

Memorandum

To: All Authorized Utah WIC Vendors

From: JoDell Geilmann-Parke- Utah WIC Vendor Manager

Date: 20 March 2023

RE: Utah WIC Training Page Update– Memo 2023-03

Dear Utah WIC Vendor,

All information and materials needed to complete required annual WIC training can be found on the Utah WIC website. <https://wic.utah.gov/vendors/training/>

Training requirements for all store staff involved in WIC transactions:

1. Watch the vendor training video
2. Watch the eWIC checkout training video
3. Review and discuss the vendor training PowerPoint
4. Participate in hands on training at the register using the WIC training card.
 - Include training on how to run a balance inquiry
5. Complete the annual training quiz online

The deadline for completing all training and the online quiz is JULY 31, 2023.

Management should make every effort to ensure employees receive the training needed to make educated decisions while helping WIC customers. Vendors who provide store personnel with adequate training, experience far fewer issues and complaints with WIC transactions. Proper training also significantly reduces the risk of receiving sanctions from the state office.

Please reach out to me with any questions or concerns.

Sincerely,

JoDell Geilmann-Parke

Utah WIC Vendor Manager

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