

## New Hampshire WIC Policy & Procedure Manual

### CHAPTER 9. FOOD DELIVERY/FOOD INSTRUMENT/CVV ACCOUNTABILITY AND CONTROL Section A. - Food Delivery and FI Control

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#### Card Stock Reporting and Inventory

<b>Purpose</b>	To track the inventory of local agency card stock.
<b>Policy</b>	The local agency shall inventory card stock monthly to ensure proper tracking of card storage, issuance, and usage.
<b>Authority</b>	246.12(p) and 246.12(q)
<b>Procedure</b>	Once a month someone other than the person who receipted for the eWIC cards series should perform a monthly inventory of your eWIC card series. This is required as part of the separation of duties requirement.

Each agency shall develop a method to maintain and track the agency's eWIC cards.

**The agency's tracking spreadsheet must include the following:**

- The original series of eWIC cards for the complete box including date when they were received.
- Identification of smaller series created from the original series and issued to staff or clinic locations.
  - Include card series and number of cards.
  - Include staff name or clinic location issued to.
  - Record the date the eWIC cards were issued.
- Smaller series should list any card numbers lost or that could not be issued.
  - Damage cards that can't be issued are the **ONLY** cards that must be retained.
    - The number of lost or damaged cards will be recorded in the "# of Lost/Damaged" box on the StarLINC's Card Inventory--Card Inventory Detail screen.
  - "Recovered" cards are any cards thought to be lost but are found/located.
    - Update your excel spreadsheet to reflect the true series of lost cards.
    - Record the number of "Recovered" cards in StarLINC's Card Inventory--Card Inventory Detail screen.

All series must be inventoried once a month, but do not need to be done all the same day. **Note:** The box series is not listed on the Card Inventory Summary Report.

Determine which line is for which series, record that on the paper copy of the report. Only record the last eight digits of the card numbers, the first eight digits are always the same. A physical inventory must be completed of each smaller inventory within the original inventory to verify the "Cards remaining" number on

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the report. Once verified, the "Card Remaining" number, staff shall date, record the count, and initial that row on the report. Record the new "Cards Remaining" number, Staff Name, and date completed in your excel spreadsheet.

The State office will review your inventory spreadsheet and initialed reports when performing a ME at your agency.

The local agency shall run the "Card Replacement Report" monthly to monitor any fraudulent activity. A search can also be done to track participants issued replacement cards and the reason their cards were inactivated that exceeds an established threshold number of cards.

NH does not currently restrict the replacement of cards.

See Guidance on Monthly Card Inventory and Card Inventory Spreadsheet example.