



# VENDOR VIEWS

## LA WIC Vendor Newsletter



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### UPCOMING DATES

JULY 4TH - OFFICE CLOSED

## Vendor Operations in 2025

As we begin the New Year, LA WIC Vendor Operations is excited to kick off 2025 with a series of trainings and monitoring visits for our valued Vendors. Our goal is to ensure that every Vendor remains in compliance with WIC rules and regulations, and to offer proactive support where needed.

Throughout the year, we will be providing essential training opportunities aimed at preventing compliance issues and fostering a collaborative partnership between LA WIC and our Vendors. These efforts are designed to empower Vendors with the knowledge and tools necessary for success.

Stay tuned for updates and information on upcoming sessions, monitoring visits, and other important resources that will help you thrive as an authorized LA WIC Vendor.

At any time, Vendors can request additional Vendor Supplemental Training through our [Vendor Supplemental Training Request Form](#).

Thank you for your continued partnership!



## Routine Monitoring Visits

In February, LA WIC Program Monitors began conducting Routine Monitoring Visits at certain Vendor locations. These visits are an essential part of the ongoing effort to maintain compliance with LA WIC Vendor Rules and Regulations, and to provide support to Vendors in adhering to program standards.

During a Routine Monitoring Visit, Program Monitors conduct an overt on-site Monitoring Review, meaning Program Monitors will clearly identify themselves to Vendor personnel upon arrival. This allows for an open and transparent review of the store's operations, focusing on ensuring that all WIC requirements are being met.

### **What to expect during a Routine Monitoring Visit?**

During the Routine Monitoring Visit, Program Monitors will examine vendor selection criteria and other LA WIC Vendor Rules and Regulations to determine compliance using the Vendor Monitoring Form.

The Vendor Monitoring Form documents and compares the Vendor's inventory for WIC Approved Food Items, including infant formula, against LA WIC Minimum Stock Requirements (MSR) and additional vendor selection criteria and Program requirements.

### **Preventative Actions Vendors can take:**

- Maintain Minimum Stock Requirements all times
- Ensure correct prices for WIC Approved Food Items are displayed on the foods or on the shelves display area
- Maintain a copy of the most recent Minimum Stock Requirements (WIC-23), Transaction Procedures (WIC-33), Transaction Procedures Training Log (WIC-33L) and LA WIC Program Guide in the store
- Vendors are encouraged to use the Vendor Self Assessment Form to self-assess compliance with certain LA WIC Rules and Regulations

# Vendor Continuing Education Training (CET)

CET's are an on-site or virtual training in which a representative of LA WIC provides store staff education regarding common compliance issues as well as answering any questions store staff may have. Continue Education Training provides an opportunity for Vendors to receive preventative education related to common compliance issues in an attempt to prevent future violations and sanctions.

## What is covered during CET's?

- Review of prior/ongoing sanctions/violations
- Compliance issues
- LA WIC supplemental resources
- WICShopper App
- How to request to add items to the APL
- MSR concerns



## Inventory Audits

At the end of January, LA WIC's Fraud and Investigation team began conducting Inventory Audit Reviews as part of its ongoing efforts to ensure the accuracy and integrity of WIC transactions. These audits play a critical role in verifying that Vendors are adhering to WIC program guidelines and accurately reporting their inventory levels and sales.

During an Inventory Audit, LA WIC examines food invoices to determine whether a Vendor has claimed reimbursement for the sale of WIC Approved Food Items in amounts that exceed the store's documented inventory for those items over a specific period of time.

### Inventory Audits examine three key components:

1. *Inventory Monitoring Review Form* (Beginning Inventory Count) – This is the starting point for the audit, providing an initial inventory count for WIC Approved Food Items on hand at the beginning of the audit period.
2. *Invoices from Vendor* (Additional Inventory Count) – The Vendor's invoices are reviewed to confirm purchases of WIC Approved Food Items during the audit period, providing insight into additional inventory brought into the store.
3. *EBT Redemption Data* (Inventory Sold) – This data allows LA WIC to compare the inventory sold through EBT redemptions against the beginning and additional inventory counts to ensure that the amounts match.

**In conclusion there are three possible outcomes for Inventory Audits:**

- The Vendor is determined to be in full compliance, resulting in a clean Inventory Audit. The Vendor is given an option to participate in a Technical Support Training to gain a better understanding of the Inventory Audit process and maintaining proper documentation.
- The Vendor is determined to not be in full compliance but no sanction-able offense has been identified. The Vendor is required to participate in a Technical Support Training.
- The Vendor is determined to not be in full compliance and a sanction-able offense has been identified. The Vendor is considered for sanction, following steps outlined in Vendor Policy 7.18 - Sanctions.

## Contact Us

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