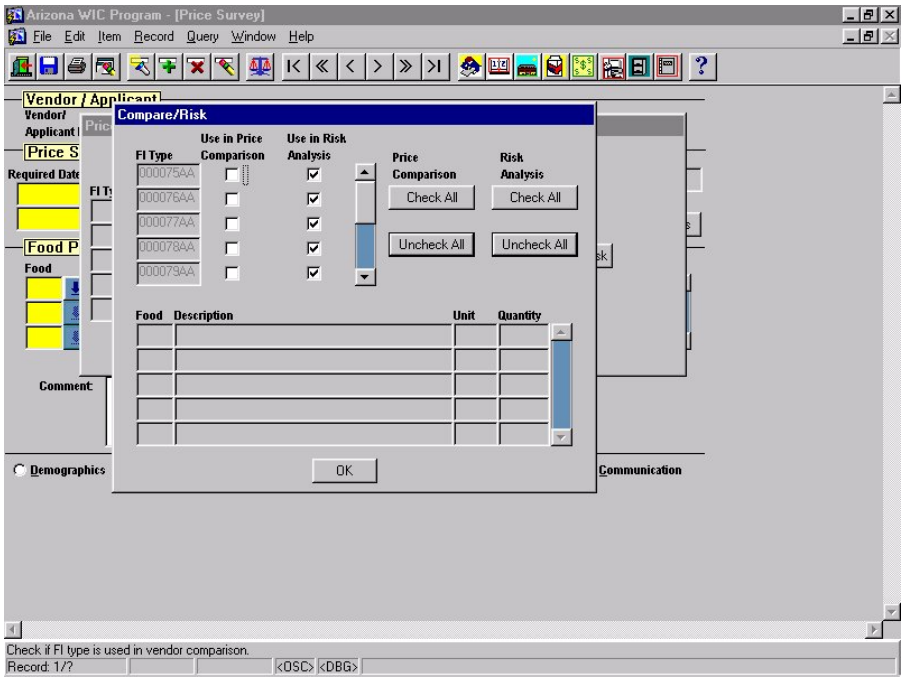


Figure 27 - Price Survey (Compare/Risk Pop-up)

19. When the Compare/Risk pop-up is displayed, the following fields will be populated: FI Type, Food, Description, Unit and Quantity.
20. Click the Use in Price Comparison check box to indicate if a food instrument is to be used in the price comparison process. The push button Check all or Uncheck all under the Price Comparison will Check all FI types displayed for usage in the price comparison process or Uncheck all FI types displayed respectively.
21. Click the Use in Risk Analysis check box to indicate if a food instrument is to be used in the risk analysis process. The push button Check all or Uncheck all under the Risk Analysis will Check all FI types displayed for usage in the risk analysis process or Uncheck all FI types displayed respectively.
22. Click the OK button on the Compare/Risk window. The window will close and you will be returned back to the Price Analysis window.
23. Click on the OK button on the Price Analysis window and the Price Analysis window will be closed and you will be returned to the Price Survey window.
24. To save updates made on the Price Survey screen, click the Save icon. The system displays the message "Transaction Completed." Click the OK button to acknowledge the message and close the window.

Update a Price Survey

1. Click the arrow to the right of the Vendor/Applicant ID field to show a list of valid values and their corresponding names. Select a vendor by double clicking the row or single clicking the row and then clicking the OK button.
2. Press the F8 key to execute the query.
3. The system retrieves any records matching the selection criteria and populates the fields on the screen for which information is available.
4. For each Price survey to be updated, position the cursor on the correct row.

5. Position the cursor on the field(s) to be updated and complete the updates as described in the Add a Price Survey section above.
6. To save updates made on the Price Survey screen, click the Save icon. The system displays the message "Transaction Completed." Click the OK button to acknowledge the message and close the window.

Delete a Price Survey

1. Click the arrow to the right of the Vendor Code field to show a list of valid values and their corresponding names. Select a vendor by double clicking the row or single clicking the row and then clicking the OK button.
2. Press the F8 key to execute the query.
3. The system retrieves any records matching the selection criteria and populates the fields on the screen for which information is available.
4. For each Price survey to be deleted, position the cursor on the correct row and click the Remove Record icon.
5. To save updates made on the Price Survey screen, click the Save icon. The system displays the message "Transaction Completed." Click the OK button to acknowledge the message and close the window.

Figure 25 - Price Survey

Fields (Vendor/Applicant section)

Vendor/Applicant ID - The Vendor or Applicant to track. This field is mandatory and can be selected from a list of values. The Vendor/Applicant name is shown, once a Vendor/Applicant ID has been entered.
Status - The status of the Vendor/Applicant. This field is display only. The Status description is shown with the Status.

Fields (Price Survey section)

Required Date - The date that the survey is due. This field is mandatory.
Survey Date - The date the survey is performed. This field is mandatory.
Postmark Date - The date that a mailed survey is postmarked. Either this date or the Received Date may be entered.
Received Date - The date that a hand-carried survey is received. Either this date or the Postmarked Date may be entered.
Scanned Date - The date on which the survey is scanned. This field is optional.
Peer Group - The peer group the Vendor/Applicant is in. This field is display only.
No. in Peer Grp (Number in Peer Group) - The number of Vendors/Applicants in the peer group. This field is display only.

Check Boxes

Requires Review - A check box that indicates the survey was imported via the scanner, but the survey has not yet been approved by the State Agency. This check box will be automatically set (checked) for an imported survey.

Fields (Food Prices section)

Food - The food item surveyed. This is a mandatory field. By clicking on the list button, the user can select from a list of valid food items. The description is automatically filled in. This field is mandatory.
Description - The description of the food item. This field is display only.
Manufacturer - The manufacturer ID's of the company with the high prices for the food item. This field is mandatory if Food is filled, and can be selected from a list of values. For more information, please refer to the Manufacturer table in Finance.
Max Price - The maximum price surveyed for the item. This field is mandatory if Food is filled in.
Contract Price - The agreed-upon contract price for the food item. This is a negotiated, reduced dollar amount for WIC Participants only. This field is optional. When a Contract Price Amount is filled in, the Contract Prices in Effect check box on the Demographics window is checked.
Contract Date - The date on which the Contract Price Amount becomes effective. This field is mandatory if the Contract Price Amount is filled in.
Comment - The user may enter a comment or note about the survey data. This field is optional.

Push Button(s)

Price Analysis - Brings up the Price Analysis window.

Navigational Radio Button(s)

Demographics - Allows the user to navigate directly to the Demographics Window.
Sales - Allows the user to navigate directly to the Sales Window.
Food Stamps -Allows the user to navigate directly to the Food Stamps Window.
Milestones - Allows the user to navigate directly to the Milestones Window.
Education - Allows the user to navigate directly to the Education Window.
Price Survey - Allows the user to navigate directly to the Price Survey Window.
Communication - Allows the user to navigate directly to the Communication Window.

Figure 26 - Price Survey (Price Analysis Pop-up)

Fields

FI Type - The type of food instrument being analyzed. This field is display only.
Maximum Price Survey - The maximum price of the food instrument type. This field is display only.
Ranking by Price - The ranking of the food instrument types by the maximum price entered on the price survey. This field is display only.
Vendor Avg. Red. Price - The average redemption amount of the food instrument type by the Vendor. This field is display only.
Peer Avg. Redemption - The average redemption amount of the food instrument type within the Vendor's peer group. This field is display only.
Redemption Ranking - The ranking of the food instrument types by the redemption amounts. This field is display only.

Push Button(s)

Compare/Risk - Brings up the Compare/Risk window where users may select food instrument types for price comparison or risk analysis.
OK - Closes the window, returning the user to the Price Survey window.

Figure 27 - Price Survey (Compare/Risk Pop-up)

Fields

FI Type - The type of food instrument to use for price comparison or risk analysis. This field is display only.
Food - The food on the FI type. This field is display only.
Description - The description of the food on the FI type. This field is display only.
Unit - The units of measure for food, (i.e., ounces, fluid ounces, pounds, etc.) This field is display only.
Quantity - The quantity of the specific food in the FI type. This field is display only.

Check Boxes

Use in Price Comparison - A check box that indicates that a food instrument is to be used in the price comparison process.
Use in Risk Analysis - A check box that indicates that a food instrument is to be used in the risk analysis process.

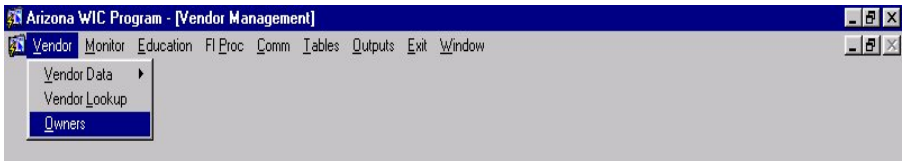
Push Button(s)

Check All/Uncheck All (Price Comparison) - Checks or unchecks all FI types displayed for usage in the price comparison process.
Check All/Uncheck All (Risk Analysis) - Checks or unchecks all FI types displayed for usage in the risk analysis process.
OK - Closes the window, returning the user to the Price Analysis window.

Vendor Owner

To Maintain Applicant Owner:

1. Click on Vendor from the menu bar.
2. Click on Owner as shown below:



The Vendor Owner Window is displayed:

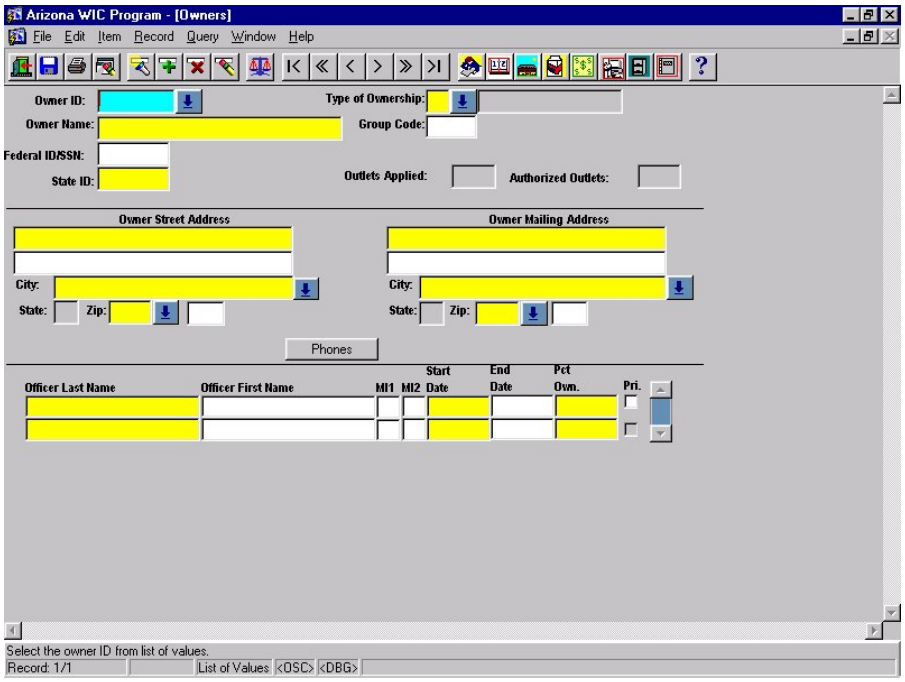


Figure 28 - Vendor Owner

Add Vendor Owner Information

1. Click the Query icon to invoke the query mode.
2. Click the arrow to the right of the Vendor/Applicant ID field to show a list of valid values and their corresponding names. Select a vendor applicant by double clicking the row or single clicking the row and then clicking the OK button. The Vendor Lookup screen may also be used to locate the vendor by clicking on the arrow to the right of the Vendor/Applicant ID field.
3. Press the F8 key to execute the query. The system retrieves any records matching the selection criteria and populates the fields on the screen for which information is available. The status field will be atomically populated.
4. Click the arrow to the right of the Owner ID field.

5. Click on the arrow to the right of the Type of Ownership field. A list of values will be displayed. Select the appropriate value.
6. TAB to the Owner name and type in the correct owner name.
7. TAB to the Group Code and type in a group code. This is an alternative identifier for the owner and is taken from the previous WIC system.
8. Click in the Fed ID/SSN field. If the owner is corporation key in the Federal Employee number or if the owner is a sole proprietorship key in the social security number.
9. TAB to the State ID field and type in the owner's state sales tax number.
10. The Outlets Applied and Outlets Authorized fields will be populated automatically.
11. TAB to the Owner Street Address field and type in the owner street address. The first line is mandatory and the second line is optional.
12. TAB to the Owner Mailing Address field and type in the owner street address. The first line is mandatory and the second line is optional.
13. Click on the arrow to the right of the Owner City and select the correct city for this owner. The Owner State and Owner zip will automatically be populated.
14. Click on the arrow to the right of the Owner Mailing City and select the correct mailing city for this owner. The Owner Mailing State and Owner Mailing Zip will automatically be populated.
15. Click on the Phone push button. The Phone pop-up window will be displayed.

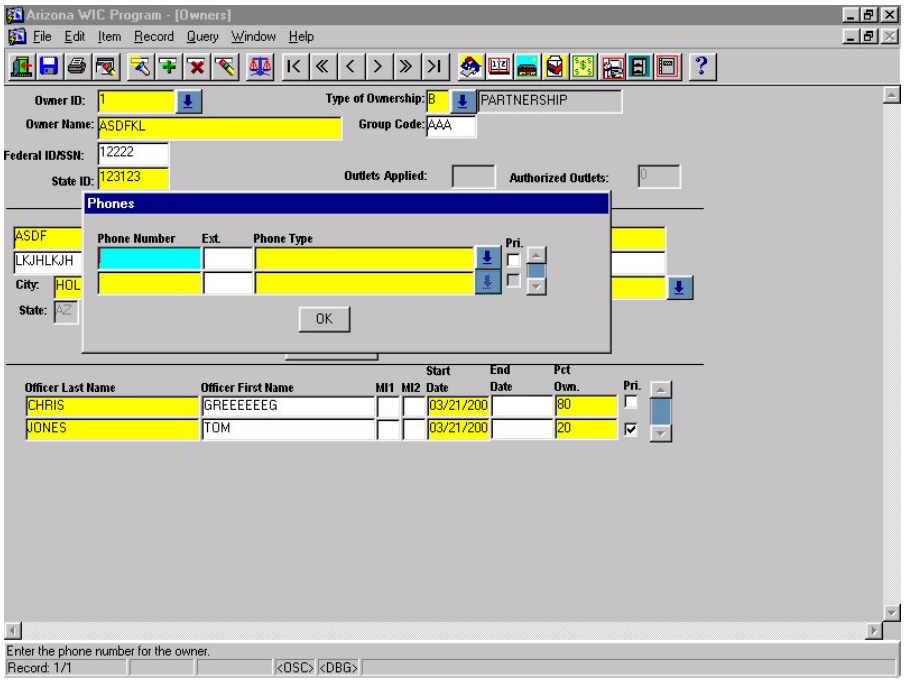


Figure 29 - Vendor Owner (Phone pop-up)

16. Click on the Phone field and type in the owner's phone number.
17. TAB to the Ext. and key in the extension of the owner.
18. Click on the arrow to the right of the Phone Type field. A list of values will be displayed for the phone type.
19. Click the check box (Pri) Primary Phone if the phone number listed is the primary phone for the owner.
20. Click the OK button, the phone pop-up will be closed and you will return to the Vendor Owner window.
21. TAB to the Officer Last Name field and key in the officer's last name.

22. TAB to the Officer First Name field and key in the officer's first name.
23. TAB to MI1 and MI2 and type in the officer's middle initial.
24. Click in the Start Date and key in the date the officer become active in the Corporation.
25. Click in the End Date and key in the date the officer ceased to be active in the Corporation.
26. Click the check box Pri (primary officer) if the officer is the primary officer.
27. To save updates made on the Vendor Owner screen, click the Save icon. The system displays the message "Transaction Completed." Click the OK button to acknowledge the message and close the window.

Update a Vendor Owner

1. Click the arrow to the right of the Vendor/Applicant ID field to show a list of valid values and their corresponding names. Select a vendor by double clicking the row or single clicking the row and then clicking the OK button.
2. Press the F8 key to execute the query.
3. The system retrieves any records matching the selection criteria and populates the fields on the screen for which information is available.
4. For each Owner to be updated, position the cursor on the correct row.
5. Position the cursor on the field(s) to be updated and complete the updates as described in the Add a Vendor Owner section above.
6. To save updates made on the Applicant Owner screen, click the Save icon. The system displays the message "Transaction Completed." Click the OK button to acknowledge the message and close the window.

Delete a Vendor Owner

1. Click the arrow to the right of the Vendor Code field to show a list of valid values and their corresponding names. Select a vendor by double clicking the row or single clicking the row and then clicking the OK button.
2. Press the F8 key to execute the query.
3. The system retrieves any records matching the selection criteria and populates the fields on the screen for which information is available.
4. For each Vendor Owner to be deleted, position the cursor on the correct row and click the Remove Record icon.
5. To save updates made on the Vendor Owner screen, click the Save icon. The system displays the message "Transaction Completed." Click the OK button to acknowledge the message and close the window.

Figure 28 - Vendor Owner

Fields (Owner section)

Owner ID - The identification number of the Owner. This field is mandatory.
Type of Ownership - Whether the Vendor/Applicant is owned by a single proprietorship, partnership or corporation. The appropriate value can be entered or selected from the list of values. This field is mandatory.
Owner Name - The name of the Owner. This field is mandatory.
Group Code - An alternate identification code for an Owner, taken from the previous AZ WIC system. This code is optional.

Fed ID/SSN -The Owner's Federal Employee Number (if a corporation) or Social Security Number (if a sole proprietorship). This field is optional.
State ID - The Owner's State Sales Tax Number. This field is mandatory.
Outlets Applied - The number of the Owner's outlets that have applied for WIC authorization. This field is generated and is display only.
Authorized Outlets - The number of the Owner's outlets that have been authorized for WIC. This field is generated and is display only.
Owner Street Address - The street address for the Owner. The first line is mandatory, but the second line is optional.
Owner Mailing Address - The mailing street address for the Owner. The first line is mandatory, but the second line is optional.
Owner City - The city in which the Owner is situated. Selection of a city will also fill in the state and county information. This field is mandatory and can be selected from a list of values.
Owner Mailing City - The city to which the Owner's mail is sent. Selection of a city will also fill in the state and county information. This field is mandatory and can be selected from a list of values.
Owner State - The state in which the Owner is situated. This field is display only.
Owner Mailing State - The state to which the Owner's mail is sent. This field is display only.
Owner Zip - The 9-digit zip codes for Owner's address. Selection of a zip will also fill in the state and city information. This field is mandatory and can be selected from a list of values.
Owner Mailing Zip - The 9-digit zip codes for Owner's mailing address. Selection of a zip will also fill in the state and city information. This field is mandatory and can be selected from a list of values.

Fields (Officer section)

Officer Last Name - The officer's last name. This field is mandatory.
Officer First Name - The officer's first name. This field is optional.
MI1 - The Owner's middle initial. This field is optional.
MI2 - The Owner's second middle initial. This field is optional.
Start Date - The date on which the officer became active in the Corporation. This field is mandatory.
End Date - The date on which the officer ceased to be active in the Corporation. This field is optional.
Pct. Own. - The percent of the Corporation that the officer owns. In a sole proprietorship, Percent Owned is 100 percent.

Check Boxes

Pri (Primary Officer) - A check box that indicates that an officer is the primary officer.

Push Button(s)

Phones - Brings up the Owner Phone window.

Figure 29 - Vendor Owner (Phone pop-up)

Fields

Phone - The phone number of the Owner. One phone number is required for the Owner; otherwise this field is optional.
Ext. - The extension of the Owner. This field is optional.
Phone Type - The type of phone/telecommunications device. This field is mandatory if Phone is filled in. This field can be chosen from a list of values. For more information, please refer to the Phone Type table in Systems Administration.
(Pri) Primary Phone - A check box that indicates one of the phone numbers is the primary phone. If at least one Phone is entered, the user must designate one as primary by clicking on the check box to the right of the selected phone number.

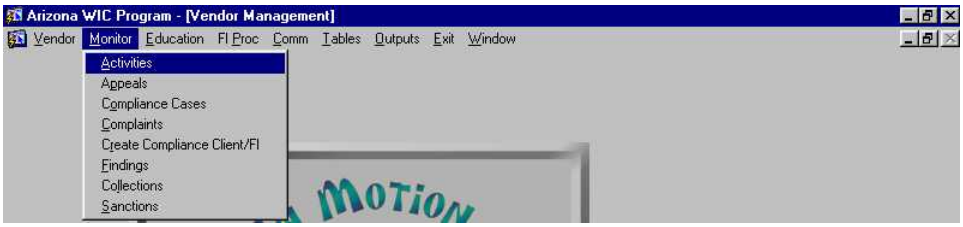
Push Button(s)

OK - Closes the window, returning the user to the previous window.

Monitoring Activities

To Monitor Vendor Activities:

1. Click Vendor on the Vendor Management main menu.
2. Click Activities as shown:



The Activities window is displayed:

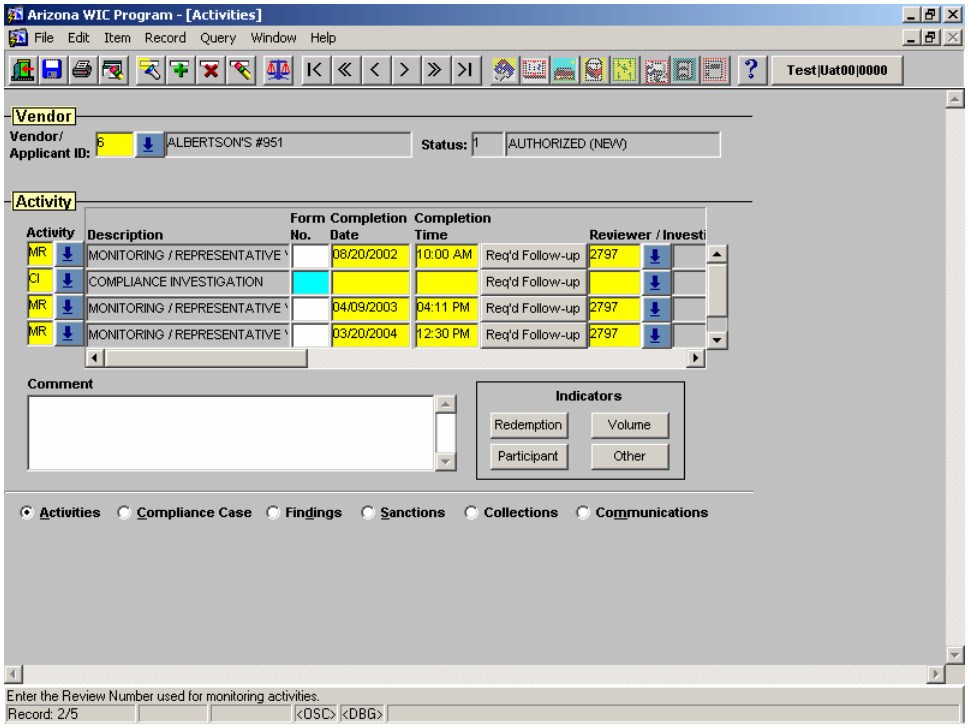


Figure 30 – Activities (1 of 3)

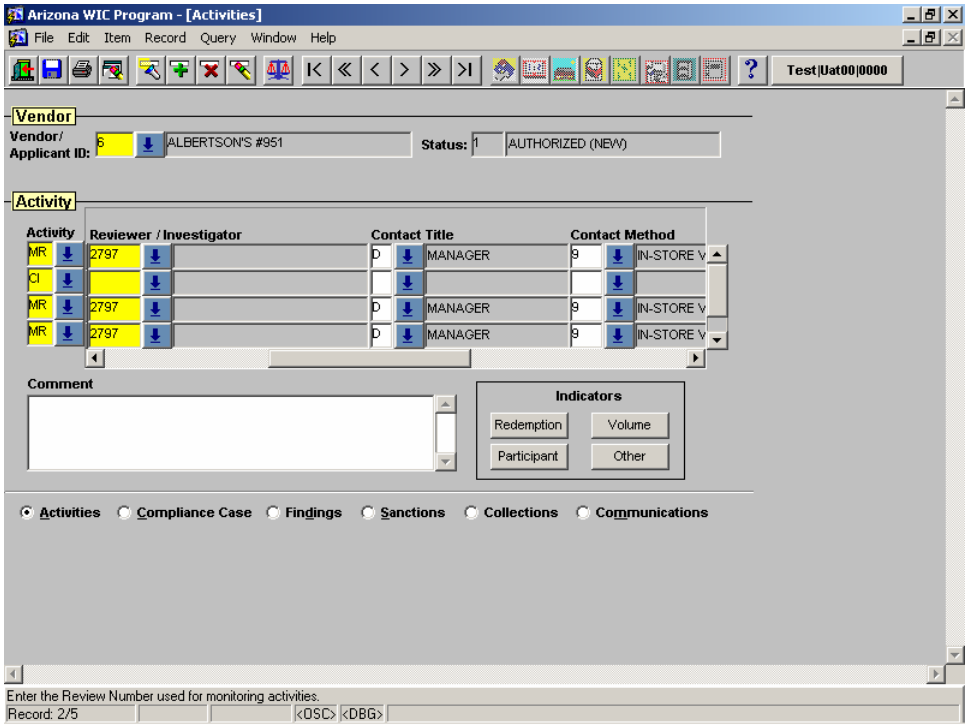


Figure 31 – Activities (2 of 3)

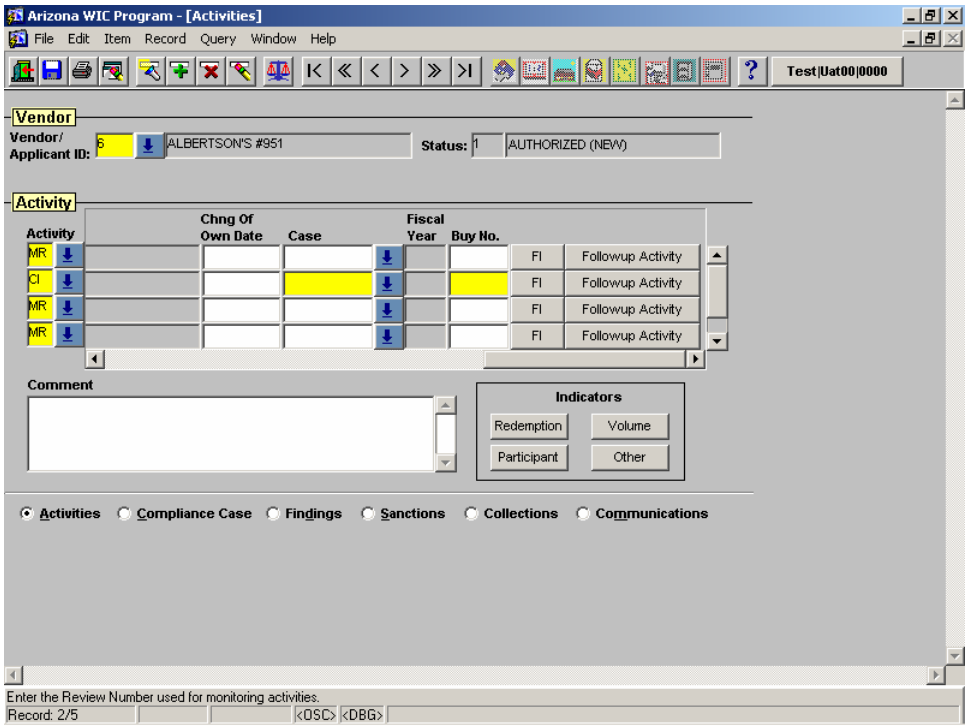


Figure 32 – Activities (3 of 3)

Monitor Activities

1. The window opens in the query mode.
2. Select the Vendor/Applicant ID from the list of values.
3. Press the F8 key or click the Query icon to execute the query. The System displays the Vendor Name and Status as well as any monitoring activities previously documented.
4. TAB to the Activity field and select the desired activity from the list of values. The System automatically fills the Description field once the Activity Code is entered. If the Activity code is MH, CI, or AU, the Indicator buttons are enabled.
5. TAB to the From No. field and enter the number of the form used to complete the activity, if appropriate.
6. TAB to the Completion Date field and enter the date the activity was completed, if known.
7. TAB to the Completion Time field and enter the time the activity was completed, if known.
8. TAB to the Reviewer/Investigator field and select the ID number from the list of values.
9. TAB to the Contact Title field and select from the list of values.
10. TAB to the Contact Method field and select from the list of values.
11. TAB to the Chg of Own Date field and enter the date the ownership changed, if appropriate. This is only required if 'Change of Ownership Visit' is the selected activity.
12. If the selected activity is 'Compliance Investigation,' then TAB to and complete the following fields: Case No, Fiscal Year, and Buy No. Then, click the FI push button to display the FI pop-up window:

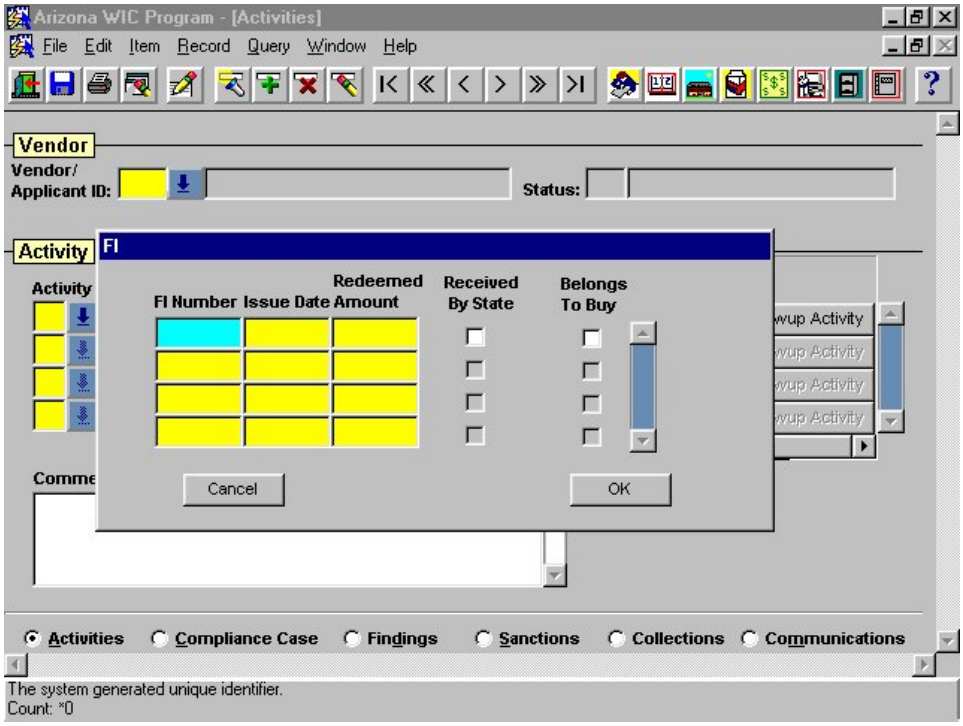


Figure 33 – Activities (FI Pop-up)

13. The System automatically fills the FI Number, Issue Date and Redeemed Amount fields as appropriate. Mark the Received by State checkbox as checked to indicate the FI was received back at the State Office. Mark the Belongs to Buy checkbox as checked if the FI is associated with this compliance buy.

14. Click the OK push button to close the pop-up window or click the Cancel push button to close the window without saving any changes. The System returns to the Activities window.
15. TAB to the Comment field and enter any applicable comments for this Activity.
16. If the Activity Code is AU, CI, or MH, tab to the Indicators buttons and select the appropriate checkboxes.

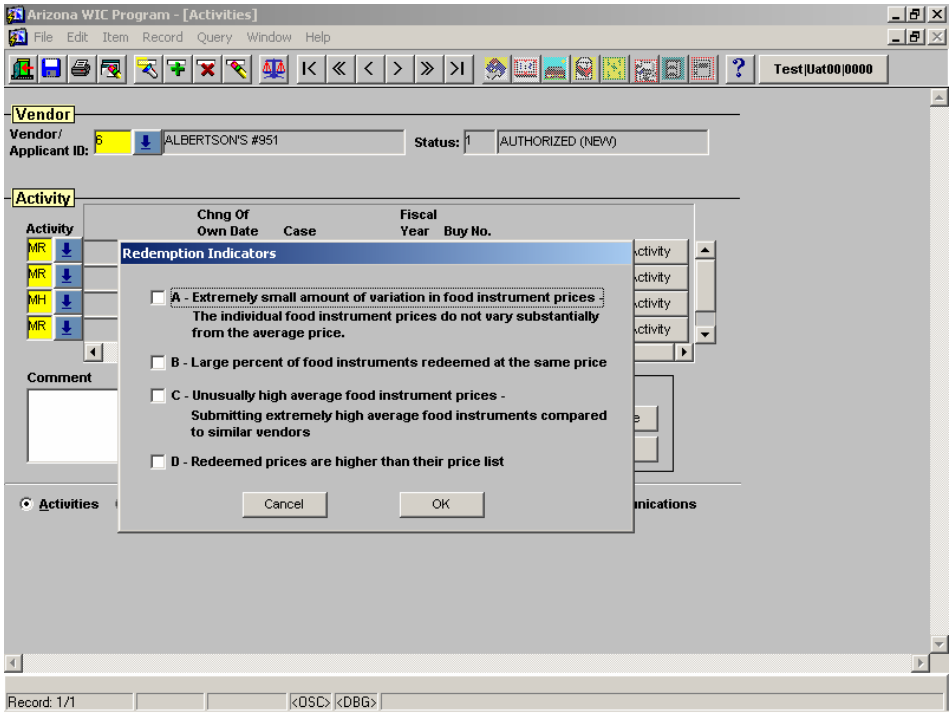


Figure 34 – Redemption Indicators

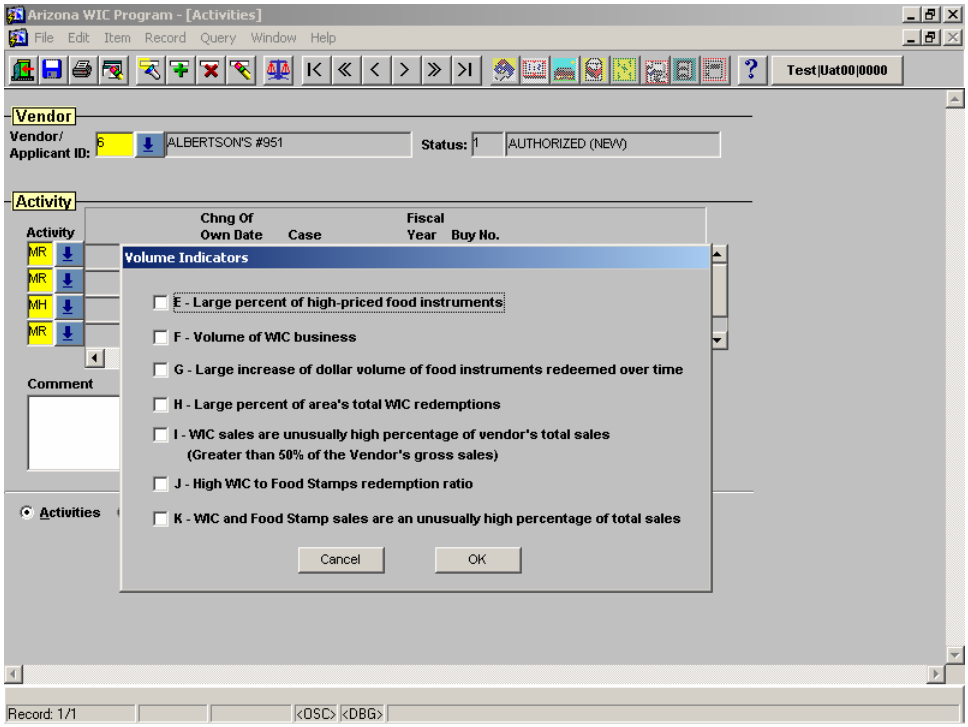


Figure 35 – Volume Indicators

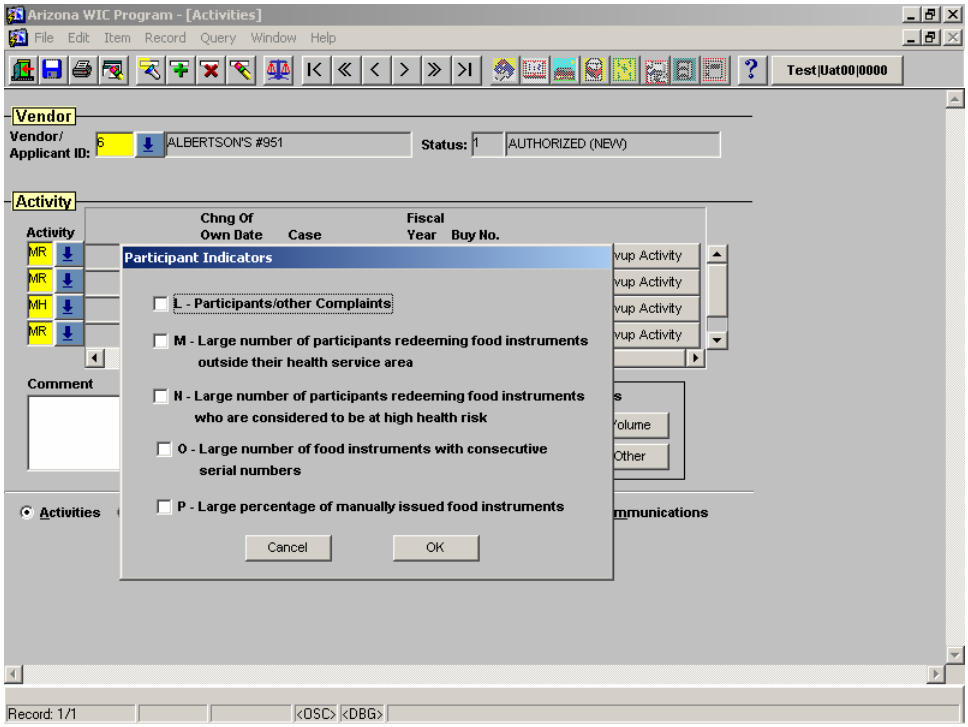


Figure 36 – Participant Indicators

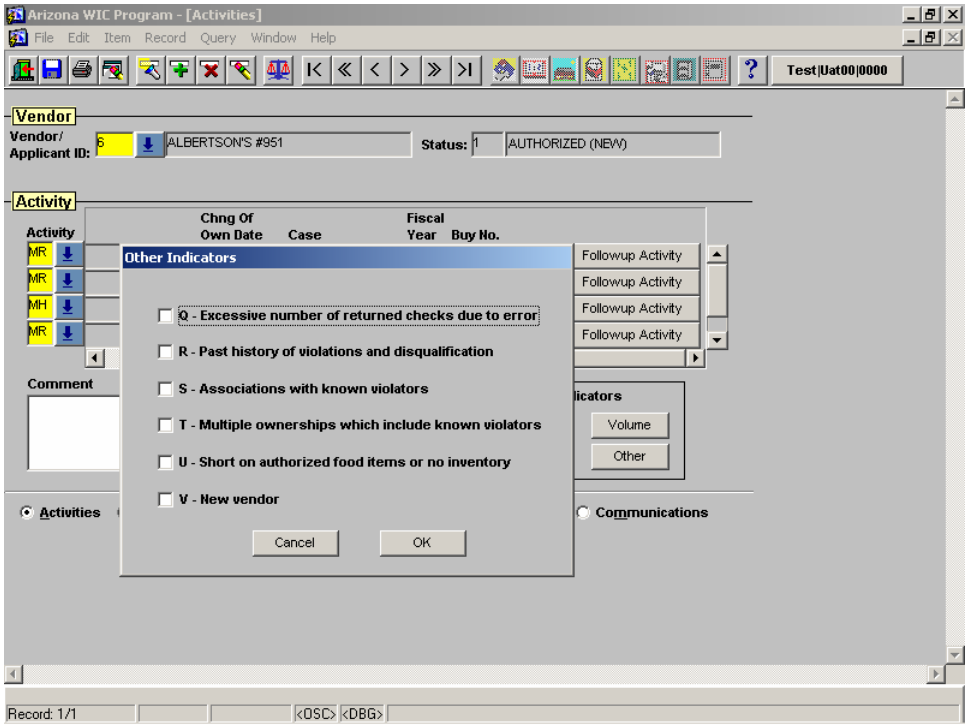


Figure 37 – Other Indicators

17. Click the save icon to save the Activities data. The System indicates: “Transaction completed.”
18. Click the OK button.

Documenting Follow-up Activities

1. Following the directions for Monitoring Activities in the previous section, click the Req’d Followup push button to display the Required Followup Activities pop-up window:

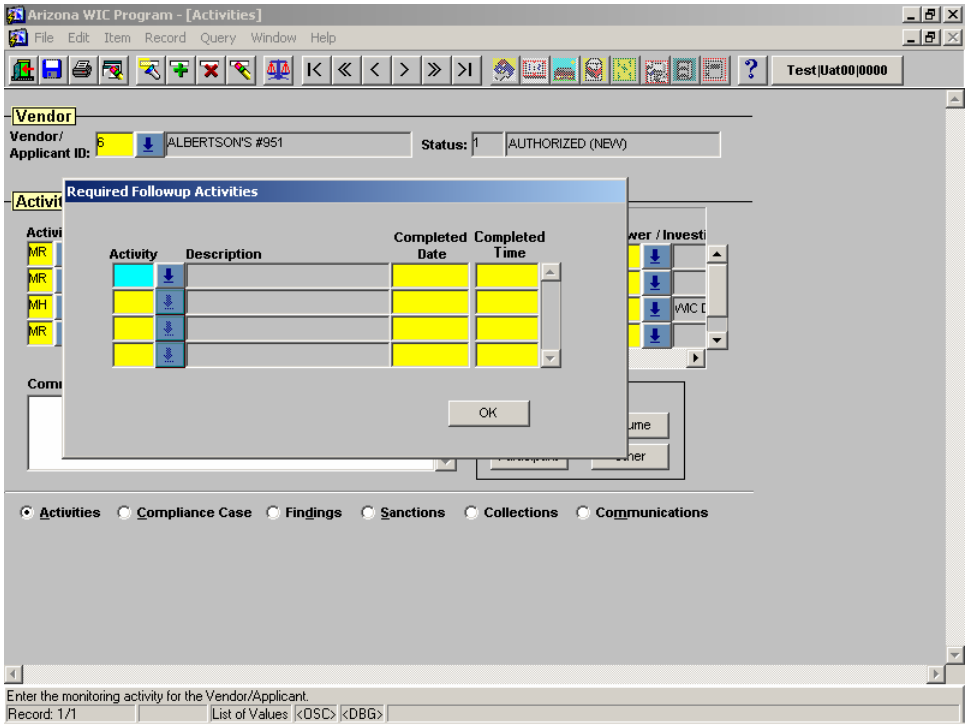


Figure 38 – Activites (Required Follwup Activites)

2. TAB to the Activity Type field and select the desired activity from the list of values.
3. TAB to the Completed Date field. The date the activity is completed is entered here.
4. TAB to the Completed Time field. The time the activity is completed is entered here.
5. Click the OK push button to save the information, close the pop-up and return to the Activities window.
6. Use the scroll bar to move to the Followup Activity push button. Click the push button to display the Followup Activity pop-up window.

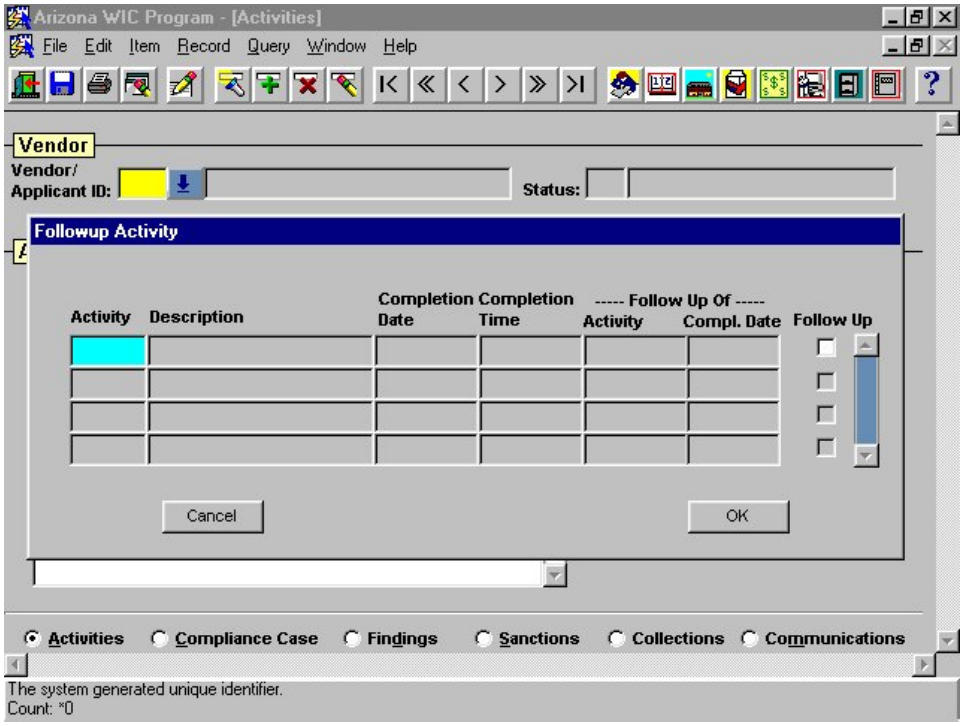


Figure 39 – Activities (Follow-up Pop-up)

7. The System displays the Activity, Description, Completion Date, and Completion Time fields. If the activity was previously identified as a follow-up activity the Follow up of Activity and Compl. Date fields are also displayed.
8. Mark the Follow-up check box as checked to indicate the activity is a follow up to the selected activity.
9. Click the OK push button to save the changes. Close the pop-up window and return to the Activities window or click the button Cancel to close the pop-up without saving the changes.
10. Click the Save icon on the toolbar. The System indicates: “Transaction completed.”
11. Click the OK button.

Update an Activity

1. With the Activity window in the query format, select the Vendor/Applicant ID from the list of values.
2. Press the F8 key or click the Query icon to execute the query. The System displays the known Activities data for this Vendor/Applicant.
3. Update the Activity and/or associated pop-up windows as needed.
4. Click the Save icon. The System indicates: “Transaction completed.”
5. Click the OK button.

Delete an Activity

1. With the Activity window in the query format, select the Vendor/Applicant ID from the list of values.
2. Press the F8 key or click the Query icon to execute the query. The System displays the known Activities data for this Vendor/Applicant.

3. Click the Followup push button to display any data associated as a follow-up activity with this Activity. Uncheck the Follow-up checkbox.
4. Click the Save icon to save the changes.
5. With the cursor in the Activity field to be deleted, click the Remove Record icon on the toolbar. Repeat this process for each Activity to be deleted.
6. Click the Save icon on the toolbar. The System displays the message "Transaction completed."
7. Click the OK button.
8. To verify that the Activity (ies) has/have been deleted, repeat steps 1-2 above. If the deletion was successful, after pressing the F8 key, the System will not display the deleted activity (ies).

Figure 30 – Activities (1 of 3)

Fields

Vendor/Applicant ID - The Vendor or Applicant to track for activities. This field is mandatory and can be selected from a list of values.
Status - The status of the Vendor/Applicant. This field is display only.
Activity - The unique code for the activity. This field is mandatory and can be selected from the list of values.
Description – The description of the Activity. This field is display only.
Form No. – The designated form number used to accomplish the activity (i.e., WIC1, WIC2, etc.). This field is optional.
Compl. Date – The date the activity is completed. This field is mandatory.
Comp. Time – The time the activity is performed. This field is mandatory.
Reviewer/Investigator – The staff ID of the reviewer/investigator for the activity. This field is mandatory and can be selected from the list of values.
Comment – Any comments about the activity the user wishes to enter. This field is optional.

Push Button(s)

Req'd Followup – Clicking this push button displays the Required Followup Activities pop-up window.
Redemption Indicators – Press this button to pop up the Redemption indicators Pop-up Screen.
Volume Indicators – Press this button to pop up the Volume indicators Pop-up Screen.
Participant Indicators – Press this button to pop up the Participant indicators Pop-up Screen.
Other Indicators – Press this button to pop up the Other indicators Pop-up Screen.

Radio Button(s)

Activities – Indicates the user is in the Vendor/Applicant Monitor Activities window.
Compliance Case – Allows quick navigation to the Compliance Cases window.
Findings – Allows quick navigation to the Findings window.
Sanctions – Allows quick navigation to the Sanctions window.
Collections – Allows quick navigation to the Collections window.
Communications – Allows quick navigation to the Communications window.

Figure 31 – Activities (2 of 3)

Fields

Contact Title – The title of the contact person for this activity. This field is optional and can be selected from the list of values.
Contact Method – The method of contact for this activity. This field is optional and can be selected from the list of values.

Push Button(s)

Redemption Indicators – Press this button to pop up the Redemption indicators Pop-up Screen.
Volume Indicators – Press this button to pop up the Volume indicators Pop-up Screen.
Participant Indicators – Press this button to pop up the Participant indicators Pop-up Screen.
Other Indicators – Press this button to pop up the Other indicators Pop-up Screen.

Figure 32 – Activities (3 of 3)

Fields

Chng of Own Date – The date that the Vendor's ownership changed. This field is mandatory only for a Change of Ownership visit.
Case – The compliance case number associated with a compliance buy. This field is mandatory for a compliance buy and can be selected from the list of values.
Fiscal Year – The federal fiscal year for the compliance buy. This field is display only, generated from the compliance case number entered by the user.
Buy No. - The sequential number of the compliance buy within the compliance case.

Push Button(s)

FI – Clicking this push button displays the FI pop-up window.
Followup Activity – Clicking this push button displays the Followup Activities pop-up window.
Redemption Indicators – Press this button to pop up the Redemption indicators Pop-up Screen.
Volume Indicators – Press this button to pop up the Volume indicators Pop-up Screen.
Participant Indicators – Press this button to pop up the Participant indicators Pop-up Screen.
Other Indicators – Press this button to pop up the Other indicators Pop-up Screen.

Figure 33 – Activities (FI Pop-up)

Fields

FI Number – A food instrument number associated with the compliance case on the activity. This field is display only.
Issue Date - The issuance date on the FI. This field is display only.
Redeemed Amount – The amount for which the FI is redeemed. This field is display only.

Push Button(s)

Cancel – Clicking this button closes the pop-up window without saving any changes and returns the user to the Activities window.
OK – Clicking this button closes the pop-up window, returning the user to the Activities window.

Check Boxes

Received by State – Mark this box as checked to indicate that the FI was received back at the State Agency after the compliance buy.
Belongs to Buy – Mark this box as checked to indicate that the FI is associated with this compliance buy.

Figure 34 – Redemption Indicators

Check Boxes

Redemption Indicators – Select one of the checkboxes A, B, C, or D.

Push Button(s)

Cancel – Click on this button to cancel any indicators checked and close the pop-up windows or close the window without checking any indicators and return to the Activities Screen.
Ok – Click on this button to accept the Indicators checked and close the pop-up windows and return to the Activities Screen.

Figure 35 – Volume Indicators

Check Boxes

Volume Indicators – Select one of the checkboxes E, F, G, H, I, J, or K.

Push Button(s)

Cancel – Click on this button to cancel any indicators checked and close the pop-up windows or close the window without checking any indicators and return to the Activities Screen.
Ok – Click on this button to accept the Indicators checked and close the pop-up windows and return to the Activities Screen.

Figure 36 – Participant Indicators

Check Boxes

Participant Indicators – Select one of the checkboxes L, M, N, O, or P.

Push Button(s)

Cancel – Click on this button to cancel any indicators checked and close the pop-up windows or close the window without checking any indicators and return to the Activities Screen.
Ok – Click on this button to accept the Indicators checked and close the pop-up windows and return to the Activities Screen.

Figure 37 – Other Indicators

Check Boxes

Other Indicators – Select one of the checkboxes Q, R, S, T, U, or V.

Push Button(s)

Cancel – Click on this button to cancel any indicators checked and close the pop-up windows or close the window without checking any indicators and return to the Activities Screen.
Ok – Click on this button to accept the Indicators checked and close the pop-up windows and return to the Activities Screen.

Figure 38 – Activites (Required Follwup Activites)

Fields

Activity Type - The monitoring activity for the Vendor/Applicant. This field is optional. The System displays the description of the Activity Type once the code is selected from the list of values.
Completed Date - The completed date of the follow-up activity. This field is mandatory if the Activity Type field is completed.
Completed Time - The completed time of the follow-up activity. This field is mandatory if the Activity Type field is completed.

Push Button(s)

OK – Clicking this push button closes the pop-up window and returns the user to the Activities window.

Figure 39 – Activities (Follow-up Pop-up)

Fields

Activity – The monitoring activity for the vendor/applicant. This field is display only.
Description - The description of the activity. This field is display only.
Completion Date – The completed date of the follow-up activity. This field is display only.
Completion Time – The completion time of the follow-up activity. This field is display only.
Follow up of – Activity – The action type of the follow-up activity. This field is display only.
Follow up of – Compl. Date – The completion date of the follow-up activity. This field is display only.

Push Button(s)

Cancel – Clicking this button closes the pop-up window without saving any changes and returns the user to the Activities window.
OK– Clicking this button closes the pop-up window and returns the user to the Activities window.

Check Boxes

Follow Up – Mark this box as checked if this activity is a follow-up to a selected activity.

Monitoring Appeals

To Monitor Vendor Appeals:

1. Click Vendor on the Vendor Management main menu.
2. Click Appeals as shown:

The Activities window is displayed:

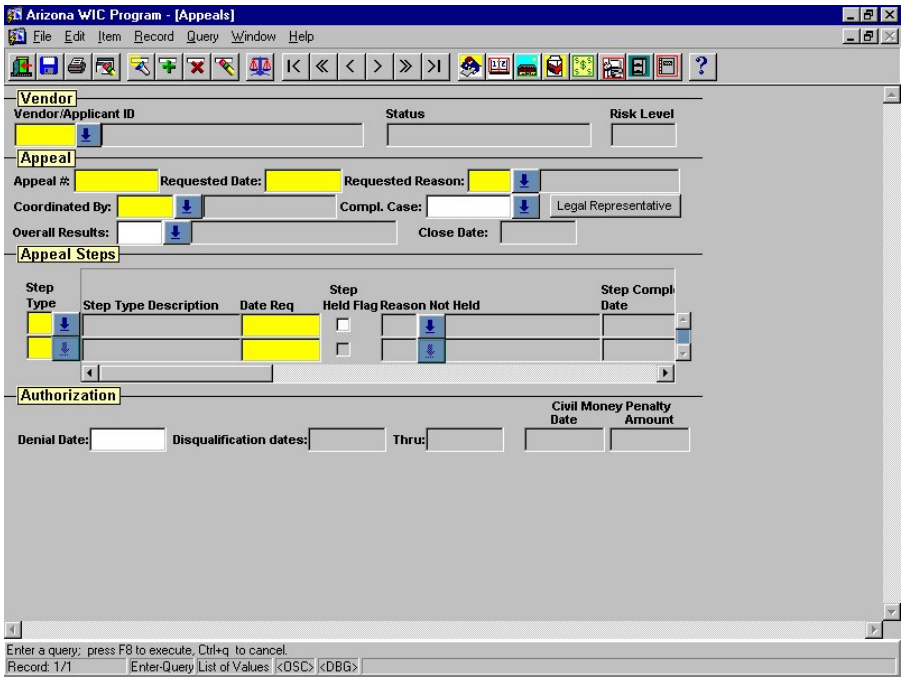


Figure 40 – Appeals (1 of 3)

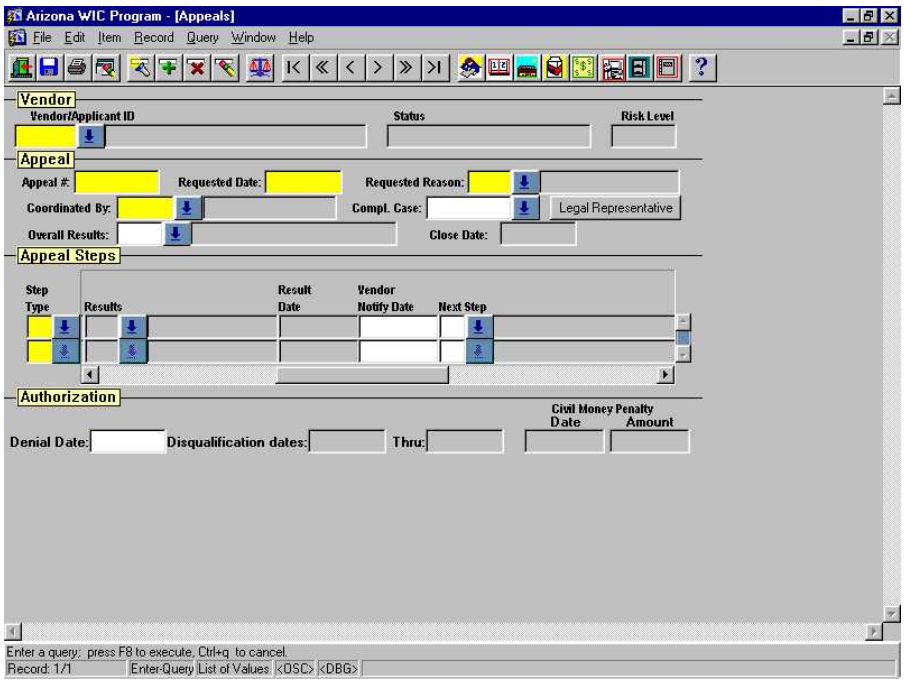


Figure 41 - Appeals (2 of 3)

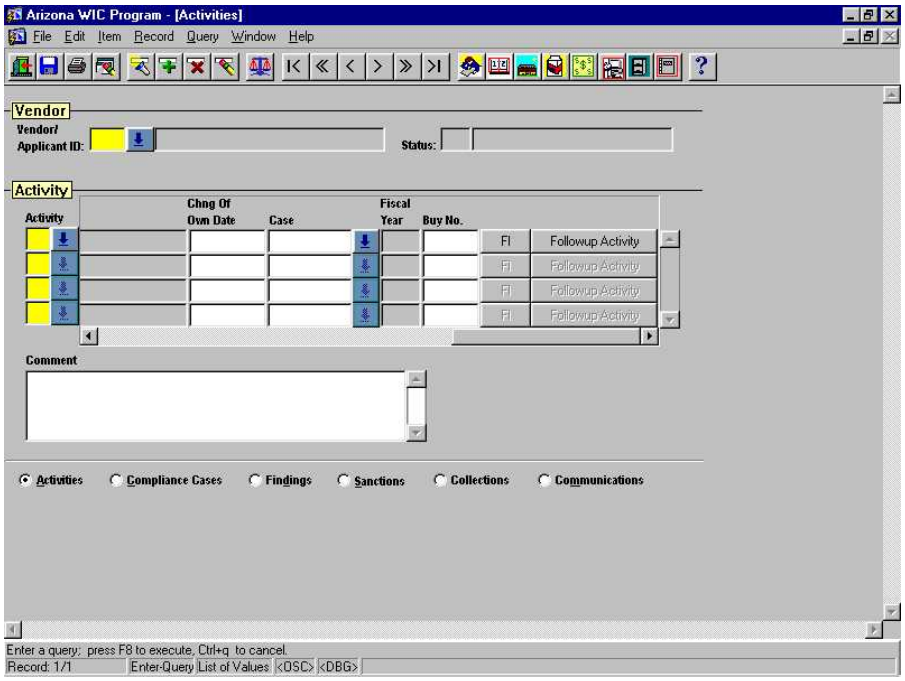


Figure 42 - Appeals (3 of 3)

Add an Appeal

1. The window opens in the query mode.
2. Select the Vendor/Applicant ID from the list of values.
3. Press the F8 key or click the Query icon to execute the query. The System displays the Vendor Name, Status, and Risk Level as well as any appeal data previously documented.
4. TAB to the Appeal ID field and enter the appeal number.
5. TAB to the Requested Date field and enter the date the request for the appeal was made.
6. TAB to the Requested Reason field and select the reason for the appeal request from the list of values.
7. TAB to the Coordinated By field and select the staff member who is coordinating the appeal process from the list of values.
8. TAB to the Complete Case field and select the compliance case associated with the appeal from the list of values.
9. TAB to the Overall Results field and select the status of the appeal from the list of values.
10. TAB to the Close Date field. Once the appeal is closed, the date it is closed is entered here. The field is protected against update as long as the Overall Result field is either ‘open’ or ‘in process.’
11. Click the Legal Representative push button to display the Legal Representation pop-up window:

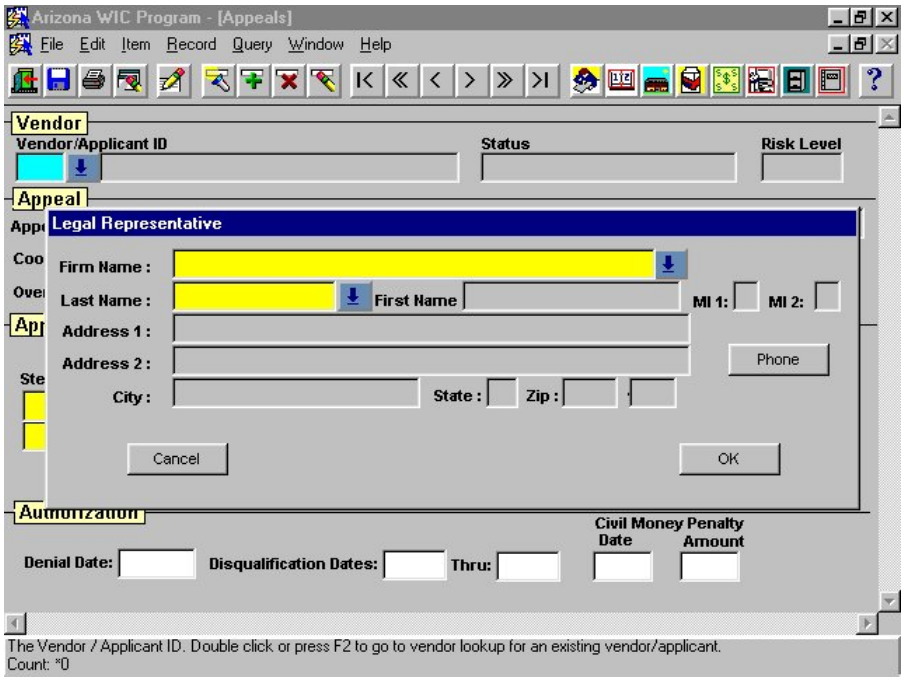


Figure 43 - Appeals (Legal Representative Pop-up)

12. Select the Firm Name from the list of values. The System automatically populates the Address information once the Firm is selected from the list of values.
13. TAB to the Last Name field and select the legal representative's name from the list of values. The System automatically populates the First and MI fields once the name is selected from the list of values.
14. Click the Phone push button to display the Phone pop-up window:

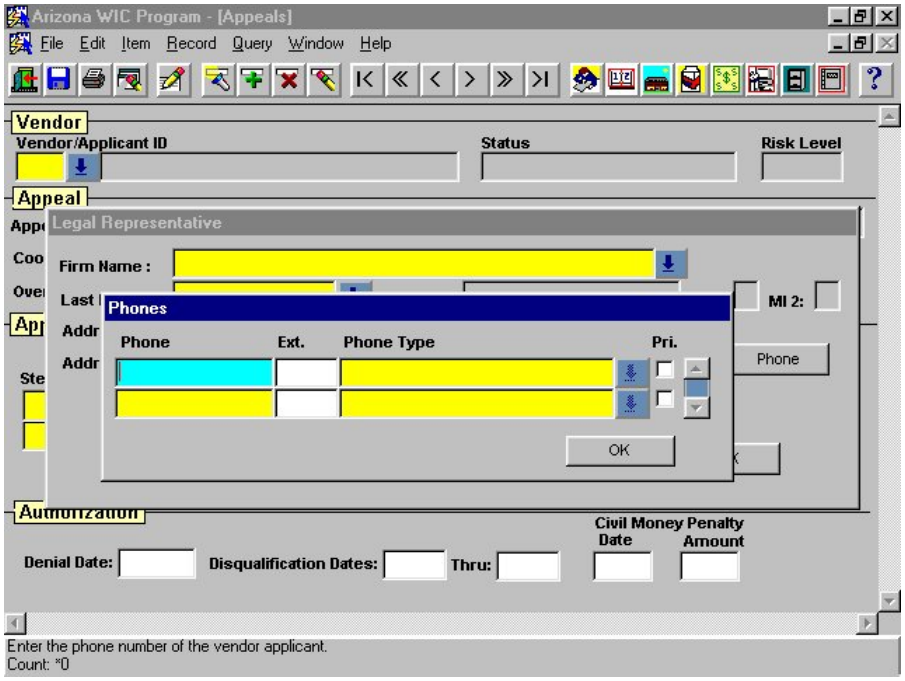


Figure 44 - Appeals (Legal Representative Phone Pop-up)

15. This pop-up window is for display only, to allow for obtaining phone information for the legal representative. Click the OK push button to close the Phone pop-up window and return to the Legal Representative pop-up window.
16. Click the OK push button to save the entered data and return the user to the Appeals window or click the Cancel push button to close the Legal Representative pop-up window without saving any changes.
17. TAB to the Appeal Steps section.
18. In the Step Type field, select step from the list of values. The System displays the Description of the Step Type once the Select Type code is entered.
19. TAB to the Rqstd Date field and enter the date the appeal step request was made.
20. TAB to the Step Held checkbox and mark as checked when the step actually occurs.
21. TAB to the Reason Not Held field and select the reason the appeal step did not occur, if appropriate.
22. TAB to the Step Cmplt Date field enter the date the appeal was completed if the Step Held check box is marked.
23. TAB to the Results field and select the result from the list of values.
24. TAB to the Results Date field and enter the dates the results status occurred, if appropriate. This field cannot be entered if the results field is either ‘open’ or ‘in-process.’
25. TAB to the Vendor Notify Date and enter the date the vendor/applicant was notified of the appeal step results.
26. TAB to the Next Step field, and if appropriate, select the next step that must be performed from the list of values.
27. TAB to the Officer Type field, and, if necessary, select the type of hearing officer from the list of values.
28. TAB to the Officer Name field and enter the name of the hearing officer, if the Officer Type is selected.
29. TAB to the Comment field and enter any applicable comments.

30. TAB to Authorization section. This section is completed if an appeal is made concerning a disqualification/denial period or civil money penalty amount and can be modified if necessary.
31. TAB to the Denial Date field and enter the date the applicant was denied, if appropriate.
32. TAB to the Disqualification Dates/Thru fields and enter the date range for which the vendor is disqualified, if appropriate.
33. TAB to the Civil Money Penalty Date and enter the date on which a civil money penalty (CMP) was assessed, if appropriate.
34. TAB to the Civil Money Penalty Amount field and enter the dollar amount of the Civil Money Penalty, if applicable.
35. Click the Save icon on the toolbar to save the data. The System indicates: “Transaction completed.”
36. Click the OK button.

Update an Appeal

1. With the Appeals window in the query format, select the Vendor/Applicant ID from the list of values.
2. Press the F8 key or click the Query icon to execute the query. The System displays the known Appeals data for this Vendor/Applicant.
3. Update the Appeal and/or associated pop-up window as needed. Use the VCR buttons on the toolbar to access multiple appeal records. Click the Appeal # field and click the Insert Record icon to add a new appeal record.
4. Click the Save icon. The System indicates: “Transaction completed.”
5. Click the OK button.

Delete an Appeal

1. With the Appeals window in the query format, select the Vendor/Applicant ID from the list of values.
2. Press the F8 key or click the Query icon to execute the query. The System displays the known Appeals data for this Vendor/Applicant.
3. Use the VCR buttons on the toolbar to locate the desired Appeal for deleting.
4. With the cursor in the Appeal # field, click the Remove Record icon.
5. Click the Save icon. The System indicates: “Transaction completed.”
6. Click the OK button.
7. To verify that the Appeal was successfully deleted, repeat steps 1-2 above. If the deletion was successful, after pressing the F8 key, the System does not display the deleted appeal.

Figure 40 – Appeals (1 of 3)

Fields

Vendor/Applicant ID – The Vendor or Applicant ID number. This field is mandatory and can be selected from the list of values. Once the Vendor/Applicant ID is selected, the Name is also displayed.
Status – The description of the Vendor/Applicant’s status. This field is display only.
Risk Level - The description of the Vendor/Applicant’s risk level.
Appeal # - The appeal code which uniquely identifies the appeal. This field is mandatory.
Requested Date – The date the appeal request was made. This field is mandatory.

Requested Reason – The reason for which the appeal request was made. This field is mandatory and can be selected from the list of values.
Coordinated By – The staff member identification number. This field is mandatory and can be selected from the list of values.
Compl. Case – The compliance case number. This field is optional and can be selected from the list of values.
Overall Results – The overall status of the case. This field is optional.
Close Date – The date the appeal was closed. This field is protected against updates as long as the overall results field is either "open" or "in process."
Step Type – The step type which may be selected from the list of values. This field is mandatory.
Description – The description of the Step Type. This field is display only.
Date Req – The date the appeal step was made. This field is mandatory.
Reason Not Held – The reason the appeal step did not occur if appropriate. This may be selected from the list of values.
Step Complete Date – The date the appeal was completed if step field check is marked.
Denial Date – The date the applicant was denied, if appropriate.
Disqualification Dates – The date range for which the vendor is disqualified if appropriate.
Thru – The thru date of the disqualification date.
Civil Money Penalty Date – The date on which a civil money penalty was assessed, if appropriate.
Civil Money Penalty Amount – The dollar amount of the civil money penalty, if appropriate.

Push Button(s)

Legal Representative – The legal Representative Information Pop-up screen.

Check Boxes

Step Held Flag – This box is selected if the Appeal Step was held.

Figure 41 - Appeals (2 of 3)

Fields

Results – The results which can be selected from the list of values.
Results Date – The date the results status occurred, if appropriate.
Vendor Notify Date-The date the Vendor/Applicant was notified of the appeal step results.
Next Step – The next step of the appeals steps to be performed.

Figure 42 - Appeals (3 of 3)

Fields

Officer Type – The type of hearing officer which may be selected from the list of values.
Officer Name -.The name of hearing officer if the Officer Type was selected
Comment –Any applicable comments may be added here.

Figure 43 - Appeals (Legal Representative Pop-up)

Fields

Firm Name – The name of the legal firm representing the Vendor/Applicant for the appeal. This field is optional and can be selected from the list of values.
Last Name – The last name of the legal representative. This field is mandatory and can be selected from the list of values.
First Name – The first name of the legal representative. This field is display only.
MI 1 – The first middle initial of the legal representative. This field is display only.
MI 2 – The second middle initial of the legal representative. This field is display only.
Address 1 – The first line of the address of the legal firm. This field is display only.
Address 2 – The second line of the address of the legal firm. This field is display only.
City – The city where the legal firm is located. This field is display only.
State – The state where the legal firm is located. This field is display only.
Zip – The zip code for the legal firm. This field is display only.

Push Button(s)

Phone – Clicking this push button displays the Phone pop-up window.
Cancel – Clicking this push button closes the Legal Representative pop-up window without saving any input data.
OK – Clicking this push button saves the input data, closes the Legal Representative pop-up window and returns the user to the Appeals window.

Figure 44 - Appeals (Legal Representative Phone Pop-up)

Fields

Phone – The phone number of the legal representative. This field is display only.
Extension –The phone number extension of the legal representative. This field is display only.
Phone Type – The type of phone/telecommunications device. This field is display only.

Check Box(es)

Pri – This box is checked to indicate which of the phone numbers is the primary phone. This field is display only.

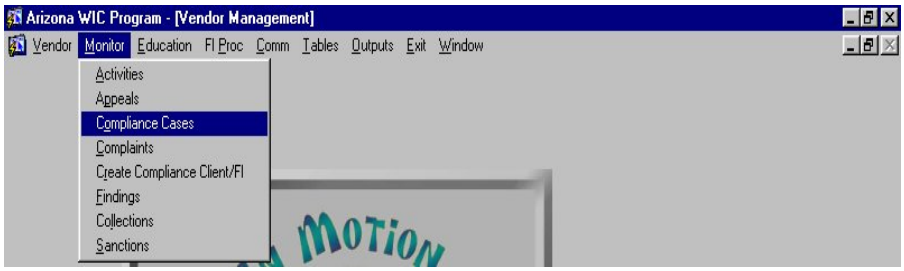
Push Button(s)

OK – Closes the Phone pop-up and returns the user to the Legal Representative pop-up win.

To Create Compliance Cases

To Create Compliance Cases:

1. Click on Vendor Management main menu.
2. Click Monitor. The sub-menu is displayed.
3. Click Create Compliance Cases as shown:



The Create Compliance Cases window is displayed:

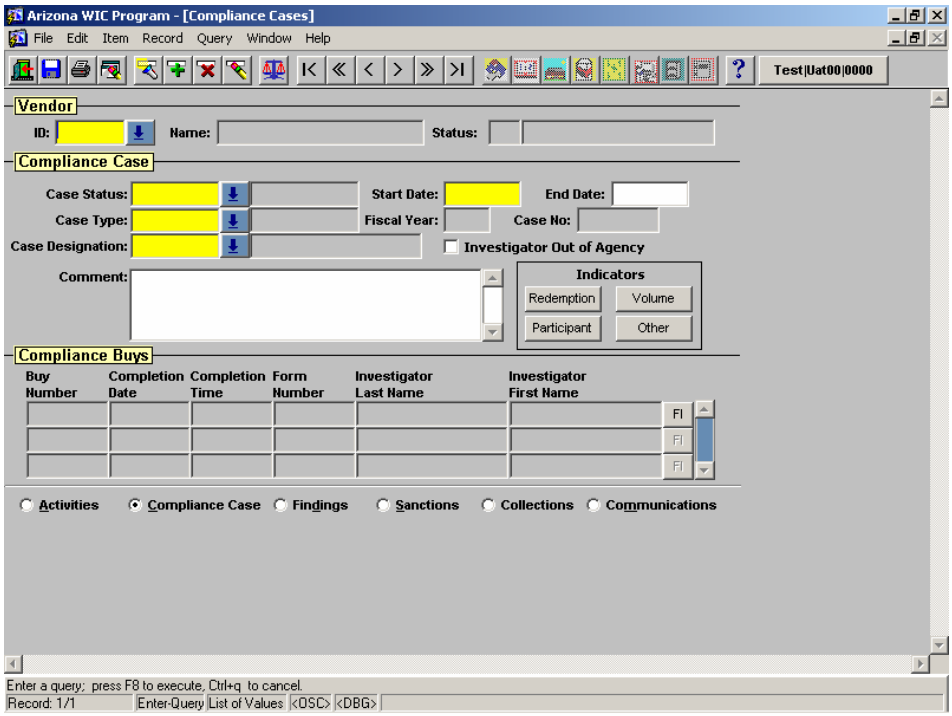


Figure 45 – Create Compliance Cases

Add a Compliance Case

1. The System defaults the cursor to highlight the ID field. Click on the LOV next to it, and choose the correct Vendor ID. The System automatically enters the name of the Vendor.

2. Press the Query button. This enters the status of the vendor, as well as automatically entering the information for this vendor in the Compliance Case section of the screen.
3. Click the Insert Record icon on the toolbar. The System creates a blank row under the Code where the cursor was positioned. The cursor is in the Code field.
4. Select the Code from the list of values. The System displays the Description for the Code once the Code is selected.
5. TAB to the Start Date field and select the begin month for this Category Group from the list of values.
6. TAB to the End Date field and enter an end date.
7. Select a Case Type from the list of values. The System displays the Description for the Code once the Code is selected.
8. The Fiscal Year and Case No. fields are also system displayed.
9. Select a Case Designation from the list of values. The System displays the Description for the Code once the Code is selected.
10. TAB to the Comments field and enter any applicable comments.
11. TAB to the Indicators section and update the data for appropriate push buttons.

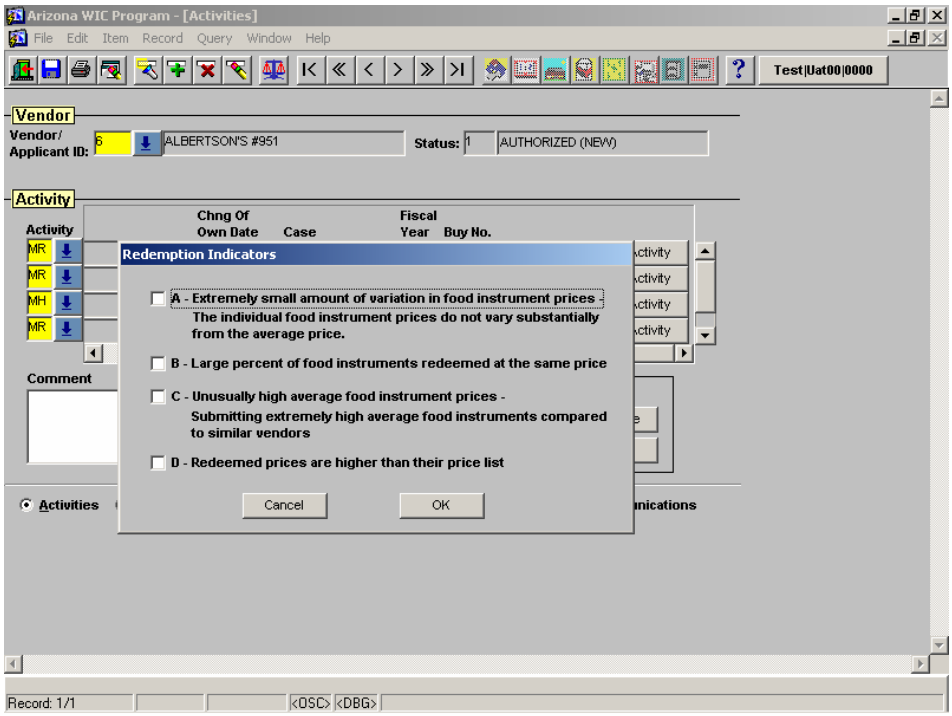


Figure 46 – Redemption Indicators

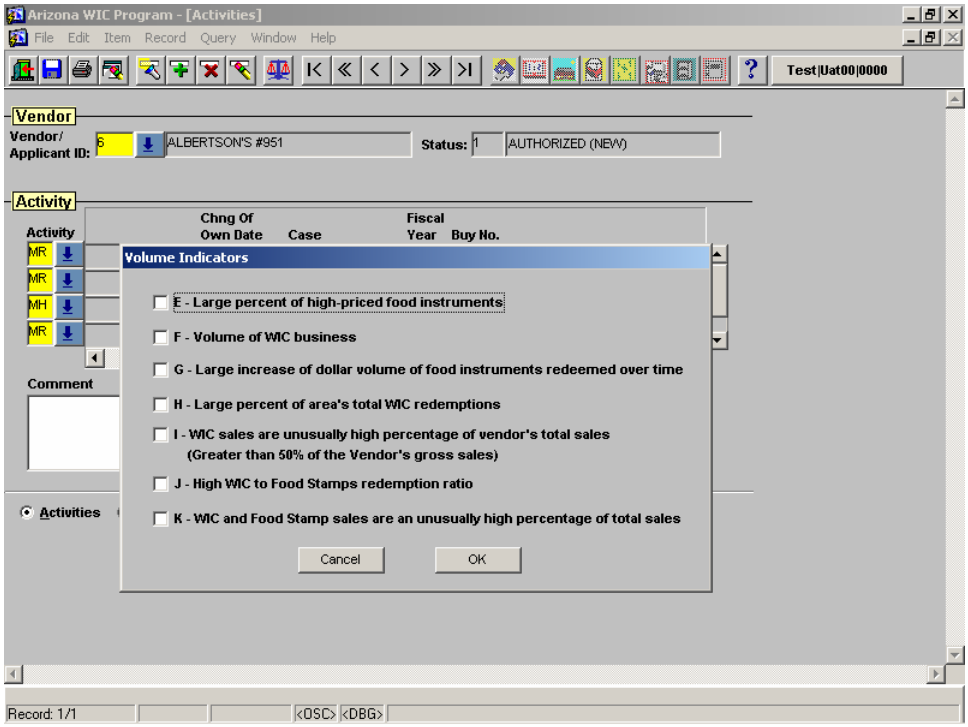


Figure 47 – Volume Indicators

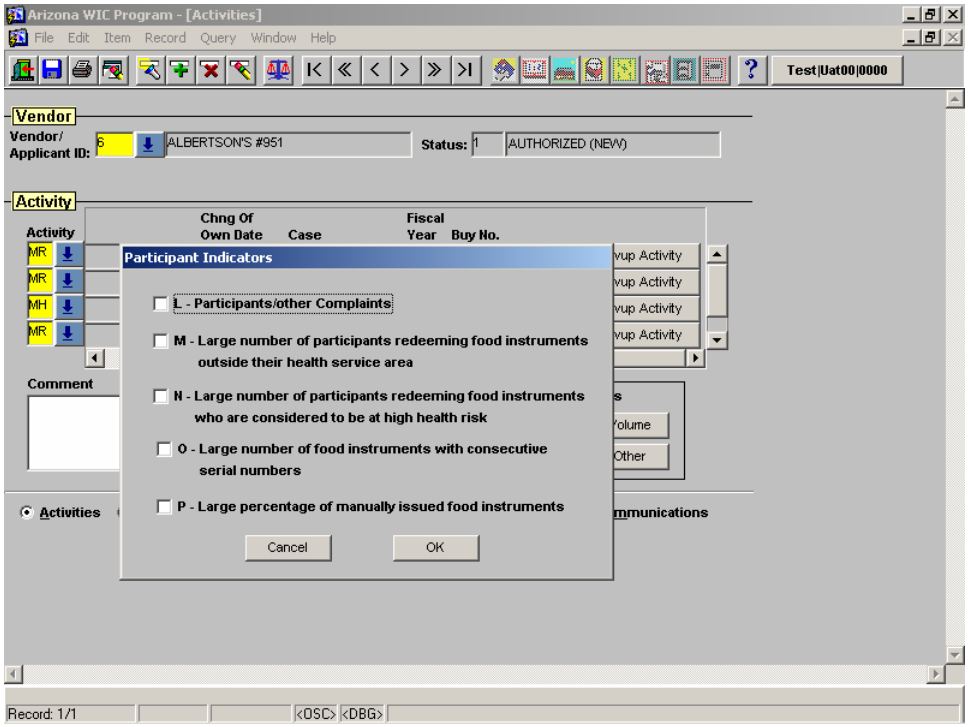


Figure 48 – Participant Indicators

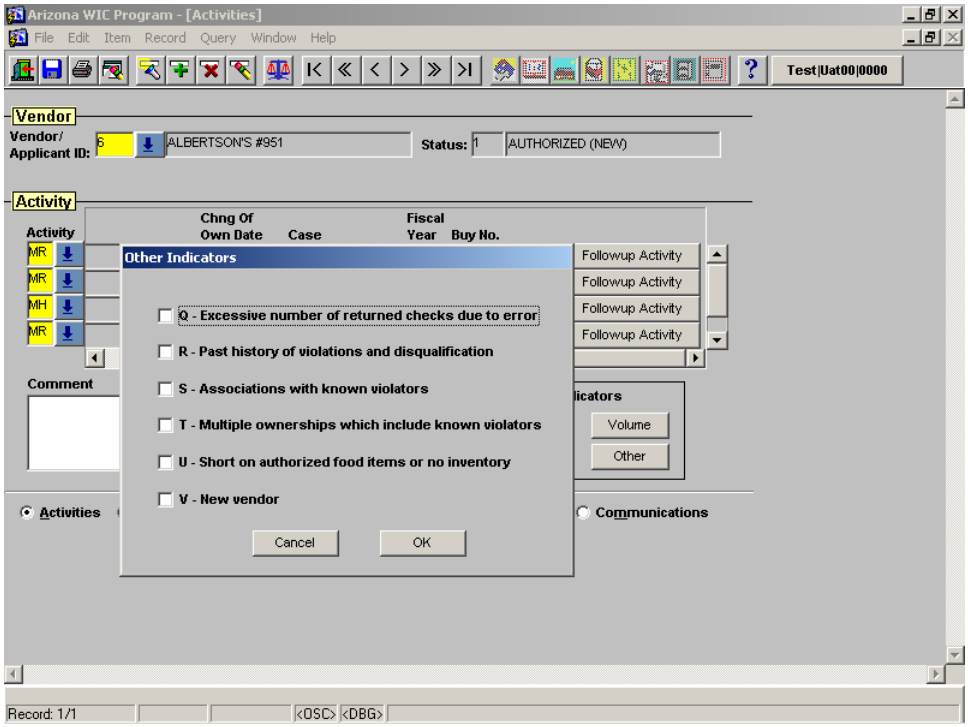


Figure 49 – Other Indicators

12. To update the System with the new category group, click the Save icon.
13. The System displays the message, “Transaction Completed.”
14. Click the OK button.

Update a Compliance Cases

1. Press the F7 key or click the Query icon.
2. The System automatically clears all of the fields.
3. The cursor moves to the first blank under the Code fields.
4. In the appropriate field, enter either the Code or the Description of the Category Group to be updated.
5. Press the F8 key or click the Query icon to execute the query.
6. Click the Comments field of the Category Group to be updated.
7. Type in the new information.
8. Click the Save icon.
9. The System displays the message, “Transaction Completed.”
10. Click the OK button.

The Code and Begin and End months for a Category Group may not be directly updated. To update these fields, delete the Category Group, and then, add a new Category Group with the desired attributes.

Delete a Compliance Case

1. Click the row of the Category Group to be deleted.
2. Click the Remove Record icon. The Category Group is removed from the table.

3. To permanently remove the category group from the System, click the Save icon.
4. The System displays the message, “Transaction Completed.”
5. Click the OK button.

Figure 45 – Create Compliance Cases

Fields

Fields (Vendor section)

ID - The Vendor to track. This field is mandatory and can be selected from a list of values.
Name - The name associated with the Vendor ID. This field is display only.
Status - The status of the Vendor. This field is display only. The Status description is shown with the
Status.

Fields (Compliance Case section)

Case Status - The status of the compliance case. This field is mandatory and can be selected from a list
of values. For more information, please refer to the Compliance Case Status table.
Start Date - The beginning date of the compliance case. This field is mandatory.
End Date - The ending date of the compliance case. This field is mandatory if the case status is closed.
Case Type - An indication of who is performing the investigation, (i.e. State, Federal, or other.) This field
is optional and can be selected from a list of values. For more information, please refer to the Compliance
Case Type table.
Fiscal Year - The fiscal year of the compliance case, generated from Start Date as a four-digit year. (In
AZ, the fiscal year starts October 1.) This field is display only.
Case No - The identification number of the compliance case. This field is display only, and is composed
of Vendor ID + Fiscal Year + Case Type (ten characters).
Case Designation - The designation (risk, high risk) for the buy with respect to the compliance case.
This field is mandatory and can be chosen from a list of values. For more information, please refer to the
Compliance Case Designation table.
Comment - The user may provide any comments or remarks. This field is optional.

Fields (Compliance Buys section)

Buy Number - The sequential number of the compliance buy within the compliance case. This field is display only.
Completion Date - The concluding date of the compliance buy activity. This field is display only.
Completion Time - The concluding time of the compliance buy activity. This field is display only.

Form No. - The Printing designated form number used to accomplish the activity, (i.e. WIC1, WIC2, etc.)
This field is display only.
Investigator Last Name - The last name of the investigator. This field is display only.
Investigator First Name - The first name of the investigator. This field is display only.

Push Button(s)

FI - Brings up the Link FI window for a compliance buy.
Redemption Indicators – Press this button to pop up the Redemption indicators Pop-up Screen.
Volume Indicators– Press this button to pop up the Volume indicators Pop-up Screen.
Participant Indicators – Press this button to pop up the Participant indicators Pop-up Screen.
Other Indicators – Press this button to pop up the Other indicators Pop-up Screen.

Navigational Radio Button(s)

Activities - Allows navigation to the Vendor/Applicant Monitor Activities Window.
Compliance Case - Allows the user to navigate directly to the Vendor Compliance Activity Window.
Findings - Allows the user to navigate directly to the Vendor Monitoring Findings Window.
Sanctions - Allows the user to navigate directly to the Vendor Sanctions Window.
Collections - Allows navigation to the Vendor Collections Window.
Communications - Allows navigation to the Vendor/Applicant Communications Window.

Figure 46 – Redemption Indicators

Check Boxes

Redemption Indicators – Select one of the checkboxes A, B, C, or D.

Push Button(s)

Cancel – Click on this button to cancel any indicators checked and close the pop-up windows or close the window without checking any indicators and return to the Compliance Case Screen.
Ok – Click on this button to accept the Indicators checked and close the pop-up windows and return to the Compliance Case Screen.

Figure 47 – Volume Indicators

Check Boxes

Volume Indicators – Select one of the checkboxes E, F, G, H, I, J, or K.

Push Button(s)

Cancel – Click on this button to cancel any indicators checked and close the pop-up windows or close the window without checking any indicators and return to the Compliance Case Screen.
Ok – Click on this button to accept the Indicators checked and close the pop-up windows and return to the Compliance Case Screen.

Figure 48 – Participant Indicators

Check Boxes

Participant Indicators – Select one of the checkboxes L, M, N, O, or P.

Push Button(s)

Cancel – Click on this button to cancel any indicators checked and close the pop-up windows or close the window without checking any indicators and return to the Compliance Case Screen.
Ok – Click on this button to accept the Indicators checked and close the pop-up windows and return to the Compliance Case

Figure 49 – Other Indicators

Check Boxes

Other Indicators – Select one of the checkboxes Q, R, S, T, U, or V.

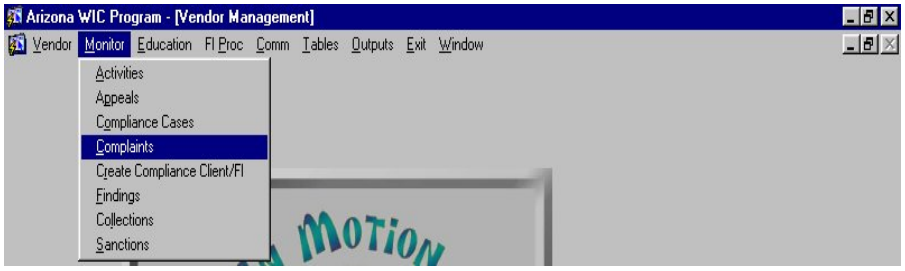
Push Button(s)

Cancel – Click on this button to cancel any indicators checked and close the pop-up windows or close the window without checking any indicators and return to the Compliance Case Screen.
Ok – Click on this button to accept the Indicators checked and close the pop-up windows and return to the Compliance Case Screen.

Monitor Complaints

To Monitor Complaints:

1. Click on Monitor from the menu bar.
2. Click on Complaints as shown below:



The Complaints Window is displayed:

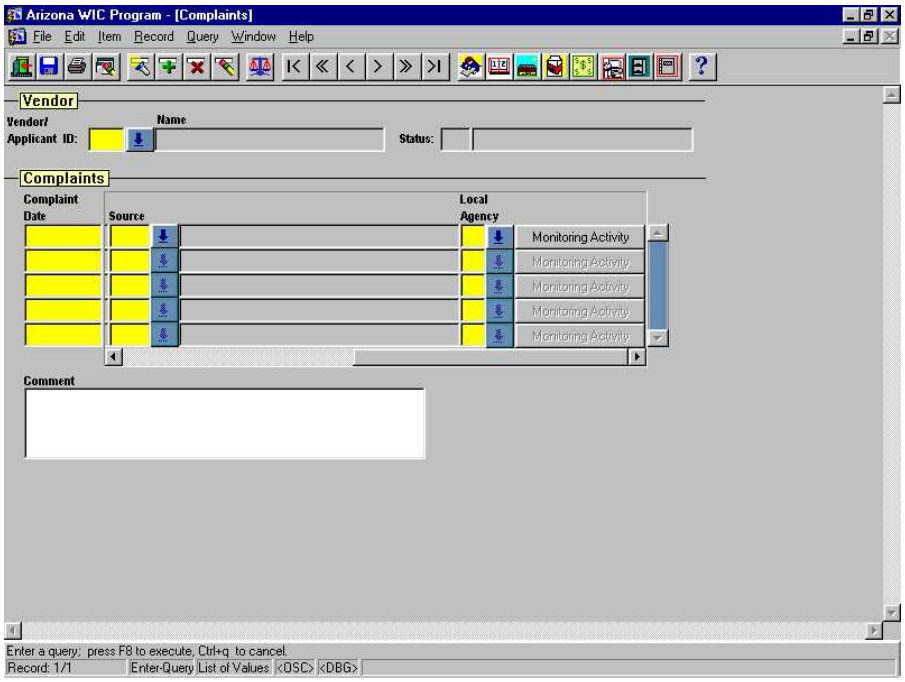


Figure 50 - Complaints

Add a Complaint

1. To select a vendor, click the arrow to the right of the Vendor ID field to show a list of valid values and their corresponding names. Select a vendor ID by double clicking the row or single clicking the row and then clicking the OK button.
2. Press the F8 key to execute the query.
3. The system populates the Name and Status fields for the vendor. These fields are for display only and may not be updated.
   (For the following steps, the scroll bar below the Complaints detail section of the screen may be used to show additional input fields for each Complaint detail row.)

4. The system populates the Complaint Date with today's date. The complaint date may be overwritten by positioning the cursor in the Complaint Date field and typing in the date of the complaint.
5. To select the type of complaint, click the arrow to the right of the Subject field to show a list of valid values and their corresponding descriptions. Select a complaint type by double clicking the row or single clicking the row and then clicking the OK button.
6. The system populates the complaint description to the right of the Subject field. This field is for display only and may not be updated.
7. To select the complaint status, click the arrow to the right of the Status field to show a list of valid values and their corresponding descriptions. Select a complaint status by double clicking the row or single clicking the row and then clicking the OK button.
8. The system populates the status description to the right of the Status field. This field is for display only and may not be updated.
9. To select the complaint source, click the arrow to the right of the Source field to show a list of valid values and their corresponding descriptions. Select a complaint source by double clicking the row or single clicking the row and then clicking the OK button.
10. The system populates the complaint source description to the right of the Source field. This field is for display only and may not be updated.
11. To select the local agency where the complaint was filed, click the arrow to the right of the Local Agency field to show a list of valid values and their corresponding names. Select a local agency by double clicking the row or single clicking the row and then clicking the OK button.
12. If the complaint was followed up, to associate it with a monitoring activity for the vendor, click the Monitoring Activity button to invoke the Monitoring Activity window. All activities currently scheduled for the vendor are listed. (Monitoring Activities for a vendor are recorded using the Monitor Activities screen of the Vendor Management function.) The scroll bar to the right of the Monitoring Activities window may be used to view all the activities for the vendor.

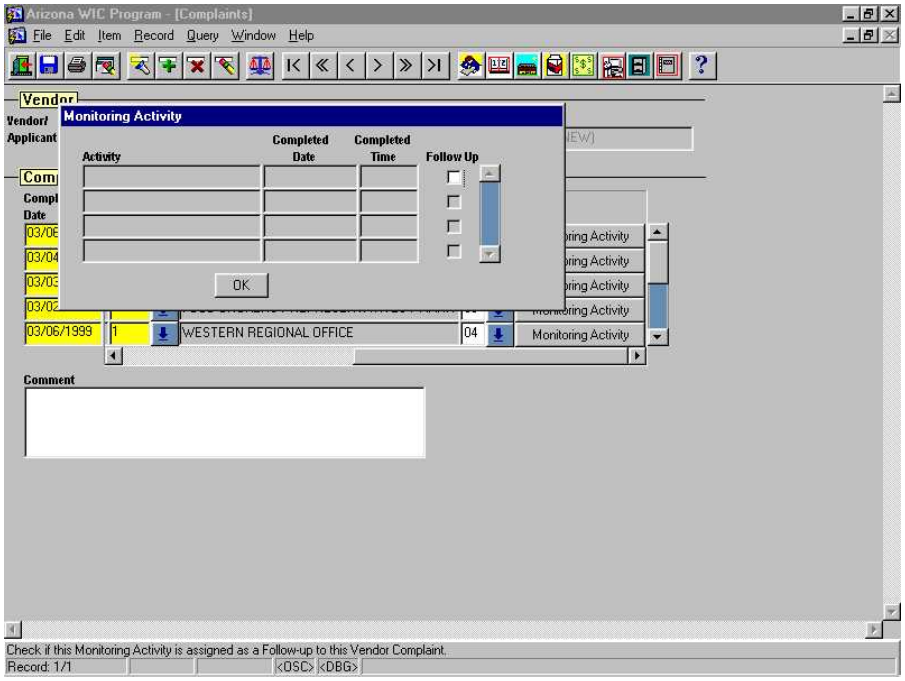


Figure 51 - Monitoring Activity Pop-Up

13. To designate an activity as a follow up to the complaint being recorded, click the Follow Up box.
14. In a similar manner, a follow up activity may be selected by clicking the Follow Up box of an activity that already has a check mark in the Follow Up box.
15. When finished selecting follow up activities, click the OK button to save them and close the Monitoring Activities window.
16. Comments may by entered about the complaint.
17. To save the information entered on the Complaints screen and pop-up window, click the Save icon at the top of the screen. The system displays the message "Transaction Completed." Click the OK button to acknowledge the message and close the message window.

Update a Complaint

1. To select a Vendor, click the arrow to the right of the ID field to show a list of valid values and their corresponding names. Select a vendor by double clicking the row or single clicking the row and then clicking the OK button.
2. Press the F8 key to execute the query.
3. The system populates the Name, Status and any existing complaint information for the vendor.
4. Position the cursor on the field(s) to be updated and complete the updates as described in the Add a Complaint section above.
5. To save updates made on the Complaints screen, click the Save icon. The system displays the message "Transaction Completed." Click the OK button to acknowledge the message and close the message window.

Delete a Complaint

1. To select a Vendor, click the arrow to the right of the ID field to show a list of valid values and their corresponding names. Select a vendor by double clicking the row or single clicking the row and then clicking the OK button.
2. Press the F8 key to execute the query.
3. The system populates the Name, Status, and any existing complaint information for the vendor.
4. Verify that the vendor displayed is the one for which a complaint is to be deleted.
5. Position the cursor on the complaint row to be deleted.
6. Click the Remove Record icon. The complaint information is cleared from the screen.
7. To save the deletion of the Complaint, click the Save icon. The system displays the message "Transaction Completed." Click the OK button to acknowledge the message and close the message window.

Figure 50 - Complaints

Fields

Vendor/Applicant ID - This is a unique, three digit, state assigned identification number. This field is mandatory.
Name - The name of the vendor. This field is display only.
Status - The status of the vendor. This field is display only.
Complaint Date - The date that the complaint was filed. This field is mandatory.
Subject - The code and the topic about which the complaint was made. This field is mandatory.
Status - The status of the vendor. This field is mandatory.
Source - The source of the complaint is selected from the list of values. This field is mandatory.
Local Agency - The local agency where the complaint was filed is selected from the list of values. This field is optional, unless the source is Local Agency. (Not shown.)
Comment - The user may provide any comments or remarks. This field is optional.

Push Button(s)

Monitoring Activity - Clicking on this button opens the Monitoring Activity pop-up window.

Figure 51 - Monitoring Activity Pop-Up

Fields

Activity - The monitoring activity that this is a follow up activity. This field is display only.
Completed Date – The date the monitoring activity was completed. This field is display only.
Completed Time – The time the monitoring activity was completed. This field is display only.

Check Box(es)

Follow Up - Checking this box indicates that this is a follow up activity.

Push Button(s)

OK - Clicking on this button closes the monitoring activity window.

To Create Compliance Client FI

To Create Compliance Client/FI:

1. Click on Vendor Management main menu.
2. Click Monitor. The sub-menu is displayed.
3. Click Create Compliance Client/FI as shown:

The Create Compliance Client/FI window is displayed:

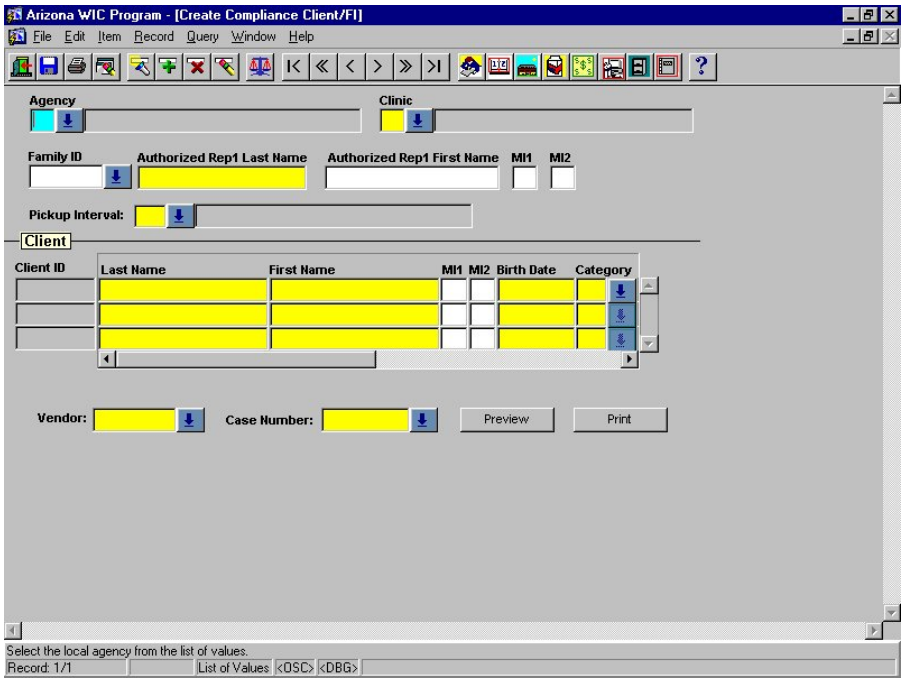


Figure 52 – Create Compliance Client/FI

Add a Compliance Client /FI

1. The System defaults the cursor to the Agency field. Click on the LOV icon, and choose the correct Agency. The System automatically enters the name of the Agency in the field next to the code.
2. Click the LOV icon next to the Clinic code field. Choose the correct Clinic from the list that appears. The System automatically enters the name of the Clinic in the field next to the code.
3. TAB to the Family ID field. Press TAB again to automatically generate a new Family ID.

4. Enter the Authorized Representative's Last Name.
5. TAB to the next field. Enter the Authorized Representative's First Name.
6. TAB to the next field. Enter the Authorized Representative's Middle Initials.
7. TAB to the Pickup Interval field. Click the LOV icon and choose the correct interval. The System automatically generates the description of the interval.
8. TAB to the Client ID field. Press TAB again to automatically generate a client ID.
9. Enter the Client's Last Name.
10. TAB to the next field. Enter the Client's First Name.
11. TAB to the next field. Enter the Client's first Middle Initial.
12. TAB to the next field. Enter the Client's second Middle Initial.
13. TAB to the next field. Enter the Client's Birth Date.
14. Click on the LOV next to the Category field. Choose the correct Category for this client. The description of the Category is automatically entered in the next field.
15. Click on the LOV next to the Food Package field. Choose the correct Food Package for this client.
16. Click the Contents push button to view the detailed contents of the Food Package selected. Click OK to return to the main screen.
17. TAB to the Effect. Date field. Enter the effective date for this client.
18. TAB to the End Date field. The System automatically generates the End Date for this client. If the date is incorrect, enter the correct date.
19. Click on the LOV next to the Vendor field. Choose the correct Vendor.
20. Click on the LOV next to the Case Number field. Choose the correct Case Number.
21. Press the Preview push button. A pop-up window displays an example of the FI that will be printed. Verify the information, and click the OK button.
22. Press the Print FI button. A pop-up window will ask you if FI stock has been loaded in the printer. Verify that it has, and click the OK button.
23. To update the System with the new information, click the Save icon.
24. The System displays the message, "Transaction Completed."
25. Click the OK button.

Update a Compliance Client /FI

1. Press the F7 key or click the Query icon.
2. The System automatically clears all of the fields.
3. The cursor moves to the first blank under the Agency field.
4. In the appropriate field, enter the Agency and the Clinic for the vendor compliance case to be updated.
5. Press the F8 key or click the Query icon to execute the query.
6. Click the Comments field of the Category Group to be updated.
7. Type in the new information.
8. Click the Save icon.
9. The System displays the message, "Transaction Completed."
10. Click the OK button.

Delete a Compliance Client /FI

1. Click the row to be deleted.
2. Click the Remove Record icon. The information is removed.
3. To permanently remove the item from the System, click the Save icon.
4. The System displays the message, "Transaction Completed."

5. Click the OK button.

Figure 52 – Create Compliance Client/FI

Fields

Agency – The organizational unit that serves as the WIC clinic for the Participant. This field is mandatory.
Clinic – The organizational unit that serves as the WIC clinic for the Participant. This field is mandatory.
Family ID – A unique, system generated identifier for the family economic unit.
Authorized Representative 1 Last Name - The last name of the primary authorized representative. This field is mandatory.
Authorized Representative 1 First Name – The first name of the primary authorized representative. This field is optional.
MI1- The first middle initial of the Authorized Representative. This field is optional.
MI2 - The second middle initial of the Authorized Representative. This field is optional.
Pick-up Interval – The family pickup interval is displayed here. This field is mandatory.
Client ID – The unique identification number to identify a Participant. This field is display only.
Last Name – The last name of the Participant. This field is mandatory.
First Name – The first name of the Participant. This field is mandatory.
MI1 – The first middle initial of the Participant. This field is optional.
MI2 - The second middle initial of the Participant. This field is optional.
Birth Date- - The birth date of the Participant. This field is optional.
Category - The Participant's category. This field is optional and may be selected from the list of values.
Vendor – The selection of the vendor and their ID number where a compliance buy will take place.
Case Number – This number is created after a compliance case is created. This field is mandatory.

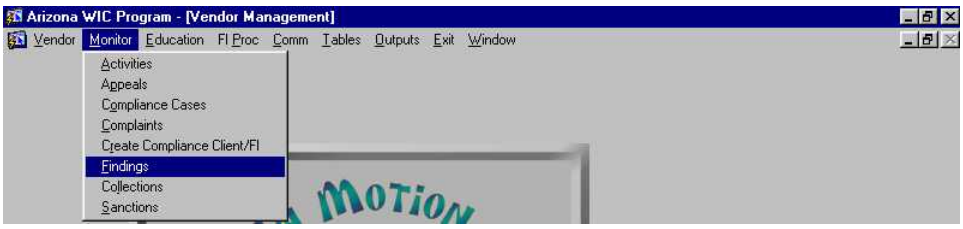
Push Buttons

Preview - Brings up a window showing the food instrument to be printed.
Print - Prints the food instruments.

Monitoring Activity Findings

To Monitor Activity Findings:

1. Click Monitor on the Vendor Management main menu.
2. Click on Findings as shown:



The Activity Findings window is displayed:

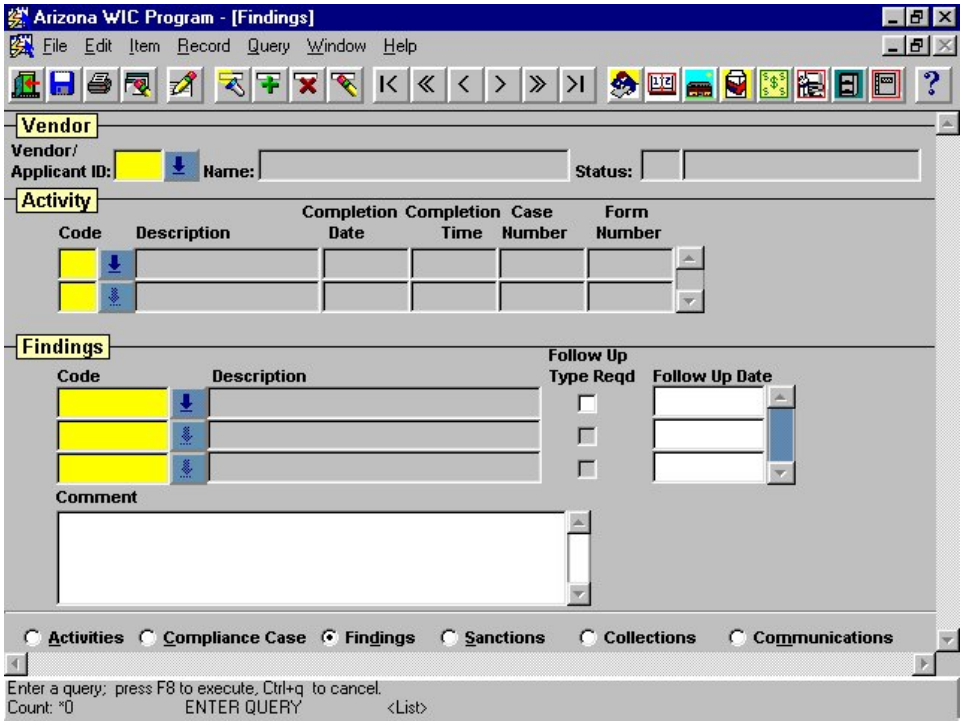


Figure 53 - Monitoring Activity Findings

Documenting Findings

1. Click on the List of Values menu to the right of the Vendor/Application ID field for a list of vendors and select the desired vendor.
2. Press the F8 key to execute the query and the vendor name and status is filled in.
3. To add a new Activity, click on the code field and it turns blue indicating data entry is available.
4. Click on the list of values button to the right of the code button and select from the list of available codes.

5. Tab forward and enter the Description, Completion Date, Completion Time, Case Number, and Form Number, as applicable.
6. Tab to the Findings section to add a new activity.
7. Click on the list of values button to the right of the Code button and select the appropriate code.
8. Click on the list of values button to the right of the code button and select the applicable code The description field is auto-filled once the code is entered.
9. Tab forward to the Follow-up Type Required field. Enter a check in this box if follow-up is required.
10. Tab to the Follow-up Date field and enter the date the follow-up activity should be performed. This field is mandatory if the check box is marked.
11. Tab to the Comments field. Any comments about the findings may be entered in this free form note field.

Figure 53 - Monitoring Activity Findings

Fields (Vendor section)

Vendor/Applicant ID - The Vendor or Applicant to track. This field is mandatory and can be selected from a list of values.
Name - The name associated with the Vendor/Applicant ID. This field is display only.
Status - The status of the Vendor/Applicant. This field is display only. The Status description is shown with the Status.

Fields (Activity section)

Code - The unique code for the activity. This field is display only.
Description - The description of the activity. This field is display only.
Completion Date - The date of completion of the activity. This field is display only.
Completion Time - The time of completion of the activity. This field is display only.
Case Number - The unique identifier of the compliance case. This field is display only.
Form Number - The Printing designated form number used to accomplish the activity, (i.e. WIC1, WIC2, etc.) This field is display only.

Fields (Findings section)

Code - The unique identifier of the activity findings. This field is mandatory and can be selected from a list of values. For more information, please refer to the Findings table.
Description - The description of the findings. This field is display only.
Followup Date - The date by which the followup action should be performed. This field is mandatory if the Followup Type Required is checked.
Comment - The user may enter any comments or remarks here. This field is optional.

Check Boxes

Followup Type Reqd (Followup Type Required) - A check box that indicates there is another action that should be performed.

Navigational Radio Button(s)

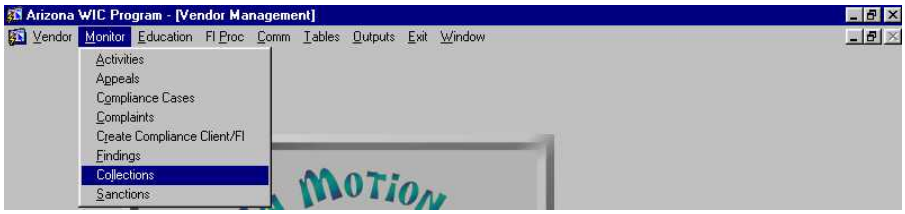
Activities - Allows navigation to the Vendor/Applicant Monitor Activities Window.

Compliance Case - Allows the user to navigate directly to the Vendor Compliance Activity Window.
Findings - Allows the user to navigate directly to the Vendor Monitoring Findings Window.
Sanctions - Allows the user to navigate directly to the Vendor Sanctions Window.
Collections - Allows navigation to the Vendor Collections Window.
Communications - Allows navigation to the Vendor/Applicant Communications Window.

Vendor Collections

To Monitor Vendor Collections:

1. Click Monitor on the Vendor Management main menu.
2. Click on Collections, as shown:



The Monitor Vendor Collections window is displayed:

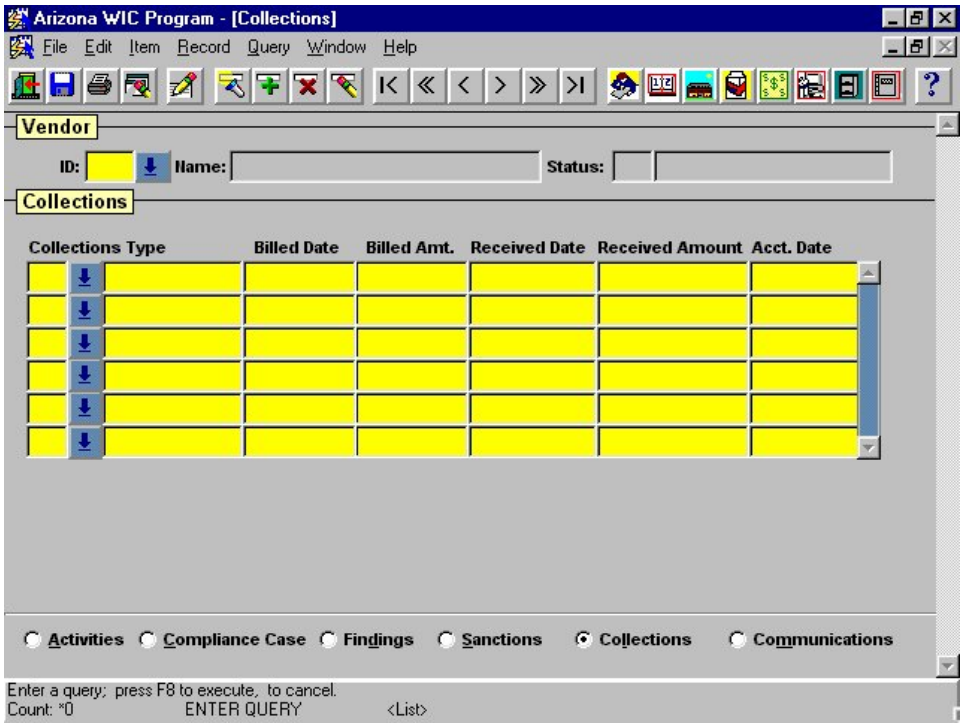


Figure 54 - Vendor Collections

Documenting Collections

1. Click once on the list of values button to the right of the ID field and select the desired vendor from the list. Double click on the name and it is entered on the screen.
2. Press F8 to execute the query and the Name and Status fields are filled in.
3. Tab to the Collections section to enter new collections.
4. Click on the Collections field. It turns blue indicating data entry is available.

5. Click on the list of values button to the right of the Collections field and select from the list of available options.
6. Double click on the Collections code. The code is entered, and the name of the collection type is entered in the display field.
7. Tab forward and enter the Billed Date, Billed Amount, Received Date, Received Amount, and Account Date, as applicable.
8. Save your work.
9. Exit this window.

Figure 54 - Vendor Collections

Fields (Vendor section)

ID - The Vendor to track. This field is mandatory and can be selected from a list of values.
Name - The name associated with the Vendor ID. This field is display only.
Status - The status of the Vendor. This field is display only. The Status description is shown with the Status.

Fields (Collections section)

Collections Type - The reason that a collections was requested. This field is mandatory. The Collections Type description is shown, once a Collections Type has been entered.
Billed Date - The date that a bill was sent to the Vendor. This field is mandatory.
Billed Amount - The amount of the payment requested. This field is mandatory
Received Date - The date that the payment was received by the State. This field is optional.
Received Amount - The amount of the payment received by the State. This field is mandatory if the Received Date is filled in.
Acct. Date (Accounting Date) - The date that the State forwarded the payment to accounting. This field is optional.

Navigational Radio Button(s)

Activities - Allows navigation to the Vendor/Applicant Monitor Activities Window.
Compliance Case - Allows the user to navigate directly to the Vendor Compliance Activity Window.
Findings - Allows the user to navigate directly to the Vendor Monitoring Findings Window.
Sanctions - Allows the user to navigate directly to the Vendor Sanctions Window.
Collections - Allows navigation to the Vendor Collections Window.
Communications - Allows navigation to the Vendor/Applicant Communications Window.

Monitoring Activity Sanctions

To Monitor Activity Sanctions:

1. Click Monitor on the Vendor Management main menu.
2. Click on Sanctions as shown:

The Sanctions Window is displayed:

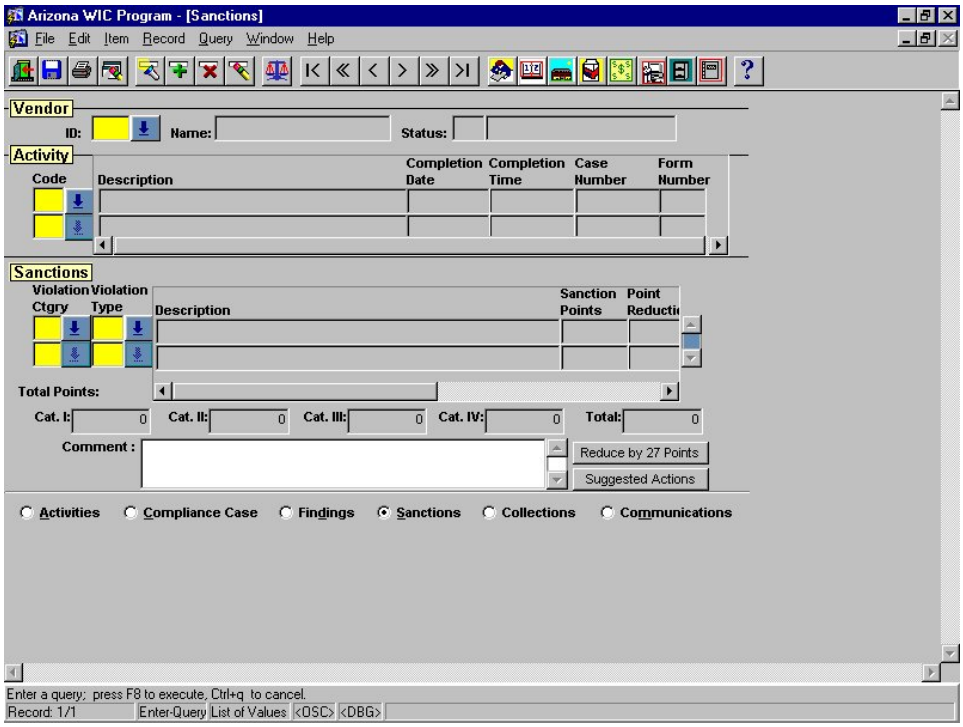


Figure 55 - Monitoring Activity Sanctions

Documenting Sanctions

1. Click once on the list of values button to the right of the ID field and select the desired vendor from the list. Double click on the name and it is entered on the screen.
2. Press F8 to execute the query and the Status field is filled in.
3. Tab to the Activity section in the middle of the window to enter new activity.
4. Click on the code field and it turns blue indicating data entry is available.

5. Click on the list of values button to the right of the code button and select from the list of available codes.
6. Double click on the activity code.
7. Tab forward and enter the Description, Completion Date, Completion Time, Case Number, and Form Number, as applicable.
8. Tab to the Sanctions section to add new violations.
9. Click on the list of values button to the right of the Violation Category button and select the appropriate category.
10. Click on the list of values button to the right of the Violation Type button and select the applicable violation type.
11. Tab forward to automatically display Description, Sanction Points and Point Reduction.
12. Continue to tab forward and enter Overcharged Amount, Notify Date, Start Date, and End Date as appropriate.
13. Click the Reduce by 27 Points push button to open the pop up window. Click okay to have 27 points deducted and you will return to the sanctions window.

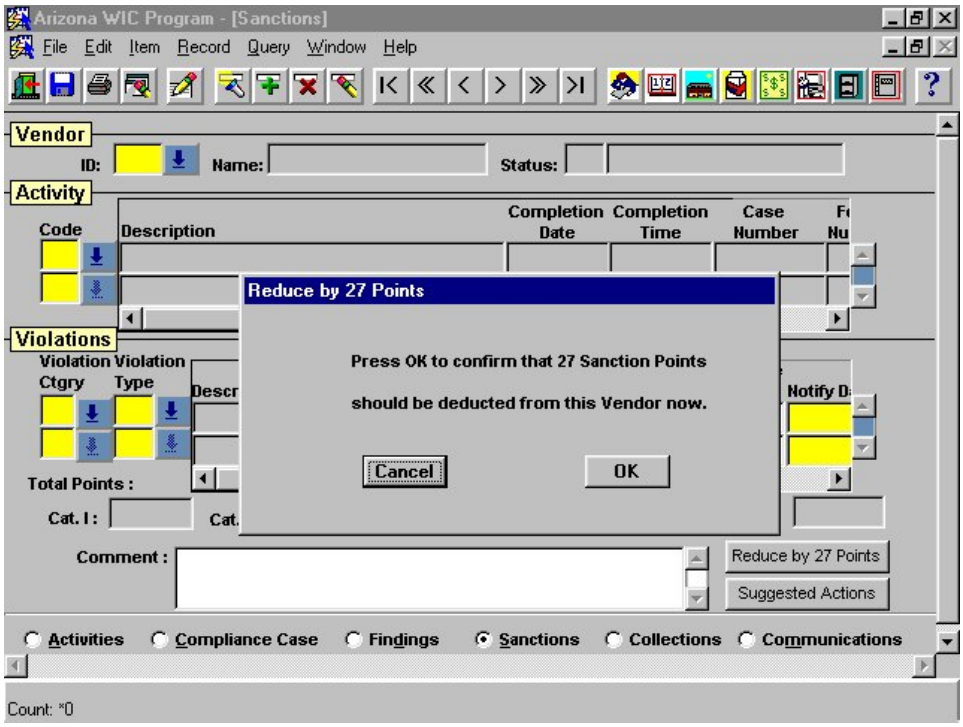


Figure 56 - Vendor Monitoring Activity Sanctions, Reduce by 27 Points

14. Click the Suggested Actions push button to open the pop up window. This window is display only of the suggested activities to perform based on the violation selected. Click OK to return to the sanctions window.

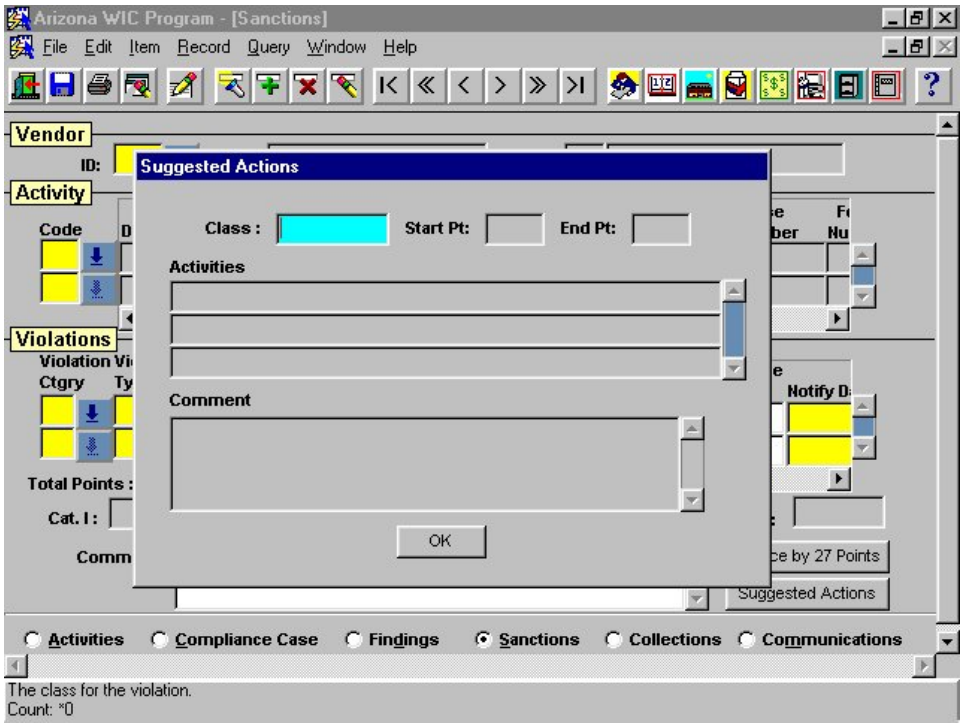


Figure 57 - Vendor Monitoring Activity Sanctions, Suggested Actions

15. Save your work.
16. Exit this window.

Figure 55 - Monitoring Activity Sanctions

Fields (Vendor section)

ID - The Vendor to track. This field is mandatory and can be selected from a list of values.
Name - The name associated with the Vendor ID. This field is display only.
Status - The status of the Vendor. This field is display only. The Status description is shown with the Status.

Fields (Activity section)

Code - The unique code for the activity. This field is display only.
Description - The description of the activity. This field is display only.
Completion Date - The date of completion of the activity. This field is display only.
Completion Time - The time of completion of the activity. This field is display only.
Case Number - The unique identifier of the compliance case. This field is display only.
Form Number - The Printing designated form number used to accomplish the activity, (i.e. WIC1, WIC2, etc.) This field is display only.

Fields (Violations section)

Violation Ctgry - The violation category. This field is mandatory.
Violation Type - The violation type. This field is mandatory and can be selected from a list of values.
Description - The violation description is shown here. This field is display only.
Sanction Pts - The number of points the sanction is worth, as taken from the Sanction Type Codes table. This field is display only.
Point Reduction - The number of points to be deducted from Pts, due to the one-time 27-point reduction. This field is display only.
Notify Date - The date that the Vendor is notified of the Sanction. This date is mandatory and must be less than the Sanction Start Date.
Start Date - The date that the sanction will be starting. This field is mandatory.
End Date - The date that the sanction points will be dropped. This field is calculated as the Sanction Start Date, plus the months of suspension from the Sanction Type Codes table. This field is display only.

Total Points:
Cat. I - The Category I total number of active (non-expired) sanction points accumulated by the Vendor. These fields are display only.
Cat. II - The Category II total number of active (non-expired) sanction points accumulated by the Vendor. These fields are display only.
Cat. III - The Category III total number of active (non-expired) sanction points accumulated by the Vendor. These fields are display only.
Cat. IV - The Category IV total number of active (non-expired) sanction points accumulated by the Vendor. These fields are display only.
Total - The total number of active (non-expired) sanction points accumulated by the Vendor. These fields are display only.
Comment - The user may provide any comments or remarks. This field is optional.

Push Button(s)

Reduce by 27 Points - Brings up the Reduce by 27 Points window, to confirm the one-time reduction of 27 points from the Vendor.
Suggested Actions - Brings up the Suggested Actions window.

Navigational Radio Button(s)

Activities - Allows navigation to the Vendor/Applicant Monitor Activities Window.
Compliance Case - Allows the user to navigate directly to the Vendor Compliance Activity Window.
Findings - Allows the user to navigate directly to the Vendor Monitoring Findings Window.
Sanctions - Allows the user to navigate directly to the Vendor Sanctions Window.
Collections - Allows navigation to the Vendor Collections Window.
Communications - Allows navigation to the Vendor/Applicant Communications Window.

Figure 56 - Vendor Monitoring Activity Sanctions, Reduce by 27 Points

Push Button(s)

Cancel - Closes the window, returning the user to the Sanctions window without applying the 27-point reduction.
OK - Applies the 27-point reduction of sanction points and closes the window, returning the user to the Sanctions window.

Figure 57 - Vendor Monitoring Activity Sanctions, Suggested Actions

Fields

Class - The sanction class. This field is display only.
Start Pt - The minimum sanction point for the suggested activity. This field is display only.
End Pt - The maximum sanction point for the suggested activity. This field is display only.
Activities - The list of functions suggested to be performed. This field is display only.
Comment - The comments about the Suggested Actions. This field is display only.

Push Button(s)

OK - Closes the window, returning the user to the Sanctions window.

Schedule Vendor Education

To Monitor Schedule Education:

1. Click on Education from the menu bar.
2. Click on Vendor Education as shown below:

The Vendor Education Window is displayed:

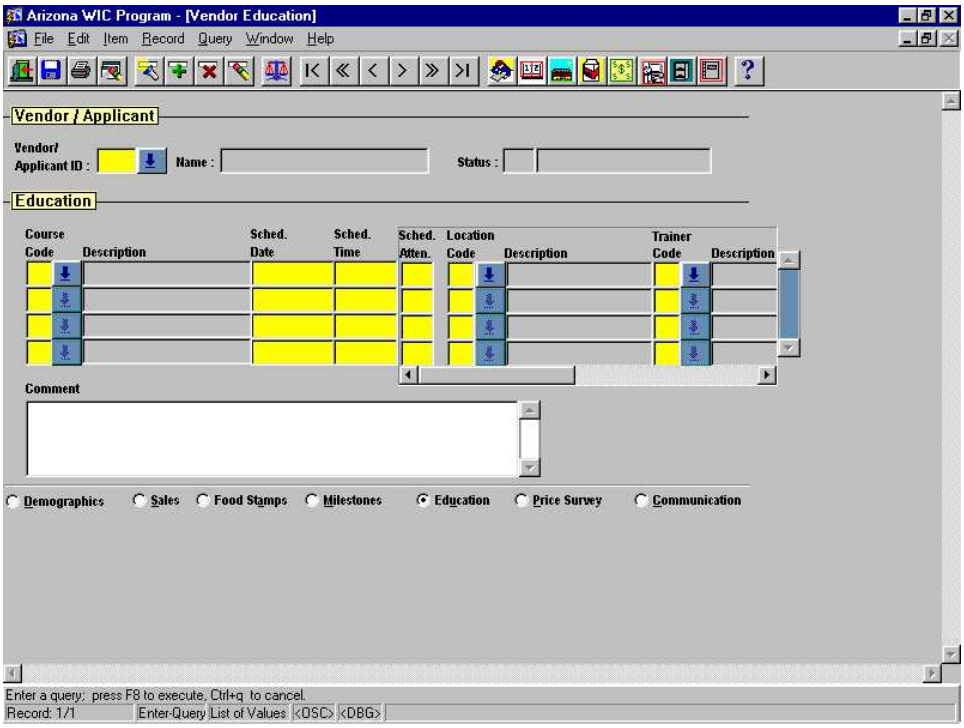


Figure 58 - Vendor Education

Schedule a Vendor for Education Classes

1. Click once on the list of values button to the right of the Vendor/Applicant ID field, then select the vendor to be scheduled for class(es) by double clicking on the vendor's name.
2. The system will automatically populate the Vendor/Applicant ID field and the Name field with the correct information.
3. Press the F8 key once to execute the query and the system will automatically populate the Status field to show the vendor's current status, as well as all the fields under the Education section if the vendor has previously been scheduled for education classes.
4. Click once on the first space under the Course Code field, the system will turn the field blue.

5. Click once on the Insert Record icon and the system will create a blank row of fields to schedule a new education class for the vendor.
6. Click once on the list of values button to the right of the Course Code field the cursor is in.
7. Select the course code you want to schedule the vendor for by double clicking on the description. The system will automatically populate the Course Code and Description fields.
8. TAB to the Sched. Date field, then enter the date the course will be held in the following format: MM/DD/YYYY.
9. TAB to the Sched. Time field, then enter the time the course will begin in the following format: HH:MM AM or HH:MM PM.
10. Press the TAB key once again to move the cursor to the Sched. Atten. Field. Then enter the number of people that will attend the education course.
11. Click once on the list of values button to the right of the Location code field. Then select the correct location the course will be held by double clicking on the description name. The system will automatically populate the Location Code and Description fields with the information chosen.
12. Click once on the list of values button to the right of the Trainer Code field. Then select the correct code that indicates the level of the staff member who will be conducting the training by double clicking on the description name. The system will automatically populate the Trainer Code and Description (the one to the right of Trainer Code) fields with the information chosen.
13. Compl. Date and Actual Attend. can be entered optionally. Compl. Date is the date of the Education/Training completed and Actual Attend. is the number of people that actually attended this course.
14. Click once on the Save icon. The system displays the message “Transaction Completed.” Click once on the OK button and a vendor for an education class has successfully been scheduled.

Delete a Vendor from a Scheduled Education Class

1. Click once on the list of values button to the right of the Vendor/Applicant ID field. Then select the vendor to be deleted from class(es) by double clicking on the vendor’s name.
2. The system will automatically populate the Vendor/Applicant ID field and the Name field with the correct information.
3. Press the F8 key once to execute the query and the system will automatically populate the Status field to show the vendor’s current status, as well as all the fields under the Education section if the vendor has previously been scheduled for education classes.
4. Click once on the space under the Course Code field that corresponds to the education course. The field will turn blue.
5. Click once on the Remove Record icon and the system will delete the row of fields containing that education class.
6. Click once on the Save icon. The system displays the message “Transaction Completed.” Click once on the OK button and a vendor from an education class has been successfully deleted.

View a Vendor’s Scheduled Education Classes

1. Click once on the list of values button to the right of the Vendor/Applicant ID field. Select the vendor whose schedule to be viewed by double clicking on the vendor’s name.
2. The system will automatically populate the correct information in the Vendor/Applicant ID and Name fields.

3. Press the F8 key once to execute the query and the system will insert the Status code and description corresponding to the vendor selected.
4. Under the Education section of the screen, the system filled in any scheduling, location, attendance, and comment information appropriate to that vendor.
5. Click on the right arrow of the scroll bar under the Education section so the fields to the right of the Trainer Code field may be seen.

Update a Vendor's Education Class Attendance Record

1. Click once on the list of values button to the right of the Vendor/Applicant ID field. Select the vendor whose schedule is to be updated by double clicking on the vendor's name.
2. The system will automatically populate the appropriate information in the Vendor/Applicant ID and Name fields.
3. Press the F8 key once to execute the query and the system will insert the Status code and description corresponding to the vendor selected.
4. Under the Education section of the screen, the system filled in any scheduling, location, attendance, and comment information appropriate to that vendor.
5. If the class information to be updated is not visible on the screen, click on the down arrow of the scroll bar under the Education section until the class is found.
6. Click on the right arrow of the scroll bar several times under the Education section so the fields to the right of the Trainer Code field may be seen.
7. Click once in the space under the Compl. Date field which corresponds to the education course to be updated. This space will turn blue.
8. Enter the date the course was completed in the following format: MM/DD/YYYY.
9. TAB to the Actual Attend. field, then enter the number of representatives from the vendor who actually attended the training course.
10. Click once on the Save icon. The system displays the message "Transaction Completed." Click once on the OK button and a vendor's attendance record at an education course has been successfully updated.

Figure 58 - Vendor Education

Fields

Vendor/Applicant ID - The unique ID for each WIC vendor or vendor applicant is selected from the list of values. This field is mandatory.
Name - The WIC vendor or applicant's business name. This field is display only.
Status - The status code and code description of the vendor/applicant. This is a display only field.
Course Code - The course code number is selected from the list of values. This field is mandatory.
Description - The name of the vendor education course which is scheduled. This field is display only. This field is mandatory.
Scheduled Date - The scheduled date for the course. This field is mandatory.
Scheduled Time - The scheduled time for the course. This field is mandatory.
Scheduled Atten. - The number of individuals scheduled to attend the course. This field is mandatory.
Location Code - The ID of the education location is selected from the list of values. This field is mandatory.
Description - The description of the education location. This field is display only.

Trainer Code - The code for the WIC staff member who will be providing the education to the vendor is selected from the list of values. This field is mandatory.
Description - The description of the trainer code selected. This field is display only.
Compl. Date - The date the Training/Education was rendered. This field is optional. (Not shown.)
Actual Attend. - The actual number of attendees for the Training/Education class. This field is optional. (Not shown.)
Comment - The user may provide any comments or remarks. This field is optional.

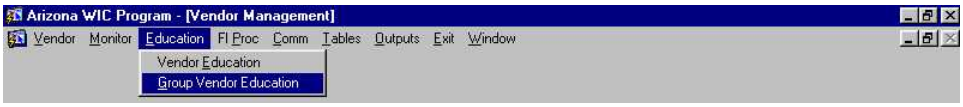
Navigational Radio Button(s)

Demographics - Allows the user to quickly navigate to the Demographics Window.
Sales - Allows the user to quickly navigate to the Sales Window.
Health - Allows the user to quickly navigate to the Health Window.
Milestones - Allows the user to quickly navigate to the Milestones Window.
Education - Allows the user to quickly navigate to the Education Window.
Price Survey- Allows the user to quickly navigate to the Price Survey Window.
Communication - Allows the user to quickly navigate to the Communication Window.

Group Vendor Education

To Schedule Group Education:

1. Click on Education from the menu bar.
2. Click on Group Vendor Education as shown below:



The Group Vendor Education Window is displayed:

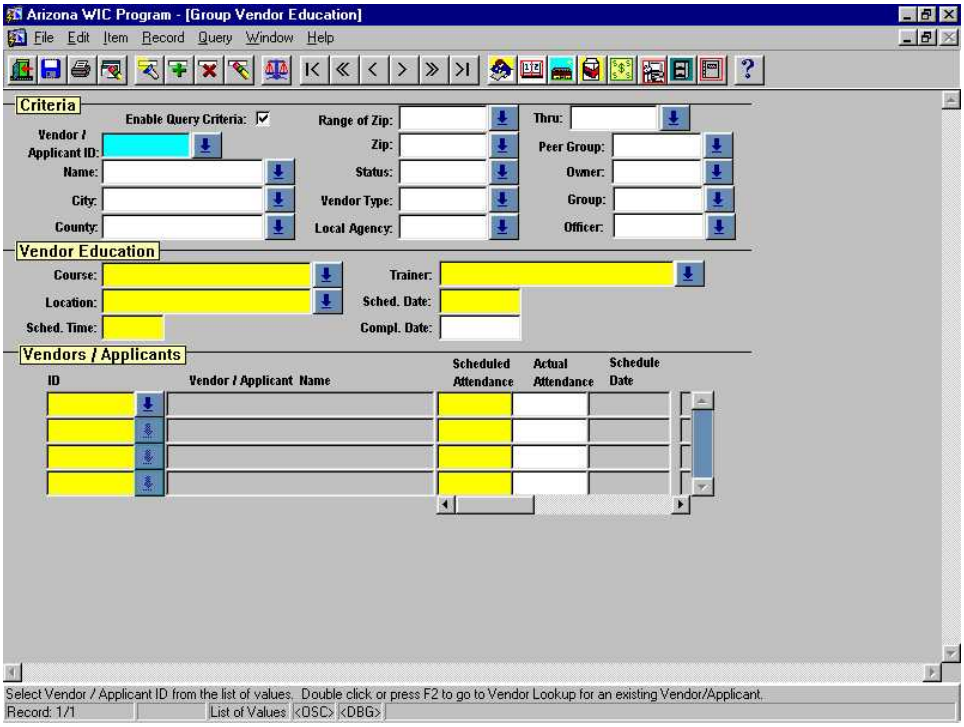


Figure 59 - Group Vendor Education

Schedule a Group of Vendors for One Education Course

1. Using the fields displayed under the Criteria section at the top of the screen, determine which criteria or combination of criteria will be used to formulate a group of vendors to schedule for an education course. For the purposes of this example, a group of vendors that are located on the same island will be created.
2. Click once on the list of values button to the right of the Island field, then select the island wanted by double clicking on its name.
3. Press the F8 key once to execute the query and the system will automatically populate the ID, Vendor/Applicant Name, Scheduled Attendance, Actual Attendance and Comments fields in the lower third of the screen with the correct vendor information for the island chosen.

4. Before scheduling the list of vendors that is displayed at the bottom of the screen for an education class, the system allows the opportunity to add or delete vendors to that list.
5. To delete a vendor from list, click once in the field containing the vendor's ID number. Then click once on the Remove Record icon.
6. To add a vendor to the list, click once in any space under the ID field and that field will turn blue.
7. Click once on the Insert Record icon and the system will produce a blank row of information.
8. Click once on the list of values button to the right of the ID field in the blank row. Then select the vendor to be added to the list by double clicking on the vendor's name. The system will automatically populate the ID and Vendor/Applicant Name fields.
9. For each vendor in the list now modified at the bottom of the screen, click once in the space under the Scheduled Attendance field next to that vendor's name and enter in the number of people from that vendor's company who are expected to attend the education course.
10. Click once on the list of values button to the right of the Course field under the Vendor Education section of the screen, then select the type of education course being scheduled for these vendors by double clicking on the name of the course.
11. Click once on the list of values button to the right of the Trainer field. Then select the WIC representative who will conduct the education course by double clicking on his/her name or title.
12. Click once on the list of values button to the right of the Location field. Then select the location at which the education course will be held by double clicking on the location name.
13. Click once in the Sched. Date field, the enter the start date of the education course in the following format: MM/DD/YYYY. Do the same for the Comp. Date field.
14. Click once in the Sched. Time field. Then enter the start time of the education course in the following format: HH:MM AM or HH:MM PM.
15. Click once on the Save icon, the system will display the message "Transaction Completed." Click once on the OK button and a group of vendors for a single education course has successfully been scheduled.

Update or Change a Group Vendor Education Course

1. A previously scheduled Group Vendor Education Course may not be updated or changed.
2. To change, all vendors associated with the course must be deleted and then add the course as a new course and assign the vendors as in "Schedule a Group of Vendors for One Education Course."

To Delete a Vendor from a Group Education Course

1. Uncheck the Enable Query Criteria check box. The cursor will move to the Vendor Education Section.
2. Click on the List of Values buttons to the right of the Course Field to select the course to be updated or changed. Repeat for Trainer, Location, Sched. Date, and Sched. Time. Press the F8 key to execute query. The system will populate the ID, Vendor/Applicant Name, and Scheduled Attendance previously input.
3. Place the cursor in the ID field corresponding the vendor to be deleted.
4. Click on the remove record icon to delete this vendor from the group vendor education course.
5. Click on the Save icon. The system will display the message "Transaction Completed." Click on the OK button.

Note: A Scheduled Vendor Education Course already scheduled may be deleted, only for Vendor/Applicants.

Figure 59 - Group Vendor Education

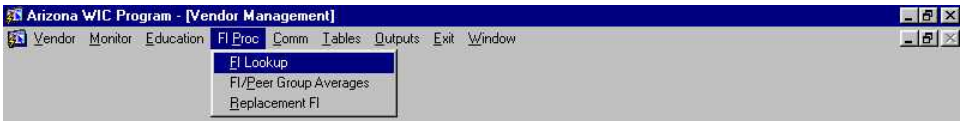
Fields

Vendor/Applicant ID - The unique identifying number of the WIC vendor is selected from the list of values. This field is optional.
Name - The name of the vendor is selected from the list of values. This field is optional.**Vendor City -** The city which the vendor is located in is selected from the list of values. This field is optional.
County - The county code that the Vendor/Applicant is located in. This field is optional and can be selected from a list of values.
Range of Zips - The user may select a range of zip codes in which the Vendor/Applicant is located. These fields are optional
Zip - The zip code which the vendor(s) belong to. This field is optional.
Status - The status of the vendor is selected from the list of values. This field is optional.
Vendor Type - The type of vendor is selected from the list of values. This field is optional.
Local Agency - The local agency that the vendor is located in is selected from the list of values. This field is optional.
Peer Group - The peer group which the vendor belongs to is selected from the list of values. This field is optional.
Owner - The owner of the vendor is selected from the list of values. This field is optional.
Group - The group code associated with the Vendor/Applicant's Owner. This field is optional and can be selected from a list of values.
Officer - The officer associated with the Vendor/Applicant's Owner table. This field is optional and can be selected from a list of values.
Course - A pre-defined WIC vendor education course is selected from the list of values. This field is mandatory.
Trainer - The WIC representative who will provide the training is selected from the list of values. This field is mandatory.
Location - The pre-defined location which the training will occur at is selected from the location. This field is mandatory.
Sched. Date - The scheduled date of the course. This field is mandatory.
Sched. Time - The scheduled time of the course. This field is mandatory.
Compl. Date - The date the course was held. This field is optional.
ID - The WIC vendor ID who will be attending the course is selected from the list of values. This field is optional.
Vendor/Applicant Name - The name of the WIC vendor who will be attending the course. This field is display only.
Scheduled Attendance - The number of individuals from the vendor's staff who are scheduled to attend the training. This field is mandatory.
Actual Attendance - The number of individuals from the vendor's staff who actually attended the course. This field is mandatory.
Schedule Date - The actual scheduled date of the course. This field is display only.
Schedule Time - The actual scheduled time of the course. This field is display only.

Food Instrument Lookup

To Lookup Food Instruments:

1. Click on FI Proc from the menu bar.
2. Click on FI Lookup as shown below:



The Vendor FI Lookup Window is displayed:

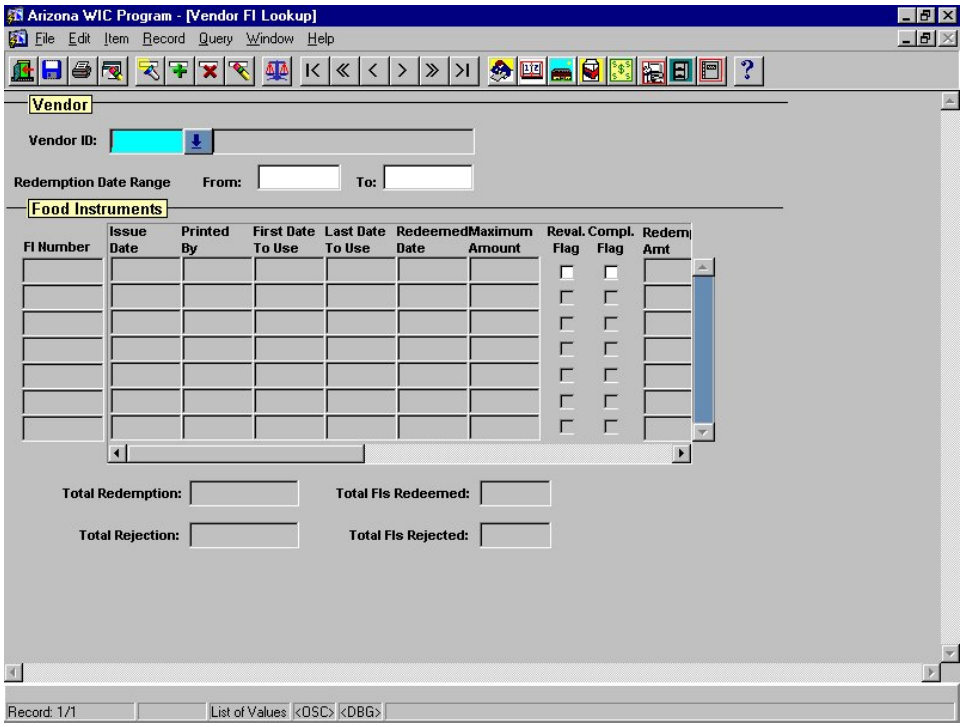


Figure 60 - Vendor FI Look-Up

Lookup Food Instruments Issued to a Vendor

1. Click once on the list of values button to the right of the Vendor ID field, the select the vendor you want to view issued food instruments for by double clicking on the vendor's name. The system will automatically populate the Vendor ID field and the space to the right of it with the vendor's ID code and name.
2. Press the F8 key once to execute the query and the system will automatically populate the fields under the Food Instruments section of the screen with any appropriate issuance, redemption, dollar amount, and approval information corresponding to the vendor you chose. *(Note: The information displayed in these fields is read-only and cannot be added to, updated or deleted.)*

3. Click on the right arrow of the scroll bar under the Food Instruments information fields to see the additional food instrument information to the right.
4. Click the Reject Reasons button and the system will display the view only Reject Reasons pop-up window shown below:

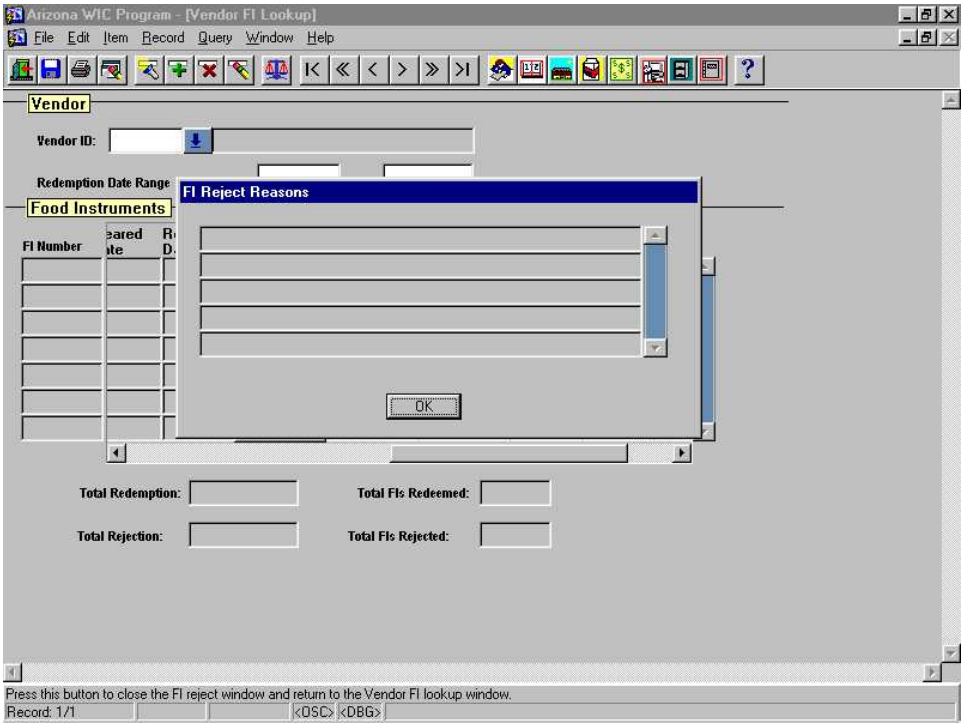


Figure 61 - Vendor FI Look-Up (Reject Reasons Push Button)

5. Click OK to return to the Vendor FI Lookup screen.

Lookup Food Instruments Issued between a Range of Dates

1. Press the TAB key once to move the cursor from its default location in the Vendor ID field, to the Redemption Date Range From field.
2. Enter the beginning date of the date range in the following format: MM/DD/YYYY.
3. TAB to the To field, then enter the ending date of the redemption date range in the following format: MM/DD/YYYY.
4. Press the F8 key once to execute the query and the system will automatically populate the fields under the Food Instruments section of the screen with any appropriate issuance, redemption, dollar amount, and approval information corresponding to the redemption date range you chose. *(Note: the information displayed in these fields is read-only and cannot be added to, updated or deleted).*
5. Click on the right arrow of the scroll bar under the Food Instruments information fields to see the additional food instrument information to the right.

Figure 60 - Vendor FI Look-Up

Fields

Vendor ID - The unique identifier of the vendor maybe selected here from the list of values. This field is optional.
Redemption Date Range From - The first date that the food instrument were redeemed on. This field is optional.
Redemption Date Range To - The last date that the food instruments were redeemed on. This field is optional.
FI Number - The unique identifying number of the food instrument. This field is display only.
Issue Date - The date on which the food instrument was issued. This field is display only.
Printed By - The user ID of the person who created the Food Instrument. This field is display only.
First Date To Use- The first date to use the food instrument. This field is display only.
Last Date To Use -The last date to use the food instrument. This field is display only.
Redeemed Date - The date on which the food instrument was redeemed, if applicable. This field is display only.
Maximum Amt. - The maximum amount that the food instrument can be redeemed for. This field is display only.
Redemption Amt. - The sum of the redemption amounts. This field is display only.
Cleared Date - The date that the bank cleared the food instrument for vendor redemption. This field is display only.
Reject Date - The date on which the food instrument was rejected. This field is display only.
Requested Amount - The amount requested by the vendor when the food instrument was redeemed. This field is display only.
Approved Amount - The amount approved by the bank. This field is display only.
Approved By - The staff member who approved the revalidated food instrument. This field is display only.
Approval Date - The date that the revalidated food instrument was approved. This field is display only.
Void Date - The date that the food instrument was voided. This field is display only.
Total Redemption - The sum of the redemption amounts. This field is display only.
Total FIs Redeemed - The number of clients issued the food instruments listed. This field is display only.
Total Rejection – The sum of the FI amounts rejected. This field is display only.
Total FI's Rejected – The number of rejected FI's on the window. This field is display only.

Push Button(s)

Reject Reason - Clicking this button will display The Reject Reason Pop-up Window.

Check Box(es)

Reval. Flag - The amount that the food instrument was redeemed for. This field is display only.
Compl. Flag - A check in this filed signifies that this FI was for a compliance buy.

Figure 61 - Vendor FI Look-Up (Reject Reasons Push Button)

Fields

FI Reject Reasons - The reason the FI was rejected. This field is display only.

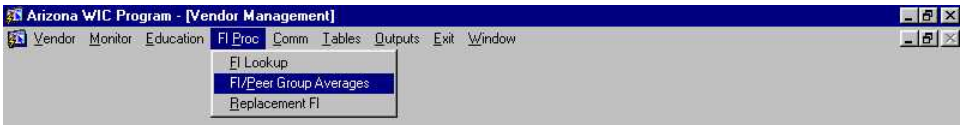
Push Button(s)

OK - Clicking on this button closes the Vendor FI Look-Up window.

Food Instrument Peer Group Averages

To Calculate Food Instrument Peer Group Averages:

1. Click on FI Proc from the menu bar.
2. Click on FI/Peer Group Avgs. as shown below:



The Food Instrument Peer Group Averages Window is displayed:

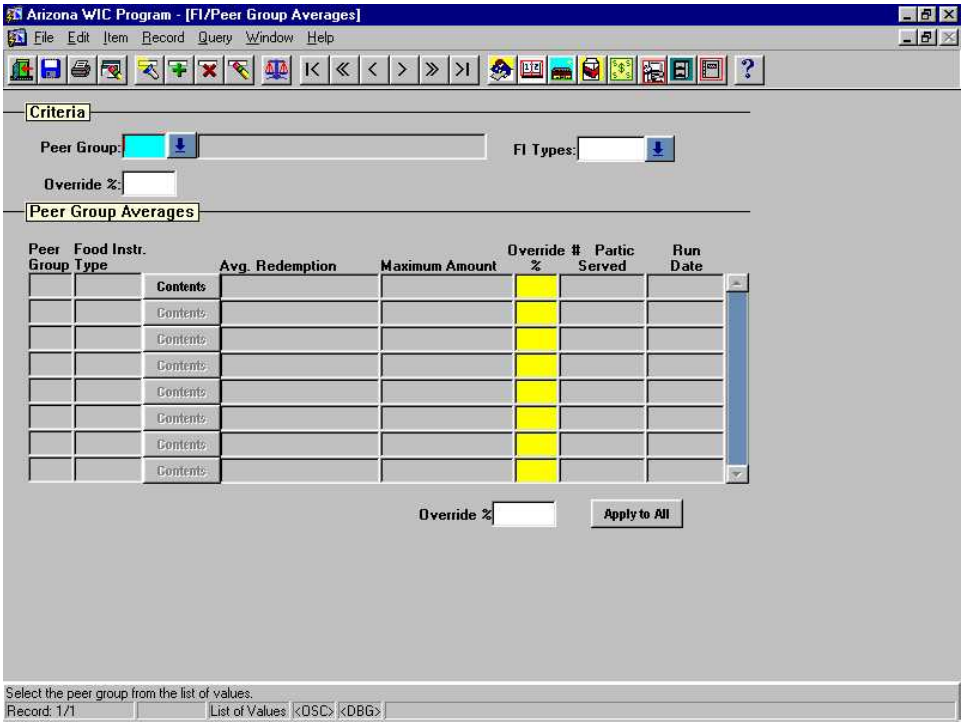


Figure 62 - FI/Peer Group Averages

Note: Using the Criteria section of the window, you may view/update FI maximum amounts based on Peer Group, FI Types or Override %.

Update FI maximum amount for Peer Group

1. Click the list of values button to the right of the Peer Group field. Then select the group by double clicking on the description of the Peer Group.
2. Press the F8 key to execute the query. The system will automatically populate the information fields under the Peer Group Averages section with data from all FI Types redeemed by vendors in this peer group.

3. To view the food items included on an FI type, click the corresponding Contents button. The following pop-up window will be displayed:

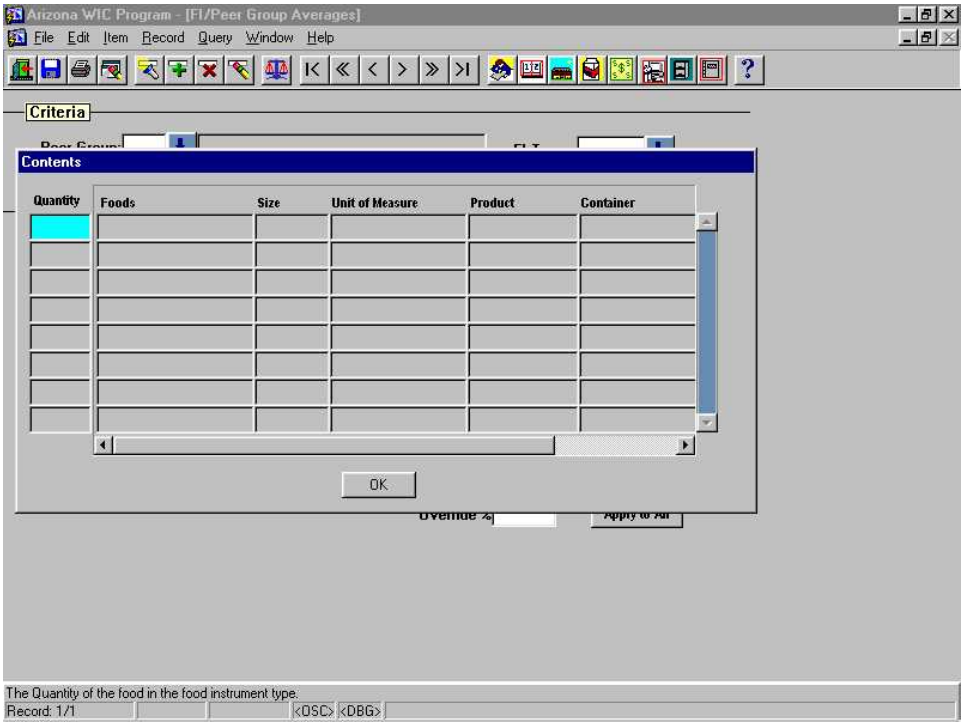


Figure 63 - FI/Peer Group Averages (Food Instrument Type Contents Push Button)

4. Click OK to close the pop-up window and return to the FI/Peer Group Averages window.
5. To change the Maximum Amount of one particular FI type within this peer group, click in the corresponding Override % field. Delete the current percentage and type in the new percentage.
6. To change the Maximum Amount of all FI types within this peer group, click in the Override % field at the bottom of the window. Enter the percentage to override and click the Apply to All push button. The system will display the message "Transaction Completed." Click the OK button.

Update Maximum for Override %

1. In the Criteria section of the window, enter the Override % on which you wish to query.
2. Press the F8 key to execute the query. The system will automatically populate the information fields under the Peer Group Averages section with data from all FI types and peer groups with this particular Override %.
3. To view the food items included on an FI type, click the corresponding Contents button. The following pop-up window will be displayed:
4. Click OK to close the pop-up window and return to the FI/Peer Group Averages window.
5. To change the Maximum Amount of one particular FI type within a peer group, click in the corresponding Override % field. Delete the current percentage and type in the new percentage.
6. To change the Maximum Amount of all FI types with this percentage, click in the Override % field at the bottom of the window. Enter the percentage to override and click the Apply to All

push button. The system will display the message "Transaction Completed." Click the OK button.

Figure 62 - FI/Peer Group Averages

Fields

The following are displayed in the Criteria section:

Peer Group - The code and description for a peer group of vendors. This field is optional and may be selected from the list of values.
FI Types - The code for FI Types. This field is optional and may be selected from the list of values.
Override % - This is the override percent on which to perform a query. This field is optional.

The following are displayed in the Peer Group Averages section:

Peer Group - The code for a peer group. This field is display only.
Food Instr. Type - The code for an FI Type. This field is display only.
Avg. Redemption - The average amount for which this FI type has historically been redeemed by this peer group.
Maximum Amount - The maximum allowable amount for which this FI type may be redeemed. This field is mandatory.
Override % - The percentage of leeway above the average redemption rate for which an FI may be redeemed. This field is mandatory.
Number Partic. Served - The number of participants who have redeemed the particular FI type within a specific peer group. This field is display only.
Run Date - The date on which the average redemption value was last calculated. This field is display only.
Override % - User-entered override percentage to be applied to all FI types displayed. This field is optional.

Push Button(s)

Contents - Displays the Contents pop-up window.
Apply to All - Applies the user-entered override percentage to all FI types displayed on the window.

Figure 63 - FI/Peer Group Averages (Food Instrument Type Contents Push Button)

Fields

Qty - The quantity of a specific type of food in the FI type. This field is display only.
Foods - The description of the food item. This field is display only.
Size - The quantity of the units of measure of the food in the FI type. This field is display only.
Unit of Measure - The measurement (gallon, quart, etc.) of the food item. This field is display only.
Product - The product type of the food item (ready-to-feed, powdered, etc). This field is display only.

Container - The type of container (can, box, etc.) in which this food may be purchased. This field is display only.
Manufacturer - The producer of the food item. This field is display only.

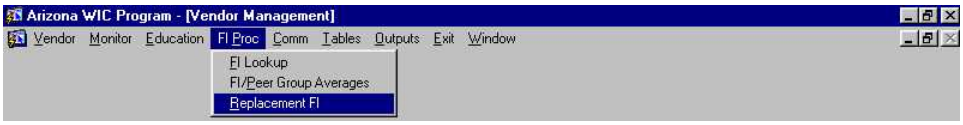
Push Button(s)

OK - Closes the Contents pop-up window and returns the user to the FI/Peer Group Averages window.

Replacement Food Instrument

To Replace Food Instruments:

1. Click on FI Proc from the menu bar.
2. Click on Replacement FI as shown below:



The Replacement FI Window is displayed:

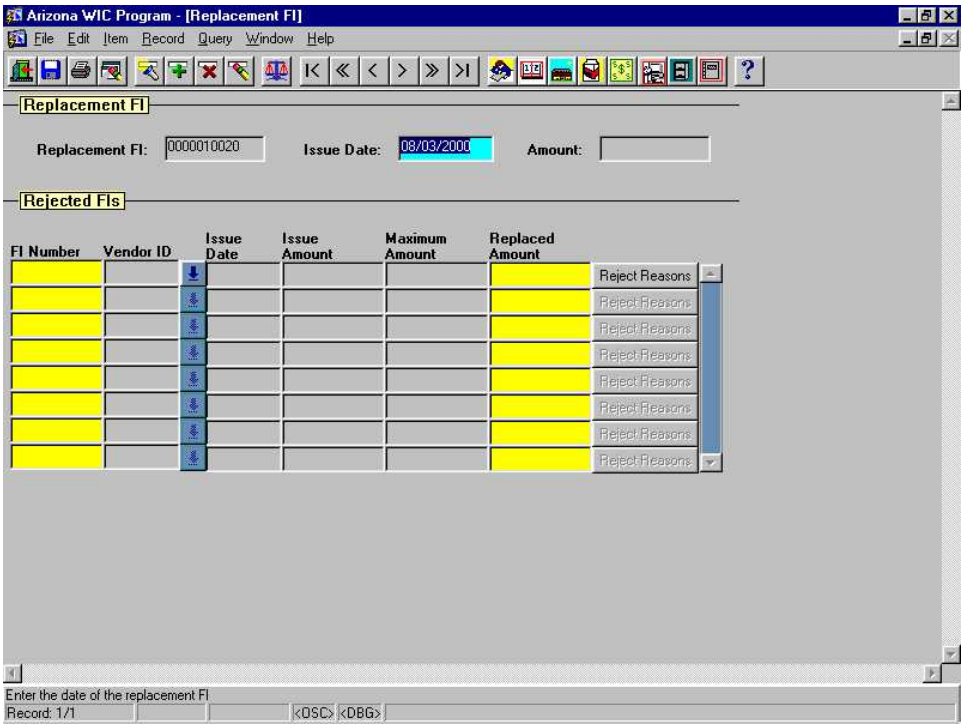


Figure 64 - Replacement FI

Produce a Replacement Food Instrument

1. Press the Enter Query icon to set the form. *(Note: This form is read only unless a replacement FI is being added.)*
2. Press the Insert Record icon to add a new replacement FI.
3. Click the list of values button to the right of the Vendor field. Then select the vendor for whom the replacement food instrument is to be generated.
4. Select the Reject FI number to be used in the replacement FI.
5. Click the Reject Reasons button in any row containing a Rejected Food Instrument and the system will display the Reject Reasons pop-up window below.

6. Serial Number is system generated. This is the FI number to be issued as a replacement to the vendor.
7. Type in a comment if desired.

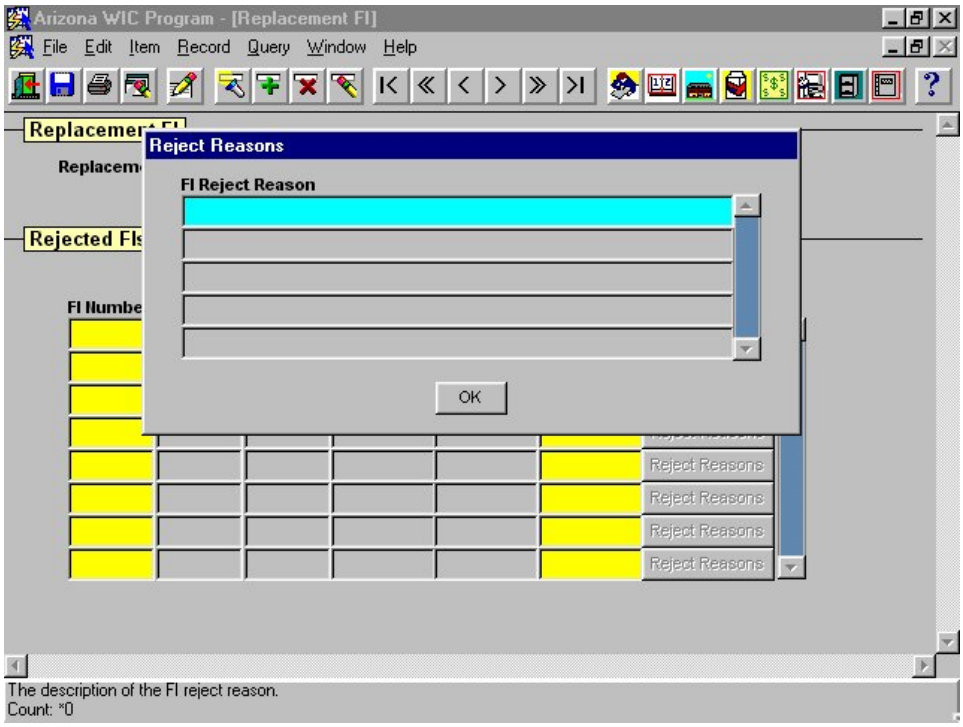


Figure 65 - Replacement FI (FI Reject Reasons Push Button)

8. The reject reasons shown are for display only. Click OK to exit the pop-up window.
9. For each food instrument disputed by the vendor, type in the negotiated amount. The system will automatically update the Aggregate Redemption Amount field with each negotiated amount entered.
10. To preview the new Replacement Food Instrument, click the Preview button and the system will display a pop-up window similar to the one shown in Fig 49.
11. Click OK to exit the Preview pop-up window.
12. To print the new Replacement FI, click the Print button. (The Test Print function must be executed prior to printing a Replacement FI.)
13. To exit the Replacement FI screen without printing an FI, click the Cancel button.

Void a Replacement Food Instrument

1. Click the list of values button to the right of the Serial Number field under the Replacement FI section of the screen. Click the serial number of the instrument you want to void.
2. Press the F8 key to execute the query. The system will populate the rest of the screen fields with the appropriate information.
3. Click the Void button and the system will display the Void pop-up window shown below:

4. Click the list of values button to the right of the Void Reason field, then select the reason you are voiding this replacement food instrument by clicking once on that reason. The system will populate the Void Reason field with that information.
5. Click OK to exit the Void pop-up window.
6. Food Instrument is saved only when it is printed.

Figure 64 - Replacement FI

Fields

Replacement FI – The FI number of the new replacement FI. This field is mandatory.
Issue Date – The Issue Date that was written on the replacement FI. This field is mandatory.
Amount – The running total of the replaced amount values in the Rejected FI's section of the window. This field is display only.
FI Number – The identification numbers of the food instruments being replaced are entered here by the user from the list of values. This field is mandatory.
Vendor ID – The vendor identification number is selected here by the user from the list of values. This field is mandatory.
Issue Date – The date that the FI was initially issued. This field is display only.
Issue Amount – The redeemed dollar amount that was rejected. This field is display only.
Maximum Amount – The maximum amount that the food instrument could be redeemed for. This field is display only.
Replacement Amount – The amount that the State agency authorized for the FI payment. This field is mandatory.

Push Buttons

Reject Reasons - Brings up the Reject Reasons window.

Figure 65 - Replacement FI (FI Reject Reasons Push Button)

Fields

FI Reject Reasons - The reason the FI was rejected. This field is display only.

Push Button(s)

OK - Clicking on this button closes the FI Reject Reasons window.

Communication

To Maintain Vendor Communication:

1. Click on Comm from the menu bar.
2. Click on Communication as shown below:

The Communication Window is displayed:

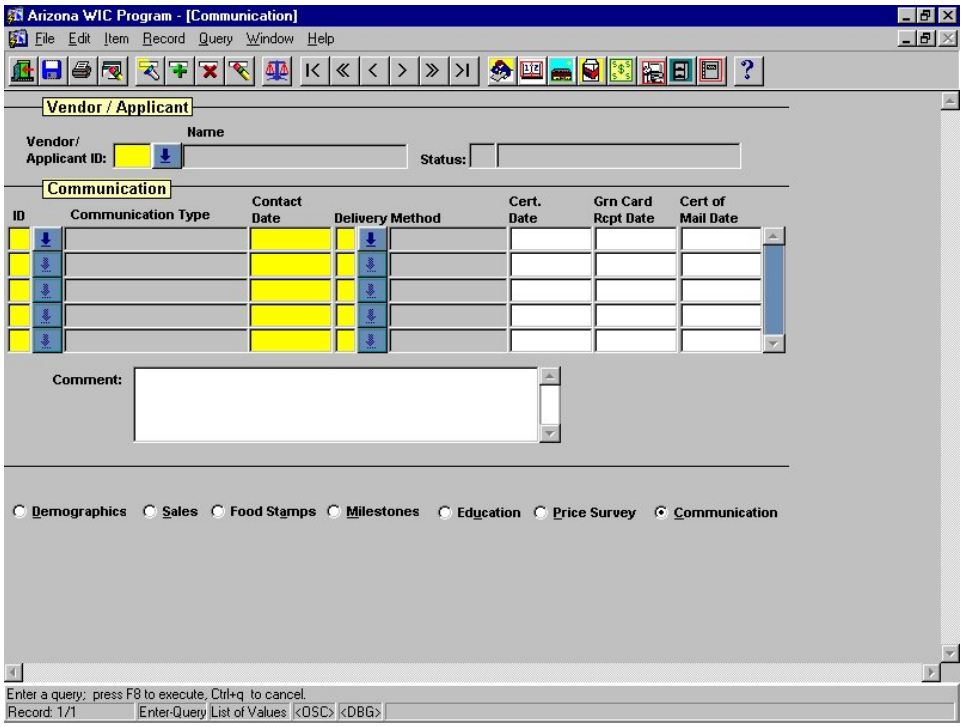


Figure 66 - Communication

Record a Written Communication with a WIC Applicant or Vendor

1. Click once on the list of values button to the right of the Vendor/Applicant ID field. Then select the Vendor or Applicant to be recorded a written communication for by double clicking on their name.
2. The system will automatically populate the Vendor/Applicant Code and Name fields with the information corresponding to the name selected.
3. Press the F8 key once to execute the query. The system will automatically populate the remaining fields under the Vendor/Applicant and Communication sections with any information corresponding the name you selected.
4. Click once on the first space below the ID field. The field will turn blue.

5. Click once on the Insert Record icon, and the system will create a blank row. Move the cursor to the ID field in that row so a new communication record may be added.
6. Click once on the list of values button to the right of this ID field. Then select the type of communication to be recorded by double clicking on its name. The system will automatically populate the ID and Communication Type fields in that row with the correct information.
7. TAB to Contact Date, then enter the date in the following format: MM/DD/YYYY. *(Note: The date entered must be today's date or a date previous to today.)*
8. TAB to Delivery Method. Click on the list of values menu. Then select the Delivery Method.
9. TAB to the Cert.Date field and enter the Certified Mail date.
10. Tab to the Grn Card Rept. Date and enter the Green Card Report date.
11. TAB to the Certificate of Mail Date and enter in the date in the following format: MM/DD/YYYY. *(Note: The date entered must be today's date or a date previous to today.)*
12. TAB to the Comments field, and enter the information to be recorded with this vendor communication.
13. Click once on the print icon, then the system will display a message to close all Microsoft Applications. Click on the OK button, and the system produces a Microsoft Word document for the letter requested.

Figure 66 - Communication

Fields

Vendor/Applicant ID - The identification number of the vendor or applicant to be communicated with. This field is mandatory.
Name - The name of the vendor or applicant. This field is display only and automatically filled in from the Vendor/Applicant ID field.
Status - The status of the vendor to be communicated with. This field is display only.
ID - The ID of the communication type. By clicking on the list of values button, the user can select from a list of communication type ID's. The communication type is automatically filled in. This field is optional.
Communication Type - The communication type description. This field is display only.
Contact Date - The date of the communication. This field is required.
Delivery Method – The method of delivery. This field is required.
Certificate Date – The date of the certified mail. This field is optional.
Grn Card Rept Date – The date of the Green Card Report. This field is optional.
Cert Of Mail Date – The date of the certificate of mail. This field is optional.
Comment - The user may enter a comment or note about the communication. This field is optional.

Navigational Radio Button(s)

Demographics - Allows the user to quickly navigate to the Demographics Window.
Sales - Allows the user to quickly navigate to the Sales Window.
Food Stamps - Allows the user to quickly navigate to the Food Stamps Info. Window.
Milestones - Allows the user to quickly navigate to the Milestones Window.
Education - Allows the user to quickly navigate to the Education Window.
Price Survey- Allows the user to quickly navigate to the Price Survey Window
Communication - Allows the user to quickly navigate to the Communication Window.

Vendor Mass Communication

To Maintain Vendor Mass Communication:

1. Click on Comm from the menu bar.
2. Click on Vendor Mass Communication as shown below:

The Vendor Mass Communication Window is displayed:

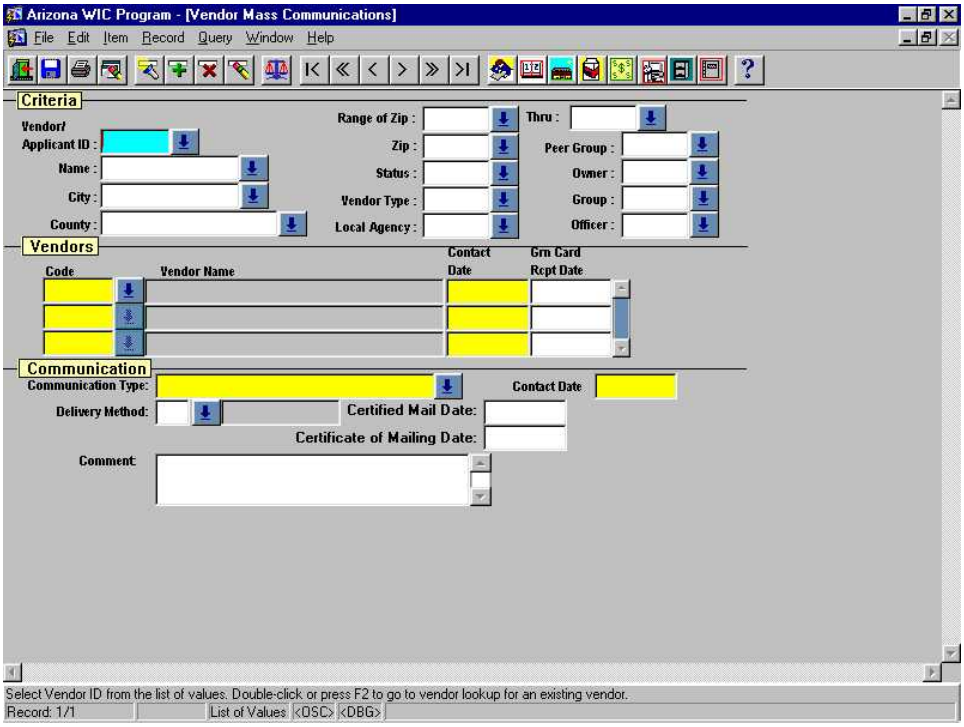


Figure 67 - Vendor Mass Communication

Generate a Vendor Mass Communication

1. Using the fields displayed in the top third of the screen, determine which criteria or combination of criteria to be used to formulate a group of vendors to send a mass communication. For the purposes of this example, a group of vendors will be created that are located in the same county.
2. Click once on the list of values button to the right of the city or county field. Then select the city or county wanted by double clicking on its name.
3. Press the F8 key once to execute the query and the system will automatically populate the Code and Vendor Name fields in the middle third of the screen with the correct list of vendors for the city or county chosen.

4. Before scheduling the list of vendors to receive a mass communication, the system allows the opportunity to add or delete vendors on that list.
5. To delete a vendor from the list, click once in the field containing the vendor's Code number. Then click once on the Remove Record icon.
6. To add a vendor to the list, click once in any space under the Code field and that field will turn blue.
7. Click once on the Insert Record icon and the system will produce a blank row of information.
8. Click once on the list of values button to the right of the Code field in the blank row. Then select the vendor to be added to the list by double clicking on the vendor's name. The system will automatically populate the Code and Vendor Name fields.
9. TAB to the Contact Date field and enter the contact date.
10. TAB to the Grn Card Rept Date and enter the date.
11. To insert a communication entry, click once on the list of values button to the right of the Communication Type field, then select the type of mass communication to be scheduled these vendors by double clicking on the name of that type
12. TAB to the Contact Date file and enter the date.
13. TAB to the Delivery Method field and click on the list of values menu and select the delivery method.
14. TAB to the Certified Mail Date and enter the date.
15. TAB to the Certificate of Mailing Date and enter the date.
16. TAB to the Comment field. Then enter in any information to be recorded with the mass communication being sent to these vendors.
17. Click once on the Save icon, the system will display the message "Transaction Completed." Click once on the OK button and a group of vendors to receive a mass communication has successfully been scheduled.
18. Click once on the Print Output command button to produce a physical report of the mass communication.

Figure 67 - Vendor Mass Communication

Fields

The following fields are all optional depending upon the input selection criteria.

Vendor / Applicant ID - The user may select the Vendor Code from the list of values.
Name - The user may select the name of the vendor from the list of values.
City - The user may select the city from the list of values.
County - The user may select the county from the list of values.
Range of Zip: - Thru: - The user may select a range of zip codes. Enter the beginning number in the range followed by the ending number in the range.
Zip - The user may select the zip code of the vendor from the list of values.
Status - The user may select the vendor status from the list of values.
Vendor Type - The user may select the Vendor Type from the list of values.
Local Agency - The user may select the local agency from the list of values.
Peer Group - The user may select the vendor peer group from the list of values.
Owner - The user may select the vendor owner from the list of values.
Group – The user may select the group from the list of values.
Officer – The user may select the officer from the list of values.
Code - The vendor identification number is entered here from the list of values. This field is optional.

Vendor Name - The name of the vendor may be entered here. This field is optional and defaults from the Vendor Code.
Contact Date – The contact date is entered here. This field is required.
Grn Card Rept. Date - (Receipt of Green Certified Mail Card Date) **-** The date that the State receives the returned certified mail receipt card. This field is optional.
Communication Type - The type of communication to be used is selected here by the user from the list of values. This field is mandatory.
Contact Date – (Date Sent/Called) - The date of communication. This field is mandatory. If this Contact Date and the one in the Applicant/Vendor section are different, the one in the Applicant/Vendor section takes precedence.Delivery Method - The type of mail used, i.e. certified, overnight. This field is mandatory if Communications Type is filled in, and it can be chosen from a list of values. For more information, please refer to the Communications Type table.
Certified Mail Date – The certified mail date may be entered here. This field is optional.
Certificate of Mailing Date – The certificate of mailing date may be entered here. This field is optional.
Comment - The user may enter a comment or note about the communication. This field is optional.

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