

**WIC Banking Services**  
**FAU # 1208161128**  
**Questions and Answers Document**

**1. Please define an "active" check? Is this the same as outstanding issued checks?**

**Answer:** An active check is any check that has been received on an issuance file and is within the acceptable time period for payment (based on the Not-Good-Before date on the check). It is a subset of outstanding checks. Outstanding checks include active checks and those checks dated beyond the last acceptable date for redemption but prior to the date after which check data can be purged from the contractor's system (120 days after the Not-Good-Before date).

**2. What is an exception check?**

**Answer:** Exception checks are items that have been submitted for reimbursement after initially being rejected for exceeding the Not-To-Exceed (NTE) amount or for having an altered amount in the Pay Exactly box. When vendors desire reimbursement for these items, they are directed to mail them to the WIC P.O. Box, which is to be swept daily by the contractor. Reimbursement items are paid via ACH transaction to the vendor's designated bank account.

**3. Please describe special formula food instrument processing in greater detail.**

**Answer:** WIC agencies use special formula food instruments (SFFIs) to issue special formulas that cannot be issued through the WIC Statewide Information System (WICSIS) or because WICSIS is temporarily unavailable. Vendors mail redeemed SFFIs directly to the WIC reimbursement P.O. Box for processing rather than depositing them in their bank of deposit. Vendors are paid for SFFIs through a direct ACH transaction to the vendor's designated bank of reimbursement. We require the WIC banking vendor to scan all SFFIs that are received and make the images available for review by WIC staff.

**4. Several places in the RFP comment on physical checks. Now that checks are received as images from the Fed, is the expectation that the related processes would change?**

**Answer:** Although most checks received by the WIC Banking contractor will be in the form of images, physical checks and Image Replacement Documents (IRDs) are still received via the reimbursement process (whereby vendors send items to a P.O. Box). Unless specifically stated, such as with storage of physical items, language pertaining to WIC check processing applies to both physical and image items.

**5. Regarding online system, is there flexibility in status types instead of 1st presentment and 2nd presentment?**

**Answer:** The WICSIS system is programmed for check status types of 1st and 2nd presentment and these status types are used in the processing of banking files and therefore cannot be changed.

**6. Is the vendor stamp always easily identifiable in Pay To box?**

**Answer:** The vendor stamp is not always easily identifiable in the 'Pay To' box. If correctly stamped, the number will be clear, sharp and legible. If the vendor number cannot be discerned because it was not stamped clearly, the check should be rejected for 'Illegible Vendor Number' and returned to the vendor.

**7. Where will deposit information be available on the check?**

**Answer:** Vendor deposit information is passed to the WIC banking contractor in the vendor file (see RFP Attachment 5A – Vendor File Layout for more specific information). Vendor deposit information must be on file with the WIC bank before the vendor is authorized to redeem WIC checks. Deposit information may not be visible on the check or Image Replacement Document (IRD). The primary identifier on the check is the Vendor ID, which the WIC banking contractor can use to cross reference to deposit information.

**8. In reference to Section C.2.d, what is the maximum amount of time that DOH will expect bank to hold items until paying or not paying?**

**Answer:** The contractor is expected to process items on a "same day" basis to avoid a backlog. Periodically, DOH is made aware of checks that should be culled from processing for specific reasons and will provide a list of check numbers for the contractor to be on the alert for. The contractor should advise DOH when any of these items are received, and DOH will provide guidance on the desired disposition usually within one to two business days, but within the confines of applicable banking rules.

**9. In reference to Section C.2.f, does "returning item to the vendor" mean that contractor will be returning the item to the vendor's bank (RDFI)?**

**Answer:** Yes. For deposited items that are rejected, the items would be returned to the vendor's bank of deposit.

**10. In reference to Section C.2.k, how frequently are the select reviews and draft pull audit processes conducted?**

**Answer:** These processes are not performed on a regular schedule, but rather on an ad hoc basis at the discretion of DOH management and with no set frequency. In the last five years, this service was requested fewer than ten times.

**11. In reference to Section C.2.m, as checks are now received as images from the Fed, can you leverage our check imaging system to perform your investigative check retrieval process?**

**Answer:** Investigative or 'compliance buy' checks are flagged via issuance files sent to the WIC Banking contractor. Investigative items are to be out-sorted by the contractor, bypassing normal edits, and the depositing vendor paid. The checks are then to be forwarded to DOH BSI on the next business day along with a summary statement. The assumption is that investigative items, like most WIC checks, will be received by the WIC Banking contractor in the form of images. It is the responsibility of the bidder to describe how it can maximize its resources to perform this requirement.