

Card Inventory

- I. The Utah WIC Program utilizes online WIC cards (magstripe) that are issued at the clinic site.
- II. Cards come with 250 cards in a tray and 1000 cards in a box.
- III. Card ordering:
 - a. The system adds an alert when the clinic's card inventory drops below the replenishment threshold set by the state, Clinic staff place an order for more cards in VISION when they drop below the replenishment threshold.
 - i. Enough cards should be ordered to last at least three (3) months but not longer than one year.
 - ii. Cards are supplied in increments of 250 cards for most clinics.
 - b. The State WIC Office staff monitors VISION alerts for orders placed and ships cards from the State Office.
 - c. Cards will be shipped to clinics via FedEx or other type of service where the cards can be tracked. Cards may also be hand delivered to clinics by state or local WIC staff.
 - d. State staff email designated clinic staff to notify them when cards are shipped.
- IV. Receiving Card Shipments.
 - a. One staff member (office specialist or supervisor) will enter the cards in VISION as received. A second staff member (clinic supervisor) will verify the cards received in VISION, ensuring that the correct number of cards was received.
 - i. If not all cards were physically received or if some were damaged, contact the state for instructions before making any entry.
 - b. State staff review VISION weekly to ensure that shipped cards are received and verified by local clinic staff.
- V. All WIC cards are to be secured in a safe, locked drawer, file cabinet, or storage cabinet. This locked location is referred to as the "vault".
- VI. Assigning cards to staff:
 - a. Card assignment is normally done by the supervisor or person assigned to manage card inventory.

- b. The cards assigned to staff for issuance shall be kept in a locked drawer or place where they are neither visible nor accessible by participants or other individuals who should not have access.
- VII. Cards that have been assigned to families and are subsequently returned (i.e., damaged, or the family is no longer on WIC) shall be deactivated. All cards shall be destroyed in the clinic after deactivation.
- VIII. Local agencies should not hold onto participant's cards for extended periods.
- IX. WIC staff should never know a participant's PIN.
- X. Participants that are transferring in from out of state should surrender their old EBT cards from their former state which will need to be destroyed.
- XI. Each Local Vendor Coordinator should have a training card that they can use to test UPC's or help grocery store staff with training. Since this card is a training card, it does not need to be locked with the rest of the clinic card inventory.