

Section II: Local Agency Procedure Manual

I. Local Vendor and Farmer Management

A. Retailer Education/Training

Purpose

Retailer training ensures retailers meet all program requirements.

Policy

The Montana WIC Program provides annual training to ensure retailers understand and comply with program requirements.

1. Description of Retailer Education or Training

- Retailer education and training is designed to help reduce errors, prevent abuse, and improve program services. Education/training may be conducted by the Local Agency Retail Coordinator (LARC) or State Agency staff.
- The WIC Program is required to provide education and training for the following reasons:
 - Retailer is newly authorized.
 - Annually, which may be interactive, and provided as either an on-site training or, a training video, or a training newsletter.
 - Required education/training as directed by the Montana WIC Program as part of a Corrective Action Plan (CAP).
 - Non-compliance with the Montana DPHHS/WIC Retailer Agreement.
- The WIC Program may choose to provide education/training for the following reasons:
 - Retailer requests education/training.
 - Retailer has violated program regulations.
- Interactive training is an opportunity for questions and answers and must be provided at least once every three years. The LARC will conduct interactive training as part of retailer monitoring visits. Failure to attend interactive training is a program violation.

2. Training Content

- Both annual and interactive training will include all the following topics:
 - Purpose of the WIC Program.
 - Supplemental foods authorized by the Montana WIC Program.
 - Minimum stocking requirements.
 - Procedures for eWIC transactions.
 - Montana WIC Program retailer sanction system.

- Method by which retailers may submit a program complaint.
- The claims procedure.
- Requirement that infant formula must be purchased from an approved distributor.
- The use of incentive items.
- Any changes since the last education/training affecting retailers.

3. Test Cards

- Some situations may require an active eWIC card to test vendor systems.
- Montana WIC does not provide test cards to all vendors and makes the determination to provide a test card on a case-by-case basis. Test eWIC cards must be requested from State WIC vendor staff and are loaded with live benefits through the State's MIS.
- Point-of-Sale operators and other WIC vendor stakeholders may conduct remote testing in the EBT processor's test environment to troubleshoot issues or configure setup. Testing that occurs on site, in the store will occur in the live production environment.
- State WIC staff will provide directions on the testing procedures on a case-by-case basis, including the requirement to void the transaction prior to finalization. Testing that requires finalizing the transaction requires donation of the purchased food benefits according to program procedure.