

WIC Vendor Training

2016 Annual Requirements

To meet the annual training requirements of the WIC nutrition program:

- All store employees involved with WIC should read and understand the information presented here.
- Keep a record of employees who read this information for state WIC staff to review on request.

What's new at WIC?

New WIC Shopping Guide for October 2016

We published a new WIC Shopping Guide that is effective October 1, 2016. You should have the most recent October 2016 guide at your checkstand(s).

The October 2016 shopping guide can be found online:

<http://www.doh.wa.gov/YouandYourFamily/WIC/WICFoods>

Significant changes were recently made in the following food categories:

- **Baby Foods** — Two (2) new brands approved.
- **Breakfast Cereal** — Many new brands approved.
- **Dried Beans** — “Gourmet style” now approved.
- **Juice for Children** — Fruit juice blends approved.
- **Juice for Women** — 46 oz. cans and plastic bottles of fruit juice no longer approved. Frozen fruit juice blends approved for some brands.
- **Tofu** — Two (2) new organic tofus approved.
- **Whole Grain Choices**
 - 100% whole wheat hamburger and hot dog buns now approved.
 - Additional brands of whole wheat pasta approved.
 - 14 oz. instant brown rice approved.

WIC Electronic Benefit Transfer (EBT) — eWIC

WIC Electronic Benefits Transfer (EBT) in Washington is called eWIC. Look for WIC cards to replace paper checks starting in 2018. The following activities are currently underway as Washington becomes WIC card-ready:

- Gathering information about WIC foods in stores
- Establishing a contract with an eWIC processor
- Developing standards and systems for card-ready POS transactions

If you have questions about eWIC, call toll-free: 1-800-841-1410 and ask for the eWIC Project Manager.

WIC Program Communications

Stay In the Know

Something is always changing. It could be food packaging, approved brands, or federal rules.

WIC communications are sent to corporate offices and independent vendors. It is important to share the information with everyone involved with WIC. Here are some ways to stay informed:

- **Website:** <http://www.doh.wa.gov/YouandYourFamily/WIC/WICVendors>
- **Email:** Vendors may contact their individual Vendor Management Specialist, or send an email to: WICRetailManagement@DOH.WA.gov.
- **E-bulletin:** We send the e-bulletin quarterly to store owners and independent vendors. We also post it on our website. Share this document with all employees involved with Washington WIC. This includes cashiers, stockers, and bookkeepers.

Contact Us

Business Hours

Monday – Friday, 8:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m. (except holidays)

E-mail: WICRetailManagement@DOH.WA.gov

Phone: 1-800-841-1410 (select option 2 in menu)

Contact the WIC Nutrition Program for help with:

- WIC approved foods or infant formula.
- Ordering WIC Shopping Guides, shelf tags, door signs, check guards, or other materials.
- Concerns, fraud tips or complaints.
- WIC questions or technical assistance.

Check Handling Tips: Follow These Steps

General Guidelines

- Use only black or dark blue ink when writing on the check.

For mistakes in the “Actual Purchase Price” box:

- Draw a single line through the incorrect amount.
- Clearly write the correct amount in or near the box and write your initials close by.

How to Take a WIC Check

- 1 Process each WIC check as a separate transaction.
NOTE: WIC checks for fresh fruits and vegetables may be combined in a single transaction.
- 2 Ask for the check and the customer’s ID. The name on the customer’s ID must match one of the names printed below the signature box. Put a mark in the box next to the customer’s name.
- 3 Examine the check’s “First Day to Use” and “Last Day to Use”. Don’t accept checks outside their valid use dates. Write the current date in the “Transaction Date” box.
- 4 Sell only WIC approved foods, in the right amount, approved size, and container type.

How to Prepare WIC Checks for Deposit – Bookkeeping Information

1. Use your authorized WIC retailer stamp. This customized stamp has the name of your store and your unique five-digit retailer stamp ID number. Keep it well inked with black ink only.

Contact the WIC nutrition program immediately if your stamp is lost, stolen, broken, or worn out.

Phone: 1-800-841-1410, extension 3615

Email: WICRetailManagement@DOH.WA.gov

2. Stamp each check clearly in the box labeled “Retailer Stamp ID Here.” The bank may reject checks without a stamp or if part of a stamped number is missing.
3. Before depositing WIC checks, make sure that all required information is on every check:
 - Valid dates.
 - Correct “Actual Purchase Price” entered.
 - Customer’s signature.
 - WIC retailer stamp ID number.

- 5 Write the total amount of the sale in the “Actual Purchase Price” box.

NOTE: On WIC checks for fresh fruits and vegetables **never** enter more than the value of the check in the “Actual Purchase Price” box.

- 6 After you complete the “Actual Purchase Price” box, have the customer sign the check in the signature box. Ask the customer to return the check to you. If the check is already signed, have the customer sign the check again. **Review the check to make sure it has:**
 - Valid dates.
 - Correct “Actual Purchase Price” entered.
 - Customer’s signature.
 - A mark in the box by the customer’s name.

Refuse the WIC Check if:

- It is altered in any way or badly damaged.
- The customer tries to use it before the “First Day to Use” or after the “Last Day to Use.”
- The customer has no acceptable identification.
- The customer’s name isn’t printed below the signature box.

For More Information

See the **WIC Shopping Guide**, pages 35 through 41

We can’t do it without our partners

Vendors play a critical role in the WIC Nutrition Program:

- There are more than 720 WIC authorized stores across the state.
- WIC food sales in Washington totaled more than \$115 million in Federal Fiscal Year 2015.

Studies show that WIC shoppers spend several times more money than their WIC purchases, on other store items.

The WIC Nutrition Program appreciates the help and cooperation of our retail and clinic partners.

Local agencies and clinics provide health screening, nutrition and health education, breastfeeding promotion and support, checks for nutritious foods, and help getting other services. All 39 counties provide these services at more than 200 WIC clinic sites.

What to Do

When the Bank Returns a Check

Banks typically charge a fee for each rejected WIC check. The bank will indicate the reason the check was rejected. Some rejected checks can be corrected and re-deposited, others can't.

Rejected checks can't be corrected and re-deposited when:

- They were accepted before the "First Day to Use" or after the "Last Day to Use."
- The check(s) are deposited more than 60 days after the "First Day to Use."
- The check was deposited without a signature.

Note: Vendors may not contact WIC customers directly to obtain missing signatures or seek payment for rejected WIC checks.

Checks can be corrected and re-deposited when:

- They are still within 60 days of the "First Day to Use." Act quickly on returned checks.
- The retailer stamp is missing or unreadable. Stamp the check in the "Retailer Stamp ID Here" box, or re-stamp it if the number is unreadable. It is okay to carefully draw in missing parts of numbers with a black pen.
- The purchase price is missing. Write the purchase amount in the "Actual Purchase Price" box.
- The purchase price is above the Maximum Allowable Reimbursement Level (MARL) **and** your store doesn't participate in Presumptive Payment. Adjust the amount in or close to the "Actual Purchase price box. Write your initials near the corrected price.

Note: Don't re-deposit checks when the bank indicates "Excess Dollar Amount – Paid via ACH Transaction." This means your store has signed up for Presumptive Payment. You will automatically be paid the maximum allowable amount for this check.

Presumptive payment is a direct deposit system that reduces paperwork and processing time for rejected checks.

Call us if you want to sign up for Presumptive Payment at 1-800-841-1410.

Check Images

A rejected WIC check returned by the bank won't be the actual check you deposited. Federal regulations require the bank to make an electronic image of the paper check and destroy the original. When the bank returns a check, it will be an electronic image. This is a legal copy. It is slightly smaller than the original. Use this electronic copy when a re-deposit is allowed.

Sanctions and Claims

It's important that vendors comply with all WIC rules. WIC staff provide ongoing training and assistance. We regularly conduct on-site visits, investigations, and audits.

When problems arise, depending on the frequency and severity, we will first try to help you correct them. WIC provides technical assistance to stores to help correct issues. Typical problems include:

- Substitution of WIC foods.
- Purchasing foods from non-wholesalers.
- Not maintaining records of wholesale purchases.
- Not meeting the minimum inventory requirements.
- Selling non-approved foods.
- Not following the correct check transaction sequence.

Sanctions may be imposed for WIC contract violations. These sanctions may include contract termination, disqualification from WIC and SNAP for a specified period of time, and/or a civil monetary penalty. These sanctions are based upon the Federal and State Sanction Schedule:

State law governing WIC sanctions and penalties:

<http://apps.leg.wa.gov/WAC/default.aspx?dispo=true&cite=246-790>

WIC Vendor Webpage

<http://www.doh.wa.gov/YouandYourFamily/WIC/WICVendors>

This institution is an equal opportunity provider.
Washington State WIC Nutrition Program doesn't discriminate.

For persons with disabilities, this document is available on request in other formats.

To submit a request, please call 1-800-841-1410 (TDD/TTY 711).

