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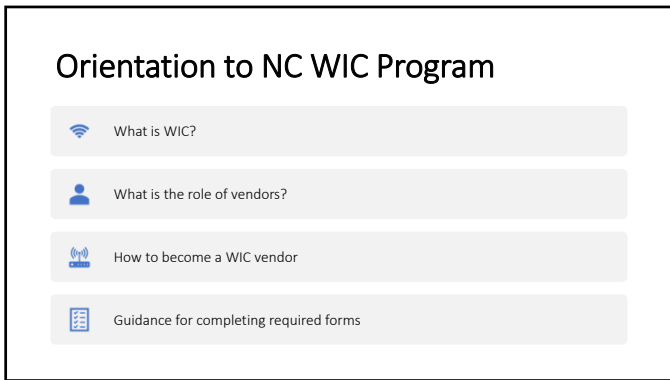
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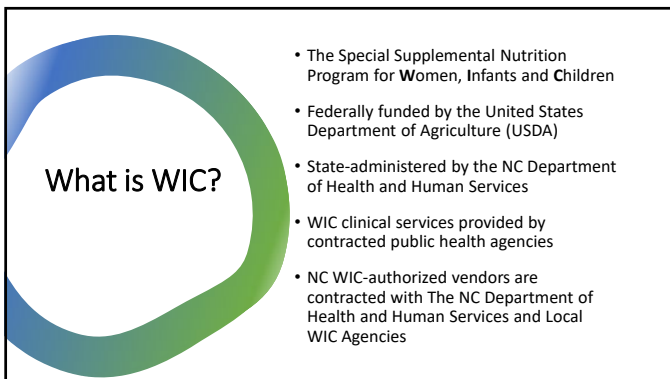
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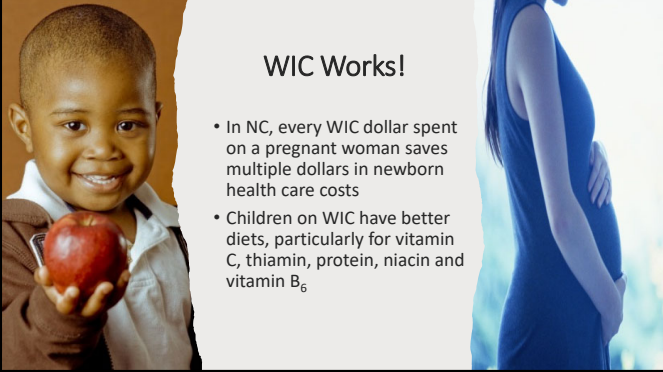
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### WIC Works!

- In NC, every WIC dollar spent on a pregnant woman saves multiple dollars in newborn health care costs
- Children on WIC have better diets, particularly for vitamin C, thiamin, protein, niacin and vitamin B<sub>6</sub>

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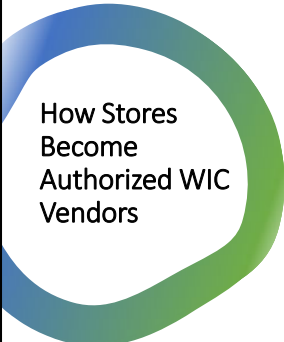
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### How Stores Become Authorized WIC Vendors

- Vendors work primarily with the Local WIC Agency
  - Orientation and training
  - Completing required forms in DocuSign
  - Technical assistance
  - Monitoring
- Local WIC Agency submits required vendor forms to the State WIC Agency
- Vendor is authorized by State WIC Agency

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### Types of Vendors

- Vendors under **Corporate Agreement**
  - 20 or more WIC-authorized stores
  - Food Lion\*      - Harris Teeter\*
  - Ingles\*        - Lowe's\*
  - CVS             - Wal-Mart\*
  - Target         - Publix\*
  - Walgreens
  - Pharmacies within the corporate store that is also WIC approved
- Vendors not under Corporate Agreement

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**Vendor Applicant's Responsibility**

- Attend training by Local WIC Agency
- Meet all selection criteria
- Complete required forms accurately and completely using DocuSign
- Understand and follow all Federal and State regulations and rules
- Train all staff handling eWIC transactions

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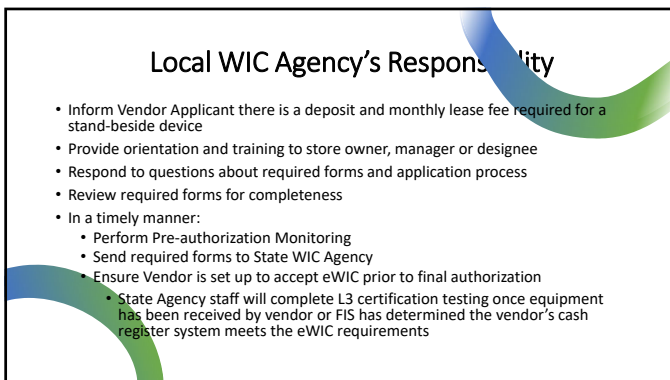
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**Local WIC Agency's Responsibility**

- Inform Vendor Applicant there is a deposit and monthly lease fee required for a stand-beside device
- Provide orientation and training to store owner, manager or designee
- Respond to questions about required forms and application process
- Review required forms for completeness
- In a timely manner:
  - Perform Pre-authorization Monitoring
  - Send required forms to State WIC Agency
  - Ensure Vendor is set up to accept eWIC prior to final authorization
- State Agency staff will complete L3 certification testing once equipment has been received by vendor or FIS has determined the vendor's cash register system meets the eWIC requirements

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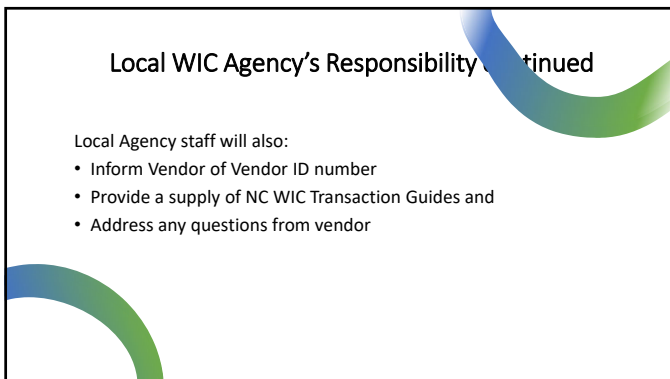
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**Local WIC Agency's Responsibility Continued**

Local Agency staff will also:

- Inform Vendor of Vendor ID number
- Provide a supply of NC WIC Transaction Guides and
- Address any questions from vendor

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**Selection Criteria**

- Established by U.S. Department of Agriculture and NC WIC Program  
✓20 items
- Vendor Manual pages 7-8

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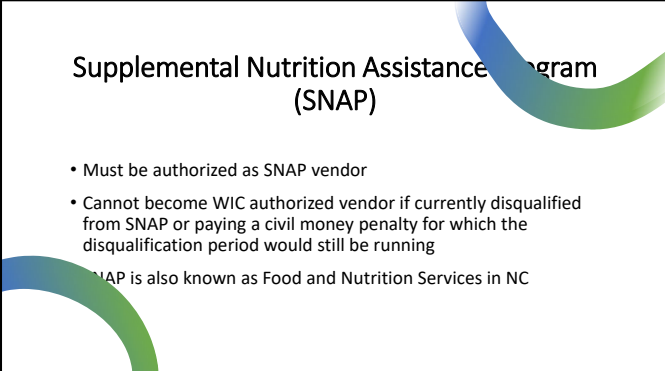
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**Supplemental Nutrition Assistance Program (SNAP)**

- Must be authorized as SNAP vendor
- Cannot become WIC authorized vendor if currently disqualified from SNAP or paying a civil money penalty for which the disqualification period would still be running

SNAP is also known as Food and Nutrition Services in NC

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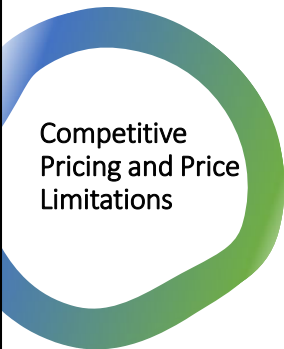
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**Competitive Pricing and Price Limitations**

- Peer group structure  
✓Peer groups have not-to-exceed (NTEs) prices for each WIC supplemental food and contract formula

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## Annual Vendor Training



Vendors, their store manager or other authorized store representative are required to attend annual vendor training



Failure to attend annual training by September 30<sup>th</sup> of each year will result in termination of the WIC Vendor Agreement

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### NC Peer Group System

VENDOR PEER GROUPS			
#	STORE TYPE	LOCATION	DESCRIPTION
5	Pharmacy	Statewide	Free-standing pharmacy that sells a limited variety of foods
6	Convenience Store	Statewide	Retailer with a limited assortment of grocery items
7	Mass Merchandiser and Commissary	Statewide	Retailer that sells a wide variety of merchandise but also carries groceries and has store locations in most or all states Grocery store operated by US Defense Commissary on a military base
8	Independent Grocery	Urban	Retailer that primarily sells groceries with fewer than 11 store locations
9	Independent Grocery	Non-urban	Retailer that primarily sells groceries with fewer than 11 store locations
10	Regional Grocery Chain	Urban	Retailer that primarily sells groceries with at least 11 store locations and operates in 2 or more states
11	Regional Grocery Chain	Non-urban	Retailer that primarily sells groceries with at least 11 store locations and operates in 2 or more states

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## Determining Peer Groups

- Store type
- Geography



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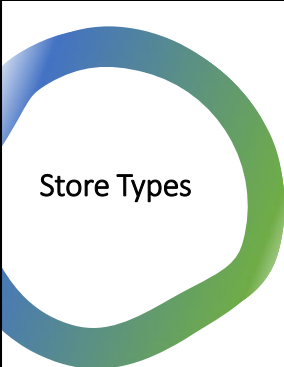
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**Store Types**

- **Pharmacy** – pharmacy retailer that sells limited variety of food
- **Mass Merchandiser** – retailer that sells a wide variety of merchandise, but also carries groceries and has outlets in most or all states
- **Commissary** – grocery store operated by US Defense Commissary within the confines of a military installation
- **Convenience Store** – retailer with limited assortment of grocery items

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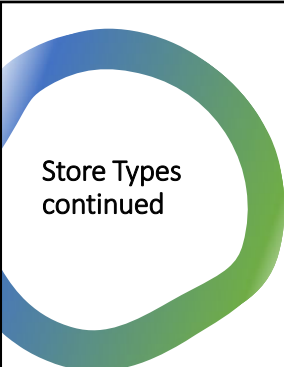
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**Store Types continued**

- **Independent Grocery** – a vendor that primarily sells groceries in fewer than eleven store locations
- **Regional Grocery Chain** – a vendor that primarily sells groceries in eleven or more store locations whose parent company operates in more than two states

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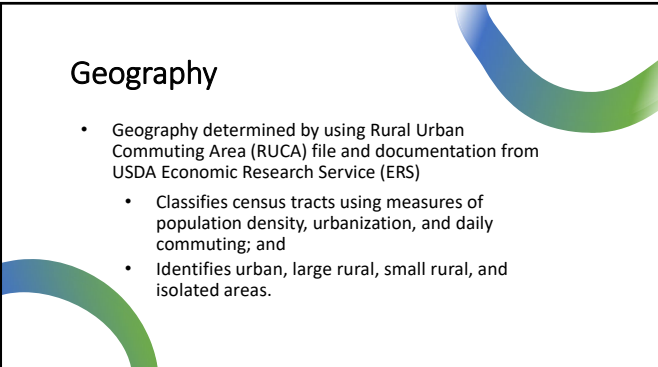
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**Geography**

- Geography determined by using Rural Urban Commuting Area (RUCA) file and documentation from USDA Economic Research Service (ERS)
  - Classifies census tracts using measures of population density, urbanization, and daily commuting; and
  - Identifies urban, large rural, small rural, and isolated areas.

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## Not-to-Exceed (NTE) Price

- NTEs are set at 2 standard deviations above the average price for supplemental foods within a vendor peer group. NTEs are not set for exempt infant formula, WIC-eligible nutritional or fruits and vegetables purchased with cash-value Benefits (CVBs)
  - ✓ Calculated for each WIC supplemental food
  - ✓ Based on redemption of all vendors in the peer group
  - ✓ Obtained from the eWIC system
  - ✓ Different NTEs for different sizes of the same food even if it is the same brand

and Contract Formula

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## NTEs vs. Current Shelf Price

- Vendors **must** charge current shelf price
- Vendors **DO NOT** have to charge the NTE
- Charges for WIC transactions must be less than or equal to charges to regular customers
- Vendors **cannot** set their prices at the NTE and charge other customers less. This is a federal violation for which a vendor can be disqualified

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## Minimum Redemption

- Vendor must redeem at least \$2,000 annually in WIC supplemental food sales
  - If not, the Vendor Agreement will be terminated
  - The store must wait 180 days to reapply

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## Contract Infant Formulas

NTEs are set for milk-based and soy-based formulas

- Milk-based powder:
- Soy-based powder:
- (Brands must be NC contract formula)

**\*\* [Minimum Inventory item](#)**

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## WIC Approved Foods with No NTE

- NTEs do not apply to exempt infant formula or WIC-eligible nutritionals
- Open market system (shelf price)
- Exempt infant formula and WIC-eligible nutritionals can be found on the Vendor Connection webpage
- NTEs do not apply to fruits and vegetables purchasable with commodity value benefits (CVBs)

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## Purchasing and Providing Infant Formula From State-Approved Sources

- WIC Reauthorization Act of 2004 requires vendors to purchase infant formula from a State-approved source
- Infant formula, exempt infant formula, and WIC-eligible nutritionals provided to WIC customers must be purchased directly from the State-approved sources
- Must keep invoices and receipts showing sources of formula
- Failure to do so will result in termination of the WIC Vendor Agreement

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## WIC Price Lists

### • Price List Submission

- Vendor applicants must submit price lists at initial authorization which have prices at or below the NTE for their assigned peer group
- Authorized vendors must submit a price list if requested by the State WIC Agency

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## Applicant Prices Must Be At Or Below NTE

PRICE OF WIC FOODS > NTE = WILL NOT BE AUTHORIZED

Opportunity to resubmit within 30 days to become authorized

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## Resubmitted Price List

**Written denial**  
Must wait **90 days** to reapply

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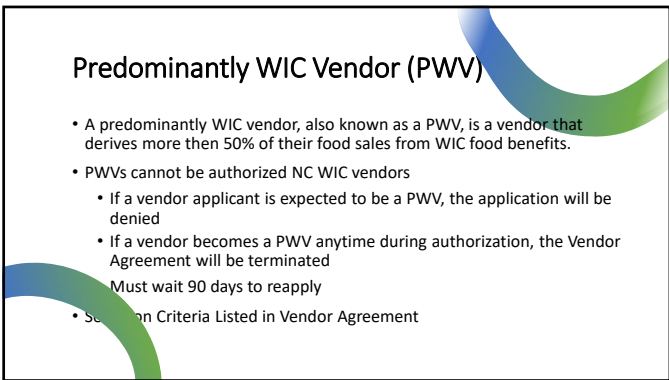
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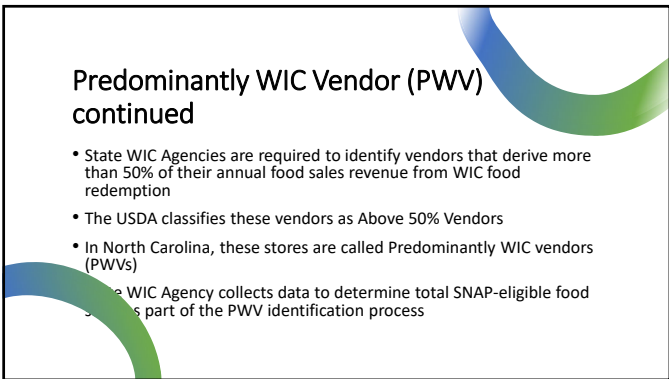
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## SNAP-eligible Food Sales Records

- Vendors must maintain a record of all SNAP-eligible food sales
- SNAP-eligible food sales are sales of those foods that can be purchased with SNAP (Food Stamp) benefits
- Vendors are required to provide the State WIC Agency, upon request, a statement of the total amount of revenue derived from SNAP-eligible food sales and written documentation to support the amount of sales claimed

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## PWV Identification

- What is SNAP-eligible?
  - Any item that may be purchased with Supplemental Nutrition Assistance Program (SNAP) benefits
- Food Sales
  - The sale of all foods that could be purchased with SNAP benefits.
  - Food Sales Fact Sheet

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## Appropriate Documentation

- Each year select vendors are asked to submit SNAP-eligible food sales as part of PWV determination
- Request sales records, financial statements, reports, tax documents or other verifiable documentation
- Keep a monthly copy in files

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## Verifiable Documentation of SNAP-eligible Food Sales

- Ledger Totals
  - ✓ Daily, Weekly or Monthly cash register receipts totaled in a ledger (**DO NOT send actual cash register receipts**)
  - ✓ Some registers have the ability to separate out different types of items
  - ✓ It is highly recommended that Vendors maintain this type of system. Makes this annual process easier.
  - Sales and Use Tax returns are not always sufficient for documenting complete SNAP-eligible food sales
  - These returns may be used along with ledger totals to verify a vendor's documentation of SNAP-eligible food sales

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## Sample Ledger

Date	Grocery (food only 2% rate)	Non-food Items	Food Items	Total of Food & Non-Food	WIC	SNAP
1/1/13	\$250	\$500	\$125	\$675	\$500	\$200
1/2/13	\$100	\$650	\$25	\$775	\$100	\$100
1/3/13	\$100	\$1,000	\$125	\$1,225	\$500	\$300
1/4/13	\$25	\$1,000	\$50	\$1,075	\$500	\$250
"	\$105	\$1,000	\$25	\$1,125	\$300	\$300
"	\$210	\$1,000	\$25	\$1,235	\$550	\$250
"	\$190	\$1,000	\$55	\$1,245	\$750	\$100
1/31/13	\$105	\$1,000	\$20	\$1,125	\$500	\$100
<b>Totals</b>	<b>\$1,400</b>	<b>\$6,650</b>	<b>\$400</b>	<b>\$7,050</b>	<b>\$3,300</b>	<b>\$1,600</b>

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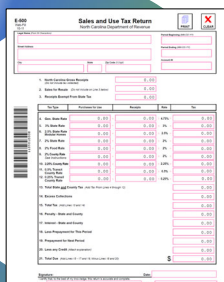
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## Different Types of Documentation



- Sales and Use Tax Return
- If your store files electronically, it is recommended that you keep a copy for your records as this documentation may be requested as additional documentation
- Additional information may still be requested from the State WIC Agency if these forms are submitted as documentation

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### Type of Tax Rates

- Tax Type Column
  - Line 8
  - ✓ 2% Food Rate
  - ✓ Any food sold that only requires a tax of 2%
- Receipts Column
  - Line 8
  - ✓ Dollar (\$) total of food sold at the 2% food rate

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### Types of Tax Rates

- Tax Type Column
  - Line 4
  - ✓ General State Rate
- Receipts Column
  - ✓ Current % 4.75
  - ✓ Food items may also be reported in this column
- SNAP-eligible food sales possibly included

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### GEN-93 FORM

- Release of Tax Information Form
- Authorizes WIC to acquire the vendor's E-500 forms directly from Department of Revenue (DOR)
- Must be completed accurately matching what DOR has on file for store
- Must be notarized

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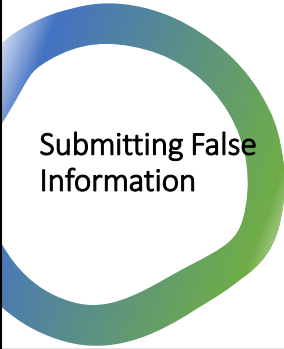
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## Submitting False Information

- Vendors must not submit false, erroneous, or misleading information to the State or Local WIC Agency
- Failure to comply will lead to denial of a vendor applicant's authorization or termination of an authorized vendor's WIC Vendor Agreement
- The store must wait 1 year to become eligible to reapply for WIC vendor authorization

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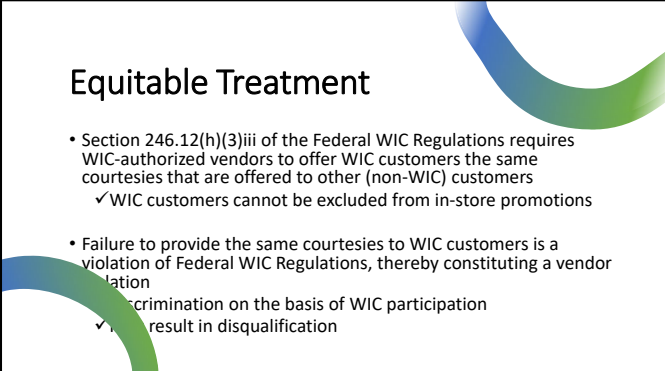
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## Equitable Treatment

- Section 246.12(h)(3)iii of the Federal WIC Regulations requires WIC-authorized vendors to offer WIC customers the same courtesies that are offered to other (non-WIC) customers
  - ✓ WIC customers cannot be excluded from in-store promotions
- Failure to provide the same courtesies to WIC customers is a violation of Federal WIC Regulations, thereby constituting a vendor violation
  - ✓ Discrimination on the basis of WIC participation
  - ✓ result in disqualification

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## Definitions

- **Incentive item** - an item or service provided by a vendor to attract customers or encourage customer loyalty
- **Vendor discount** - an in-store promotion that reduces the price or increase the quantity of a given product; a vendor discount could also result from the use of a coupon
- **In-store promotion** - a sales promotion in which a vendor may offer incentive items, vendor discounts or coupons in order to increase sales of certain items or to encourage customer loyalty to the vendor

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## Incentive Items

- Incentive items must be approved by the North Carolina WIC Program prior to providing them to WIC customers
- The North Carolina WIC Program may approve incentive items- including food, merchandise or services- that a vendor obtained at no cost or that cost a vendor less than \$2.00. Vendors may also provide food sales or specials (vendor discounts) that involve no cost or cost the vendor less than \$2.00

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## Approval for Incentive Items

- To obtain approval to provide incentive items to WIC customers, a vendor must submit a written request directly to the North Carolina State WIC Agency.
- WIC vendors **cannot** offer incentive items to WIC customers without approval from the State WIC Agency

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## Approval for Incentive Items continued

- Following is a list of prohibited incentive items:
  - Assistance applying for WIC benefits
  - Transportation for WIC customer to and/or from vendor premises
  - Delivery of WIC supplemental foods
  - Lottery tickets
  - Cash gifts
  - Any other service that results in a conflict of interest, any item that incurs a liability to the WIC Program or violates any Federal, State or Local law or regulation

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## In-Store Promotions and Coupons

- Allowing WIC customers to use vendor discounts in WIC purchases reinforces wise food purchasing practices
- Vendor staff/cashiers should be well-informed about the use of different types of in-store promotions and coupons
  - ✓ Understand the temporary nature of some offers in order to reduce confusion at the point of sale
  - ✓ Know how to properly transact eWIC using in-store promotions and coupons

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## Types of In-Store Promotions and Coupons

- Buy One, Get One Free (BOGO)
- Buy One, Get One at a Reduced Price
- Free Ounces Added to Food Item by Manufacturer (Bonus Size Items)
- Transaction Discounts
- Store Loyalty/Rewards Cards
- Manufacturers' Cents Off Coupons

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## In-Store Promotions: BOGOs and eWIC

Per the USDA WIC EBT Operating Rules:

- In a true BOGO, the free item cannot be deducted from the WIC customer's benefit balance or reported to the State Agency
- If a food item is advertised as "Buy one, get one free" **with the disclosure that each item is sold for half the advertised price**, both food items shall be redeemed using WIC benefits and shall reflect an item price of half the advertised price in the transaction
- Quantity discount
  - ✓ Applying this methodology for BOGOs, vendors must put this disclosure in store advertising

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**Sales Tax & Cash Back**

- Sales Tax on Manufacturers' Coupons
  - ✓ Not permitted to tax WIC items, so cannot charge WIC customers tax on manufacturer's coupons
- Cash Back
  - ✓ Not permitted as a result of vendor discount in any WIC transaction

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**What about exchanges?**

- **Identical items only** when:
  - Defective
  - spoiled or
  - has exceeded its "best if used by" or "sell by" date on the date of purchase

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**EWIC PAYMENTS THROUGH THE BANKING SYSTEM**

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## Automated Clearing House (ACH)

- Vendors will receive payment for all eWIC transactions processed in their store through an Automated Clearinghouse (ACH) system in which payments are directly deposited into their bank account
- With eWIC, most items will have an NTE
- If a vendor submits an item price that is above the NTE (for the items with NTEs), their payment will be decreased to the NTE amount for the item

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## Changes in Vendor Bank Account

- Vendor applicants that need a stand-beside device, must submit their most current banking information to the eWIC contractor (FIS)
  - Vendors can contact FIS at 1-800-894-0050 Monday-Friday from 8:00 AM to 5:00 PM CT for account changes or updates
- Vendor applicants with integrated cash register systems will provide banking information to their third-party processor to ensure payment for eWIC transactions



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## FIS Retailer Helpdesk

- FIS Retailer Helpdesk for stand-beside device assistance:
  - Retailer Helpdesk: 1-844-230-0836 (available 24/7)
  - Email: [merchant.services.support@fisglobal.com](mailto:merchant.services.support@fisglobal.com)

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## Vendor Reimbursement Policy

- Vendors may not ask the WIC customer to make up the difference in price for eWIC transactions
- Vendors are responsible for keeping their prices at or below the NTE for their peer group

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## Split Tender Transactions

- Customer can pay for an amount that exceeds the CVB maximum
  - ✓ Example: \$10.00 CVB
  - ✓ Total cost of WIC fruits and vegetables is \$10.25. Customer can pay 25¢ plus tax on the 25¢ or use other acceptable methods to pay for the outstanding balance, e.g SNAP which is not taxable
  - ✓ Vendor submits an eWIC transaction for \$10.00 in CVBs

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## Food Substitution

- Vendors must properly transact the WIC supplemental foods that are listed on the customer's food benefit balance
- **Vendors cannot substitute one food subcategory for another unless granted a waiver by the State WIC Agency**
  - Federal violation that carries 1-year disqualification
  - **Example:** Substituting 1% Milk/Skim Milk for 2% Milk or Whole Milk

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## Use of Scanning Sheets Prohibited

- Vendors **cannot** use a collection of UPC barcodes on Scanning Sheets, cash registers, computers, tablets, cell phones or any other similar electronic devices to transact eWIC
- Failure to comply with this policy could result in termination of their WIC Vendor Agreement



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## Ideas

- Keep a copy of the *North Carolina WIC Vendor Transaction Guide* at each register
- Prevent mistakes with good training
- Review common errors with staff on a regular basis

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## Questions



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# WIC Approved Foods



<https://www.ncdhhs.gov/ncwicfoods>

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## WIC Approved Foods

-  Criteria for Approval
-  Unit of Measure
-  Minimum Inventory Requirements



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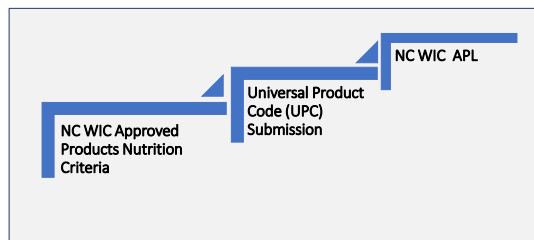
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## Authorized Product List (APL)



<https://www.ncdhhs.gov/ncwicfoods>

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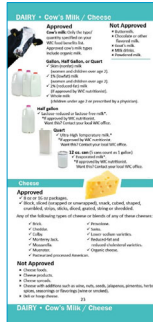
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# Milk

## Criteria for Approval

- ✓ Pasteurized cow's milk
- ✓ Skim/1%/2%/Whole
- ✓ Lactose-reduced/free
- ✓ Ultra High Temperature (UHT)
- ✓ Evaporated
- ✓ Gallons, half gallons, quarts and cans\*
- ✓ Regular or organic

\*Evaporated milk only



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# Milk

## Unit of Measure = GAL (Gallon)



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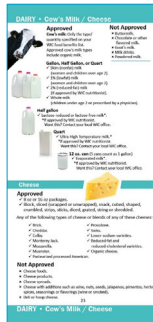
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# Cheese

## Criteria for Approval

- ✓ Equivalent to one pound (16 oz.)
  - Package sizes of 8 oz or 16 oz.
- ✓ Low-sodium varieties
- ✓ Reduced-fat/cholesterol varieties
- ✓ Regular or organic
- ✓ Types:
  - Cheddar (Mild, Medium, Sharp, Extra Sharp)
  - Colby
  - Pasteurized Processed American
  - Monterey Jack
  - Mozzarella
  - Muenster
  - Provolone
  - Swiss



66

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## Cheese



Unit of Measure = LB (Pound)

One container = 16 oz. package  
or  
two 8 oz. packages



\*The minimum inventory requirement for cheese requires vendors to have at least two (2), one-pound packages available. Only one (1) type of approved cheese is required.

67

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## Soy-Based Beverage



Criteria for Approval

- ✓ Half gallon containers
- ✓ Unflavored
- ✓ Meets nutrient requirements
- ✓ Regular or organic



Unit of Measure

= GAL (Gallon)

68

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## Tofu



Criteria for Approval

- ✓ 14 to 16 ounce prepackaged
- ✓ Calcium-set tofu
- ✓ Can contain coagulants
- ✓ Regular or organic



Unit of Measure

= LB (Pound)

One container = 14 - 16 oz. package

69

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# Yogurt

## Criteria for Approval

- ✓ Equivalent to one 32 oz. container
  - Package sizes of 16 oz. or 32 oz.
- ✓ Pasteurized
- ✓ Flavored or unflavored
- ✓ < 40 grams sugar per cup
- ✓ Fortified with Vitamin A and D
- ✓ Non-fat, Low-fat, Whole-fat yogurt
- ✓ Regular or organic



70

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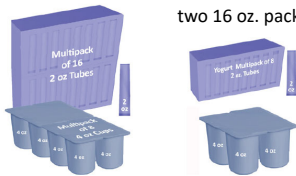
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# Yogurt

Unit of Measure = CTR (Container)/Quart

One container = 32 oz. package  
or  
two 16 oz. packages



71

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# Juice

## Criteria for Approval

- ✓ Frozen or Shelf-stable Concentrate
  - 11.5 to 12 oz. containers
- ✓ Single Strength
  - 48 oz. and 64 oz. containers
- ✓ 100% fruit or vegetable juice or blends
  - unsweetened and pasteurized
- ✓ Fortified with Calcium, Vitamin D or Vitamin C
- ✓ Contains >30mg of Vitamin C per 100 mL
- ✓ Plastic, glass, cans or refrigerated paper cartons
- ✓ Regular or organic

JUICE • Single Strength	
<b>Approved:</b>	<b>Not Approved:</b>
<ul style="list-style-type: none"> <li>✓ All acid in concentrate</li> <li>✓ Organic label</li> <li>✓ 100% Juice</li> <li>✓ Unsweetened, pasteurized</li> <li>✓ Juice concentrate with calcium, vitamin D or vitamin C</li> <li>✓ Organic label may be required for all cartons, cans or refrigerated paper cartons</li> </ul>	<ul style="list-style-type: none"> <li>• Fully sweetened drinks</li> <li>• Non-100% juice blends</li> <li>• Non-pasteurized juice</li> <li>• Juice with added preservatives</li> <li>• Juice with added flavors</li> <li>• Juice with added vitamins</li> <li>• Juice with added calcium</li> <li>• Juice with added vitamin D</li> <li>• Juice with added vitamin C</li> <li>• Juice with added other vitamins</li> <li>• Juice with added minerals</li> <li>• Juice with added electrolytes</li> <li>• Juice with added antioxidants</li> <li>• Juice with added probiotics</li> <li>• Juice with added enzymes</li> <li>• Juice with added phytochemicals</li> <li>• Juice with added botanicals</li> <li>• Juice with added herbs</li> <li>• Juice with added spices</li> <li>• Juice with added natural flavors</li> <li>• Juice with added natural sweeteners</li> <li>• Juice with added natural colors</li> <li>• Juice with added natural preservatives</li> <li>• Juice with added natural emulsifiers</li> <li>• Juice with added natural stabilizers</li> <li>• Juice with added natural thickeners</li> <li>• Juice with added natural gelling agents</li> <li>• Juice with added natural foaming agents</li> <li>• Juice with added natural emulsifiers</li> <li>• Juice with added natural stabilizers</li> <li>• Juice with added natural thickeners</li> <li>• Juice with added natural gelling agents</li> <li>• Juice with added natural foaming agents</li> </ul>
<b>Best Choice:</b>	
<ul style="list-style-type: none"> <li>✓ 100% Juice</li> <li>✓ Unsweetened</li> <li>✓ Pasteurized</li> <li>✓ Juice concentrate with calcium, vitamin D or vitamin C</li> <li>✓ Organic label may be required for all cartons, cans or refrigerated paper cartons</li> </ul>	
<b>Save:</b>	
<ul style="list-style-type: none"> <li>✓ 100% Juice</li> <li>✓ Unsweetened</li> <li>✓ Pasteurized</li> <li>✓ Juice concentrate with calcium, vitamin D or vitamin C</li> <li>✓ Organic label may be required for all cartons, cans or refrigerated paper cartons</li> </ul>	
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<b>Save:</b>	
<ul style="list-style-type: none"> <li>✓ 100% Juice</li> <li>✓ Unsweetened</li> <li>✓ Pasteurized</li> <li>✓ Juice concentrate with calcium, vitamin D or vitamin C</li> <li>✓ Organic label may be required for all cartons, cans or refrigerated paper cartons</li> </ul>	

72

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# Juice



Unit of Measure = CTR (Container)

Food Packages: V, VI, VII, VII+ (III)  
Pregnant, Postpartum, and Breastfeeding Woman

- One container = 48 fluid oz.
- 48 oz single strength
  - 11.5-12 oz. concentrate

Food Package: IV (III)  
Child

- One container = 64 fluid oz.
- 64 oz single strength



73

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# Cereal



Criteria for Approval

- ✓ 11.8 / 12 ounce or larger box or bag
- ✓ Ready to eat
- ✓ Instant and regular hot cereal
- ✓ ≤ 6 grams sugar per dry ounce
- ✓ Regular or organic



74

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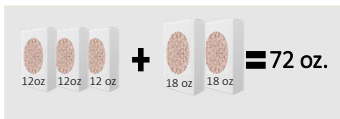
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# Cereal



Unit of Measure = OZ (Ounce)



4/1/2023 thru 4/30/2023	13526487	\$16.00	888	Fruit and Vegetables
	13526487	3.25	GAL	Whole Milk
	13526487	2	CTR	Cheese
	13526487	4	CTR	Juice 84 oz Fluid
	13526487	84	OZ	SW Bread or Whole Grains
	13526487	3	PDOZ	Strawberries
	13526487	72	OZ	Breakfast Cereal

75

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## Bread/Whole Grains

- ✓ Whole wheat tortillas
- ✓ Soft corn tortillas
- ✓ Whole grain/whole wheat bread/Buns/Rolls
- ✓ Brown rice
- ✓ Whole wheat pasta
- ✓ Whole grain Barley
- ✓ Bulgur
- ✓ Oats



**WHOLE GRAINS • Tortillas**

**Tortillas**

**Approved**

- ✓ Soft corn
- ✓ Soft wheat
- ✓ Soft wheat/whole wheat
- ✓ Soft wheat/whole wheat

**Not Approved**

- ✗ Hard wheat/whole wheat

**SELECTED BRAND BRANDS**

**Best Choice**

- ✓ Soft corn
- ✓ Soft wheat
- ✓ Soft wheat/whole wheat

**Good Choice**

- ✓ Soft wheat/whole wheat

**Not Approved**

- ✗ Hard wheat/whole wheat

**WHOLE GRAINS • Tortillas**

76

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## Bread/Buns/Rolls

### Criteria for Approval

- ✓ 16 ounce loaf
- ✓ 100% whole-grain and/or whole-wheat bread/Buns/Rolls
- ✓ Regular or organic



**WHOLE GRAINS • Bread**

**SELECTED BRAND BRANDS**

**Approved**

- ✓ 100% whole grain
- ✓ 100% whole wheat
- ✓ 100% whole wheat
- ✓ 100% whole wheat

**Not Approved**

- ✗ Hard wheat/whole wheat
- ✗ Hard wheat/whole wheat
- ✗ Hard wheat/whole wheat

**WHOLE GRAINS • Bread**

77

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## Tortillas

### Criteria for Approval

- ✓ 16 ounce package
- ✓ Soft corn tortillas (yellow or white)
- ✓ Whole wheat tortillas
- ✓ Regular or organic



**WHOLE GRAINS • Tortillas**

**Tortillas**

**Approved**

- ✓ Soft corn
- ✓ Soft wheat
- ✓ Soft wheat/whole wheat
- ✓ Soft wheat/whole wheat

**Not Approved**

- ✗ Hard wheat/whole wheat

**SELECTED BRAND BRANDS**

**Best Choice**

- ✓ Soft corn
- ✓ Soft wheat
- ✓ Soft wheat/whole wheat

**Good Choice**

- ✓ Soft wheat/whole wheat

**Not Approved**

- ✗ Hard wheat/whole wheat

**WHOLE GRAINS • Tortillas**

78

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## Brown Rice

### Criteria for Approval

- ✓ 14 to 16 ounce bag or box
- ✓ Plain, whole grain brown rice
- ✓ Instant, quick or regular cooking
- ✓ Regular or organic



79

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## Whole Wheat Pasta

### Criteria for Approval

- ✓ 16 ounce packages
- ✓ 100% whole grain and/or whole wheat
- ✓ All shapes
- ✓ Regular or organic



80

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## Whole Grain Barley/Bulgur/Oats

### Criteria for Approval

- ✓ 14 to 16 ounce bag or box
- ✓ Plain, whole grain barley/bulgur/oats
- ✓ Instant, quick or regular cooking
- ✓ No added sugars, fats, oils, or salt
- ✓ Regular or organic



81

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## Whole Grains

Unit of Measure

= OZ (Ounce)

+
+
+
+
=
80 oz

3/25/2018 thru 4/24/2018	135204538	\$27.00	\$\$\$	Fruit and Vegetables
	135204538	3.75	GAL	Whole Milk
	135204538	1	CTR	Cheddar
	135204538	3.25	GAL	Lactose Free Skim & 1% HCL
	135204538	4	CTR	Tolu 14-16oz Pkg
	135204538	4	CTR	Juice 64 oz Fluid
	135204538	80	OZ	WW Bread or Whole Grains

82

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## Eggs

Criteria for Approval

- ✓ One dozen chicken eggs of different sizes and grades
- ✓ Brown eggs
- ✓ Specialty eggs such as low-cholesterol, cage free, stress-free, free-range, vitamin enriched, antibiotic-free, vegetarian-fed-hen, no-growth-hormones, fertile
- ✓ Regular or organic

Unit of Measure

= DOZ (Dozen)

**PROTEIN - Fish, Eggs, Legumes**

**Canned Fish for high protein/low sodium**

**Approved**

- Solid white fish
- Solid light fish
- Solid dark fish
- Solid pink fish
- Solid yellow fish
- Solid orange fish
- Solid red fish
- Solid brown fish
- Solid black fish
- Solid purple fish
- Solid grey fish
- Solid green fish
- Solid blue fish
- Solid pink fish
- Solid yellow fish
- Solid orange fish
- Solid red fish
- Solid brown fish
- Solid black fish
- Solid purple fish
- Solid grey fish
- Solid green fish
- Solid blue fish

**Not Approved**

- Flaked fish
- Fish meal
- Fish oil
- Fish skin
- Fish bones
- Fish heads
- Fish tails
- Fish scales
- Fish shells
- Fish heads
- Fish tails
- Fish scales
- Fish shells

**Eggs**

**Approved**

- Grade AA
- Grade A
- Grade B
- Grade C
- Grade D
- Grade E
- Grade F
- Grade G
- Grade H
- Grade I
- Grade J
- Grade K
- Grade L
- Grade M
- Grade N
- Grade O
- Grade P
- Grade Q
- Grade R
- Grade S
- Grade T
- Grade U
- Grade V
- Grade W
- Grade X
- Grade Y
- Grade Z
- Grade AA
- Grade A
- Grade B
- Grade C
- Grade D
- Grade E
- Grade F
- Grade G
- Grade H
- Grade I
- Grade J
- Grade K
- Grade L
- Grade M
- Grade N
- Grade O
- Grade P
- Grade Q
- Grade R
- Grade S
- Grade T
- Grade U
- Grade V
- Grade W
- Grade X
- Grade Y
- Grade Z

**Not Approved**

- Shell eggs
- Eggshells
- Egg whites
- Egg yolks
- Egg powder
- Egg meal
- Egg oil
- Egg skin
- Egg bones
- Egg heads
- Egg tails
- Egg scales
- Egg shells

**Legumes (dried, not wet)**

**Approved**

- Soybeans
- Chickpeas
- Lentils
- Peas
- Beans
- Kidney beans
- Black beans
- Pinto beans
- Navy beans
- Great Northern beans
- Lima beans
- Broad beans
- Fava beans
- Adzuki beans
- Mung beans
- Soybeans
- Chickpeas
- Lentils
- Peas
- Beans
- Kidney beans
- Black beans
- Pinto beans
- Navy beans
- Great Northern beans
- Lima beans
- Broad beans
- Fava beans
- Adzuki beans
- Mung beans

**Not Approved**

- Soybean meal
- Soybean oil
- Soybean hulls
- Soybean skins
- Soybean heads
- Soybean tails
- Soybean scales
- Soybean shells
- Soybean heads
- Soybean tails
- Soybean scales
- Soybean shells

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## Beans, Peas, and Lentils

Criteria for Approval

- ✓ Dry
  - (Any type) plain, unseasoned mature
  - 16-ounce bag or box
  - Regular or organic
- ✓ Canned
  - (Any type) plain, unseasoned mature
  - Regular or low sodium
  - 15 to 16-ounce can
  - Regular or organic

**PROTEIN - Fish, Eggs, Legumes**

**Canned Fish for high protein/low sodium**

**Approved**

- Solid white fish
- Solid light fish
- Solid dark fish
- Solid pink fish
- Solid yellow fish
- Solid orange fish
- Solid red fish
- Solid brown fish
- Solid black fish
- Solid purple fish
- Solid grey fish
- Solid green fish
- Solid blue fish
- Solid pink fish
- Solid yellow fish
- Solid orange fish
- Solid red fish
- Solid brown fish
- Solid black fish
- Solid purple fish
- Solid grey fish
- Solid green fish
- Solid blue fish

**Not Approved**

- Flaked fish
- Fish meal
- Fish oil
- Fish skin
- Fish bones
- Fish heads
- Fish tails
- Fish scales
- Fish shells
- Fish heads
- Fish tails
- Fish scales
- Fish shells

**Eggs**

**Approved**

- Grade AA
- Grade A
- Grade B
- Grade C
- Grade D
- Grade E
- Grade F
- Grade G
- Grade H
- Grade I
- Grade J
- Grade K
- Grade L
- Grade M
- Grade N
- Grade O
- Grade P
- Grade Q
- Grade R
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- Grade U
- Grade V
- Grade W
- Grade X
- Grade Y
- Grade Z
- Grade AA
- Grade A
- Grade B
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- Grade O
- Grade P
- Grade Q
- Grade R
- Grade S
- Grade T
- Grade U
- Grade V
- Grade W
- Grade X
- Grade Y
- Grade Z

**Not Approved**

- Shell eggs
- Eggshells
- Egg whites
- Egg yolks
- Egg powder
- Egg meal
- Egg oil
- Egg skin
- Egg bones
- Egg heads
- Egg tails
- Egg scales
- Egg shells

**Legumes (dried, not wet)**

**Approved**

- Soybeans
- Chickpeas
- Lentils
- Peas
- Beans
- Kidney beans
- Black beans
- Pinto beans
- Navy beans
- Great Northern beans
- Lima beans
- Broad beans
- Fava beans
- Adzuki beans
- Mung beans
- Soybeans
- Chickpeas
- Lentils
- Peas
- Beans
- Kidney beans
- Black beans
- Pinto beans
- Navy beans
- Great Northern beans
- Lima beans
- Broad beans
- Fava beans
- Adzuki beans
- Mung beans

**Not Approved**

- Soybean meal
- Soybean oil
- Soybean hulls
- Soybean skins
- Soybean heads
- Soybean tails
- Soybean scales
- Soybean shells
- Soybean heads
- Soybean tails
- Soybean scales
- Soybean shells

84

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## Beans, Peas, and Lentils

### Food Benefits

- Mature**
- Black Beans
  - Butter Beans
  - Lima Beans
  - Garbanzo Beans
  - Soybeans
  - Lentils
  - Split Peas

VS

### Cash-value Benefits

- Vegetable**
- Green Beans
  - Green Peas
  - Snap Peas
  - Snow Peas
  - Snap Beans
  - Garden Peas
  - Wax Beans

**PROTEIN - Fish, Eggs, Legumes**

**Common Fish and Seafood**

**Approved**

- Wild caught salmon, trout, tuna, halibut, cod, haddock, sole, whitefish, yellow perch, walleye, rock bass, bluegill, crappie, bass, catfish, carp, tilapia, rainbow trout, rainbow smelt, white perch, and other fish.
- Shellfish: shrimp, scallops, clams, oysters, mussels, and other shellfish.

**Not Approved**

- Refrigerated fish and seafood.
- Smoked fish.
- Salmonellosis.
- Shellfish: crab, lobster, crayfish, and other shellfish.

**Eggs**

**Approved**

- Grade A large eggs.
- Grade B large eggs.
- Grade C large eggs.
- Grade A medium eggs.
- Grade B medium eggs.
- Grade C medium eggs.
- Grade A small eggs.
- Grade B small eggs.
- Grade C small eggs.
- Grade A extra large eggs.
- Grade B extra large eggs.
- Grade C extra large eggs.

**Not Approved**

- Shell eggs with cracks or leaks.
- Shell eggs with mold.
- Shell eggs with blood spots.
- Shell eggs with yolk defects.
- Shell eggs with white defects.
- Shell eggs with other defects.

**Legumes (beans, peas, and lentils)**

**Approved**

- Black beans.
- Butter beans.
- Garbanzo beans.
- Lima beans.
- Lentils.
- Split peas.
- Soybeans.
- Soybean meal.
- Soybean oil.
- Soybean protein concentrate.
- Soybean protein isolate.
- Soybean protein concentrate (textured soy protein).
- Soybean protein isolate (textured soy protein).
- Soybean protein concentrate (textured soy protein).
- Soybean protein isolate (textured soy protein).

**Not Approved**

- Beans, peas, and lentils with added salt or sugar.
- Beans, peas, and lentils with added oil.
- Beans, peas, and lentils with added preservatives.
- Beans, peas, and lentils with added artificial colors or flavors.
- Beans, peas, and lentils with added other ingredients.

**PROTEIN - Fish, Eggs, Legumes**

85

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## Peanut Butter

### Criteria for Approval

- ✓ 16 to 18 ounce container
- ✓ Regular or less sugar, salted or unsalted
- ✓ Regular or reduced-fat varieties
- ✓ Plain, creamy, crunchy or chunky
- ✓ Regular, "natural", or organic



**PROTEIN - Peanut Butter**

**Approved**

- 100% peanuts.
- 100% peanuts with salt.
- 100% peanuts with less than 10% sugar.
- 100% peanuts with less than 10% sugar and salt.
- 100% peanuts with less than 10% sugar and less than 10% salt.
- 100% peanuts with less than 10% sugar and less than 10% salt and less than 10% other ingredients.
- 100% peanuts with less than 10% sugar and less than 10% salt and less than 10% other ingredients and less than 10% other ingredients.

**Not Approved**

- 100% peanuts with more than 10% sugar.
- 100% peanuts with more than 10% salt.
- 100% peanuts with more than 10% sugar and more than 10% salt.
- 100% peanuts with more than 10% sugar and more than 10% salt and more than 10% other ingredients.
- 100% peanuts with more than 10% sugar and more than 10% salt and more than 10% other ingredients and more than 10% other ingredients.

**PROTEIN - Peanut Butter**

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## Beans, Peas, Lentils and Peanut Butter

**Unit of Measure = CTR (Container)**

One container Beans/Peas or Peanut Butter =



16 oz dry

OR



4 cans (15-16 oz each)  
\*Note: 1 can = 0.25 Container

OR



16-18 oz jar

**PROTEIN - Peanut Butter**

**Approved**

- 100% peanuts.
- 100% peanuts with salt.
- 100% peanuts with less than 10% sugar.
- 100% peanuts with less than 10% sugar and salt.
- 100% peanuts with less than 10% sugar and less than 10% salt.
- 100% peanuts with less than 10% sugar and less than 10% salt and less than 10% other ingredients.
- 100% peanuts with less than 10% sugar and less than 10% salt and less than 10% other ingredients and less than 10% other ingredients.

**Not Approved**

- 100% peanuts with more than 10% sugar.
- 100% peanuts with more than 10% salt.
- 100% peanuts with more than 10% sugar and more than 10% salt.
- 100% peanuts with more than 10% sugar and more than 10% salt and more than 10% other ingredients.
- 100% peanuts with more than 10% sugar and more than 10% salt and more than 10% other ingredients and more than 10% other ingredients.

**PROTEIN - Peanut Butter**

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## Fish

**Criteria for Approval**

- ✓ 5 to 6-ounce cans or foil packs
- ✓ Plain, unseasoned pink salmon
  - with or without bones
- ✓ Chunk-light tuna packed in water
- ✓ Regular or organic

**Unit of Measure = OZ (Ounce)**





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## Infant Formula

WIC participants must purchase what is specified on their food benefit account:

- ✓ Brand
- ✓ Size
- ✓ Type
- ✓ Quantity



89

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## NC WIC Program Contract Formula

**Criteria for Approval**

- Milk-based powder:
- Soy-based powder:
- (Brands must be NC contract formula)

90

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## Infant Cereal



**Criteria for Approval**

- ✓ 8-ounce box of plain, dry infant cereal
- ✓ Must contain minimum of 45 mgs of iron per 100 grams of dry cereal
- ✓ Regular or organic

**Unit of Measure** = OZ (Ounce)



91

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## Infant Meats



**Criteria for Approval**

- ✓ Plain meat with gravy or with broth
- ✓ 2.5-ounce containers, single or multi pack
- ✓ Regular or organic

**Unit of Measure** = OZ (Ounce)



92

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## Infant Fruits & Vegetables



**Criteria for Approval**

- ✓ Single ingredient fruit or blends of fruits
- ✓ Single ingredient vegetable or blends of vegetables
- ✓ Without added sugars, starches, or salt
- ✓ Combination of Infant fruits and vegetables
  - 2-ounce (2 pack),
  - 3.5-ounce or 4-ounce containers single or multi pack
- ✓ Regular or organic

**Unit of Measure** = OZ (Ounce)



93

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## Shopping for Infant Foods

Food	Amount Listed	Is Equal To
Infant Fruits & Vegetables	128 OZ	32 2oz 2-packs or 4-oz containers of infant fruits and vegetables.
		18 3.5oz 2-pack containers of infant fruits and vegetables.
		16 4oz 2-pack containers of infant fruits and vegetables.
Infant Meats	77.5 OZ	31 2.5-oz containers of infant meats.

94

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## Cash-Value Benefits Fruits and Vegetables

- Criteria for Approval**
- ✓ Fresh, frozen or canned fruits and vegetables
  - ✓ Regular or organic
- Unit of Measure**
- = \$ Cash Value Benefit Dollar Amount

**FRUITS & VEGETABLES Cash Value Benefits**

**Cash Value per pound or 10oz**

**Approved**

**FRUITS**

- ✓ Fresh fruits, including those in season
- ✓ Frozen fruits, including those in season
- ✓ Canned fruits, including those in season
- ✓ Single serving packets
- ✓ Organic fruits

**VEGETABLES**

- ✓ Fresh vegetables
- ✓ Frozen vegetables
- ✓ Canned vegetables
- ✓ Single serving packets
- ✓ Organic vegetables

**Not Approved**

- Dried fruits
- Fruit and vegetable powders
- Fruit and vegetable concentrates
- Fruit and vegetable juices
- Fruit and vegetable blends
- Fruit and vegetable oils
- Fruit and vegetable essences
- Fruit and vegetable extracts
- Fruit and vegetable supplements
- Fruit and vegetable concentrates
- Fruit and vegetable powders
- Fruit and vegetable blends
- Fruit and vegetable oils
- Fruit and vegetable essences
- Fruit and vegetable extracts
- Fruit and vegetable supplements

**Not allowed with cash value benefit**

- Fruit and vegetable concentrates
- Fruit and vegetable powders
- Fruit and vegetable blends
- Fruit and vegetable oils
- Fruit and vegetable essences
- Fruit and vegetable extracts
- Fruit and vegetable supplements

For full and complete details, visit the AHA Infant Care and Nutrition, page 27.

95

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## Fruits

- Criteria for Approval**
- ✓ Fresh, frozen, canned
  - ✓ Whole or cut fruit without added sugar, fats, oils or salt



96

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**ESDO** Added whole or cut

Ebner, Sherry D, 2023-04-04T20:22:59.999

**ESDO 0** Look at wording from usda site

Ebner, Sherry D, 2023-04-04T21:01:48.834

**ESDO 1** Any variety of fresh (as defined by 21 CFR 101.95) whole or cut fruit without added sugars.

Any variety of canned fruits (must conform to FDA standard of identity as appropriate (21 CFR part 145)); including applesauce, juice pack or water pack without added sugars, fats, oils, or salt (i.e., sodium). The fruit must be listed as the first ingredient.

Any variety of frozen fruits without added sugars, fats, oils, or salt (i.e., sodium).

Any type of dried fruits without added sugars, fats, oils, or salt (i.e., sodium).

Any variety of fresh (as defined by 21 CFR 101.95) whole or cut vegetable without added sugars, fats, or oils.

Any variety of canned or frozen vegetables without added sugars, fats, or oils. Vegetable must be listed as the first ingredient. May be regular or lower in sodium. Must conform to FDA standard of identity as appropriate (21 CFR part 155).

Any type of dried vegetable without added sugars, fats, oils, or salt (i.e., sodium).

Any type of immature beans, peas, or lentils, fresh or in canned forms.

Any type of frozen beans (immature or mature). Beans purchased with the cash-value voucher may contain added vegetables and fruits, but may not contain added sugars, fats, oils, or meat as purchased. Canned beans, peas, or lentils may be regular or lower in sodium content

Ebner, Sherry D, 2023-04-04T21:02:13.885

**ESD1** <https://www.fns.usda.gov/wic/wic-food-packages-regulatory-requirements>

Ebner, Sherry D, 2023-04-04T21:02:51.265

## Vegetables

### Criteria for Approval

- ✓ Fresh, frozen and canned
- ✓ Whole or cut without added sugar, fats or oils
- ✓ Vegetables can contain added salt



97

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## Fruits and Vegetables



### NOT Approved

- Herbs used for flavoring
  - Infant fruits and vegetables\*
  - Mature legumes (dry or canned beans, peas, lentils)\*
  - Ornamental or decorative fruits or vegetables
  - Catsup or other condiments
  - Dried fruits or vegetables
  - Salsa
  - Sauerkraut
  - Pickled vegetables, olives
  - Fruit and/or vegetable juices\*
  - Fruit baskets
  - Fruit leathers and fruit roll-ups
  - Fruit or vegetable items on party trays
  - Fruit or vegetable items on salad bars
- \* See other approved criteria: 'Infant fruits and vegetables'; 'Beans, Peas, Lentils' and 'Juice'.

98

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## Minimum Inventory Requirements

Food Category	Required Package Size	Required Quantity
Milk	Skim/1% Milk <b>AND</b> Whole Milk  *2 types required*	Skim/1% milk = six (6) gallons Whole Milk = two (2) gallons
Cheese	One (1) pound = 16 ounces	Two (2) pounds of one approved type
Juice (Single Strength)	48-ounce container <b>AND</b> 64-ounce container  *2 sizes required*	48-ounce container = four (4) containers 64-ounce container = four (4) containers
Cereal	12-ounce package	Six (6) packages *required to have 2 types whole grain cereal*

\*concentrated juice does not have inventory requirement\*

99

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## Slide 97

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**ESDO** Added whole or cut- they could get a bag of fresh broccoli flowerets-

Ebner, Sherry D, 2023-04-04T20:25:19.287

**ESDO 0** Or baby carrots

Ebner, Sherry D, 2023-04-04T20:25:32.597

**PBRO 1** Thank you !!

Parmar, Bhuvana R, 2023-04-06T17:21:36.630



### Minimum Inventory Requirements

Food Category	Required Package Size	Required Quantity
Bread	16-ounce loaf of bread <b>AND</b> 16-ounce package of tortillas	Two (2) loaves or packages <b>OR</b> One (1) loaf or One (1) package
Brown Rice	14 to 16-ounce package	Two (2) packages
Eggs	One (1) dozen	Two (2) packages
Beans, Peas, Lentils	One (1) pound dry beans, peas, lentils	Two (2) packages of dry beans, peas, lentils *Only one 1 (one) approved type required*
Peanut Butter	16 to 18-ounce containers	Two (2) containers
Fish	Five (5) to Six (6) – ounce containers	Six (6) cans

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### Minimum Inventory Requirements

Food Category	Required Package Size	Required Quantity
Infant Formula (powder)	11.0 – 14.0 - ounce cans of Milk base Infant Formula <b>AND</b> Soy based Infant Formula	Milk based Infant Formula = Eight (8) cans Soy based Infant Formula = Four (4) cans
Infant Cereal	Eight (8) – ounce container	Six (6) boxes *only one (1) approved type required*
Infant Fruits and Vegetables	One (1) type of fruit <b>AND</b> One (1) type of vegetable, 3.5 - ounce to 4 - ounce containers	64 ounces total (or ~16-18 containers)

101

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### Minimum Inventory Requirements

Food Category	Required Package Size	Required Quantity
Fruit (Canned Fruit)	14 to 16-ounce cans	10 cans * Two (2) varieties required*
Vegetables (Canned Vegetables)	14 to 16-ounce cans	10 cans * Two (2) varieties required*

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# Resources



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# Summary

The NC WIC Program offers a variety of nutritious foods as part of the Authorized Product List (APL).

The APL is a list of all the approved products which meet the nutrition criteria for WIC foods.

Consider a food category 'unit of measure'

Required minimum inventory must be available to WIC customers.

104

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# Questions



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## After Authorization

- Process EBT transactions accurately, in a timely manner, and in accordance with the terms of the North Carolina WIC Vendor Agreement. Maintain compliance with the EBT Processor Vendor Agreement, the FNS EBT operating rules, standards and technical requirements, WIC Program Rules, and state and federal regulations, and statutes
- Maintain certified eWIC system that is available for WIC redemption processing during all hours the store is open
- The eWIC Processor re-certify the vendor's eWIC system if it is altered or revised in any manner that impacts eWIC redemption

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## After Authorization continued

- Should a vendor that uses stand-beside device(s) to transact eWIC decide to upgrade to an integrated system, the vendor must:
  1. Inform the eWIC processor before making **any** change, so that it can be determined if the system needs to be certified and testing can be performed to establish connectivity.
  2. Inform the State WIC Agency so that Level III certification testing can be performed prior to use of the system in the store.
- Testing performed with the eWIC processor for a new system that a vendor chooses to use does not supersede the L3 certification testing that must be performed by the State WIC Agency.
- These procedures also apply to vendors who alter the integrated system that they currently use or decide to use a different integrated system altogether.

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## After Authorization continued

- The State WIC Agency, **not the eWIC processor**, must grant final approval before a new system or system that has been altered is used by a vendor
- Vendors must inform the State WIC Agency if their integrated cash register system will be altered or revised in any manner that impacts eWIC redemption. This is a requirement detailed in the Terms of Vendor Agreement. Failure to do so may result in the termination of their WIC Vendor Agreement

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## After Authorization continued

### Integrated Vendors:

There is no need for WIC customers to separate their items when transacting WIC benefits. Do not make them separate their WIC items from non-WIC items. All items can be rung up together; however, the WIC customer must swipe their eWIC card first before any other tender type is applied to ensure that the proper items are deducted from the WIC customer's benefit balance before another tender type is used for purchase.

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## After Authorization continued

- It is important to continue to follow policies and procedures to maintain authorization
- Federal regulations provide process to support program integrity

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## Termination of WIC Vendor Agreement

- Change in ownership will result in termination of the WIC Vendor Agreement by the State WIC Agency
- Change in store location of more than three miles from the store's previous location will result in termination of the WIC Vendor Agreement by the State WIC Agency
- Cessation of operations, withdrawal from the WIC Program or disqualification from the WIC Program will result in termination of the WIC Vendor Agreement by the State WIC Agency

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## Business Integrity Standards

- May not have any owners, officers or managers who have been convicted of or had a civil judgment entered against them in the last six years for any activity indicating a lack of business integrity
- Convictions or civil judgments include, but is not limited to: fraud, antitrust violations, embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, making false claims, or obstruction of justice

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## Conflict of Interest

- A vendor shall not have any owner(s), officer(s) or manager(s) who are employed, or who have a spouse, child, or parent employed by the State WIC Program or the Local WIC Program serving the county in which the vendor conducts business
- A vendor shall not have an employee who handles transactions of WIC food or cash-value benefits who is employed by or has a spouse, child or parent who is employed by the State WIC Agency or Local WIC Agency
- Inform your staff if they have a spouse, child or parent who works for the program
- If you do, report it to your vendor contact at your Local WIC Agency

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## Violations and Sanctions

- A **violation** is an infraction of WIC Program regulations or other requirements
- A **sanction** is an administrative action taken as a result of a pattern of violations and may include:
  - ✓ Disqualification or civil money penalty in lieu of disqualification



114

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## Violations

- Any intentional or unintentional action of a vendor's owners, officers, managers, agents or employees, **with or without knowledge of management**, that violates the WIC Vendor Agreement or federal or state statutes, regulations, policies or procedures governing the Program

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## Types of Violations

- Federal violations** for which vendors are subject to disqualification
  - ✓ Federal violations carry longest disqualification periods
  - ✓ Found through compliance buys and inventory audits
- State violations** for which vendors are subject to disqualification
  - ✓ Usually found during compliance buys and Local WIC Agency monitoring

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## Vendor Violations and Sanctions

- 10A NCAC 43D.0710 states a vendor shall be disqualified from the WIC Program for:
  - One year for three occurrences within a 12-month period of failure to properly transact WIC food benefits by manually entering the EBT card number or entering the PIN into the POS instead of the WIC customer, scanning the UPC or PLU codes from UPC codebooks or reference sheets when completing a WIC customer's EBT transaction, not entering the correct quantity and item price, or not providing the WIC customer with a receipt that shows the items purchased and the customer's remaining food benefit balance.

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## Vendor Violations and Sanctions continued

### As a Reminder:

- 10A NCAC 43D.0708 (20)(j) states that the vendor must:
    - Scan or manually enter Universal Product Codes (UPC) only from approved supplemental foods being purchased by the WIC customer in the types, sizes, and quantities available on the WIC customer's EBT account. The vendor shall not scan codes from UPC codebooks or reference sheets;
- ... requirement is also listed in the current Terms of Vendor Agreement.

118

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## Vendor Violations and Sanctions continued

- 180 days for three occurrences within a 12-month period of failure to make EBT point of sale equipment accessible to WIC customers to ensure that EBT transactions are completed in accordance with 10A NCAC 43D .0708(20).
- 90 days for three occurrences within a 12-month period of failure to comply with minimum lane coverage criteria required by 7A NCAC 246.12(z)(2) and 10A NCAC 43D .0708(20)(c).

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## Pattern of Occurrences

- The nature of the violation and the number of violations determine the sanction imposed
- A pattern of occurrences for the same violation can result in disqualification
- The number of occurrences needed to establish a pattern depends on the violation

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## Examples of Patterns of Violations

- Three occurrences within a 12-month period of failure to stock required minimum inventory
- Two occurrences of vendor overcharging within a 12-month period
- Three occurrences of not making eWIC equipment accessible to the WIC customer
- Three occurrences within a 12-month period of failure to mark the current shelf prices of all WIC supplemental foods

121

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## Compliance Buys and Audits

- State WIC Programs are required to identify and investigate high-risk vendors
- NC sometimes works with the U.S. Office of Inspector General for investigations
- See Vendor Manual

122

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## Compliance Buys

- Undercover purchases by a compliance investigator
- May make multiple visits over one year
- Vendors may receive a letter from the State WIC Agency if problems are noted



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## Vendor Overcharging

- Intentionally or unintentionally charging more for supplemental food provided to a WIC customer than a non-WIC customer or charging more than the current shelf price for supplemental food provided to a WIC customer
- Overcharging is a serious federal violation that can lead to vendor disqualification
- This violation is uncovered during compliance buys
- Vendor overcharging is **NOT** the same as charging over the NTE

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## Overcharging?

- A vendor looks at the NTE to determine what they could charge the WIC customer for a gallon of whole milk. The current shelf price is \$2.79. They charge the WIC customer \$3.69 for the gallon of whole milk because that is the current NTE for the month. Is this vendor overcharging?
- A vendor charges a WIC customer \$6.50 for WIC approved cheese. The current shelf price is \$6.50. The NTE is \$6.29. Is this vendor overcharging?

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## Inventory Audits

- A vendor must make available at any reasonable time and place **ALL**:
  - Program-related records of vendor
  - Purchase records, Sales records, Bank statements, Credit card statements, or any other personal or business financial documents that pertains to their business
- **MUST** be retained for 3 years or until audit pertaining to these records is resolved, whichever is later

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**Purchase Documentation Requirement**

- Specific requirements for purchase documentation of WIC supplemental foods
- Invoices, receipts, purchase orders, and any other proofs of purchase for WIC supplemental foods must include the following:
  1. The name of the seller and be prepared entirely by the seller or on the seller's business letterhead;
  2. The date of purchase and the date the authorized vendor received the WIC supplemental food at the store if this date is different;
  3. A description of each WIC supplemental food item purchased, including brand name, unit size, type or form, and quantity.

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**Violations Detected During Inventory Audit**

- Claiming reimbursement for the sale of an amount of a specific supplemental food item which exceeds the store's documented inventory of that supplemental food item for six or more days within the 60-day period. The six or more days do not have to be consecutive
- Inability to provide records or providing false records is also a violation

128

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**Vendor Claims**

- Overpayment to a vendor as determined by an inventory audit or compliance buy investigation requires repayment to the WIC Program
- The State WIC Agency assesses a claim against the vendor in the amount of the overpayment
- Vendors can request a conference to review the claim, but this action cannot be appealed

129

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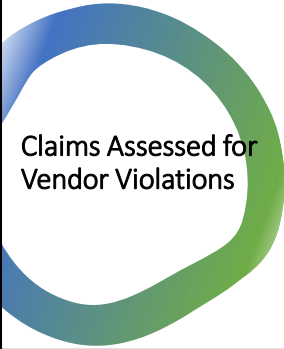
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**Claims Assessed for Vendor Violations**

- If a vendor is assessed a claim, the vendor must reimburse the State WIC Agency in full or agree to a repayment plan within 30 days of written notification of the claim
  - ✓ Failure to do so will lead to termination of the Vendor Agreement
- A vendor applicant cannot be authorized if any of the vendor applicant's owners, officers or managers currently have or previously had a financial interest in a WIC Vendor that was assessed a claim by the WIC Program and the claim has not been paid in full

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**Disqualification**

- Ranges from 60 days to permanent
- WIC status may impact status with SNAP (formerly the Food Stamp Program)
- Vendor has right to appeal

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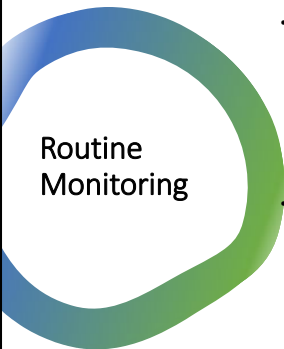
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**Routine Monitoring**

- Includes, but is not limited to:
  - Review of formula invoices and receipts
  - Price checks
  - Treatment of WIC customers
  - Inventory of WIC approved foods subject to minimum inventory requirement
  - Ensure stand-beside equipment for use in transacting eWIC is accessible, if necessary
- Visits are documented and if violation(s) found:
  - An occurrence is noted
  - The vendor must take steps to correct the violations
  - Will be monitored again within 21 days

132

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## Reporting Customer Service Issues (Complaints)

- Vendors should report customer service issues (complaints) to the Local WIC Agency concerning:
  - WIC customer inappropriate behavior
  - Vendors are not required to tolerate behavior from a WIC customer that they would not tolerate from other customers
  - Complaints about other vendors
- May use form in the Vendor Manual

WIC Vendor Management  
CUSTOMER SERVICE ISSUES FORM

SECTION I: CUSTOMER SERVICE ISSUE DOCUMENTATION

STAFF NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_

ISSUE DATE: \_\_\_\_\_

ISSUE ORIGIN DATE: \_\_\_\_\_

TARGET RESOLUTION DATE: \_\_\_\_\_

ISSUE ORIGINATOR (City, County): \_\_\_\_\_

ISSUE REPORTED BY:

(City/County) Name: \_\_\_\_\_

(City/County) Title: \_\_\_\_\_

(City/County) Phone: \_\_\_\_\_

(City/County) Email: \_\_\_\_\_

ISSUE REPORTED ABOUT:

(City/County) Name: \_\_\_\_\_

(City/County) Title: \_\_\_\_\_

(City/County) Phone: \_\_\_\_\_

(City/County) Email: \_\_\_\_\_

ISSUE TYPE:

(City/County) Name: \_\_\_\_\_

(City/County) Title: \_\_\_\_\_

(City/County) Phone: \_\_\_\_\_

(City/County) Email: \_\_\_\_\_

DESCRIPTION OF ISSUE:

SECTION II: RESOLUTION OF ISSUE:

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133

## Questions



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134

## Required Applicant Forms



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135



**Completing Required Forms**

- Vendors to be authorized through corporate agreements must complete:
  - Application (DHHS 3282) – **completed through the vendor portal**
  - Verification of Attendance
- All other retail stores must receive and complete:
  - Agreement (DHHS 2768) ending date 9/30/2024
  - Terms of the WIC Vendor Agreement
  - Application (DHHS 3282)
  - Price List (DHHS 2766)
  - Above Fifty-Percent Vendor Self Declaration form
  - Verification of Attendance

136

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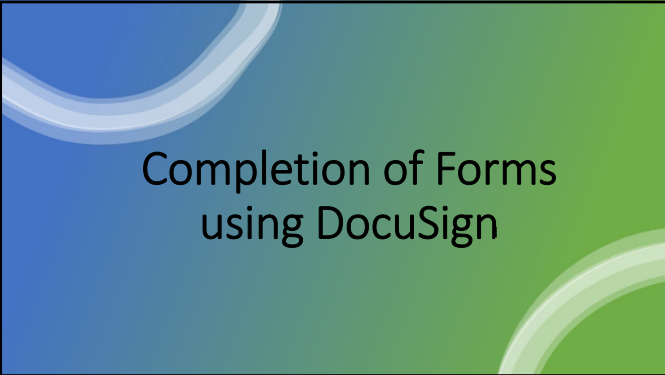
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**Completion of Forms using DocuSign**

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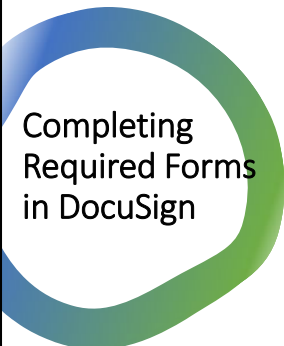
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**Completing Required Forms in DocuSign**

- Received through DocuSign
  - Vendor Agreement (DHHS 2768) ending date 9/30/2024
  - Terms of the WIC Vendor Agreement
  - Application (DHHS 3282)
  - Price List (DHHS 2766)
  - Above Fifty-Percent Vendor Self Declaration form
- Received from Local Agency
  - Verification of Attendance
  - Email form

138

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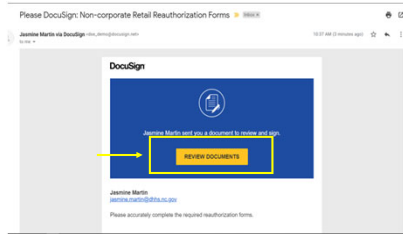
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## Using DocuSign

- You will receive an email from the State Agency via DocuSign
- Click on the “Review Documents” button



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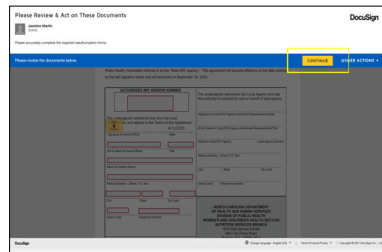
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## Vendor Process

- Once you have clicked “Review Documents,” this screen will open
- You will click the “Continue” button to review and complete the application documents (forms)



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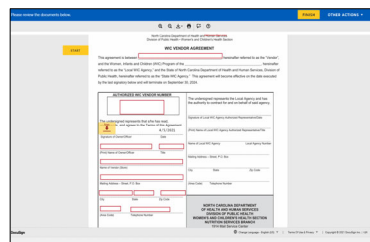
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## Fields to Complete

- Red boxes will appear on the fields required for completion



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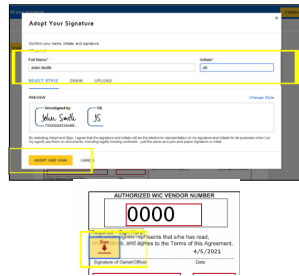
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## Adopting a Signature

- When you click on the first Sign button, the “Adopt Your Signature” screen will appear.
- Signature options
  - Type your name and initials and change the style to look more like your handwritten signature
  - Draw or “write” signature by selecting the draw tab and using the mouse
  - Upload a clear picture of signature for use



142

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## SIGNATURE



Once signature and initials have been adopted, when you click any space labeled sign or initial, the adopted signature will appear.

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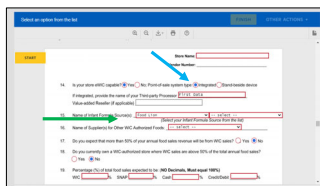
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## Form Fields

- Certain fields triggered once specific fields selected.
  - Blue arrow at question 14 shows that the check box for Integrated has been selected
    - Sub questions and corresponding fields have now been highlighted
    - The value-added reseller is not highlighted in red because this is an optional field
- Green arrow at question 15 shows a drop-down option.
  - Ensures vendors only choose State approved sources
  - Also available for question 15



144

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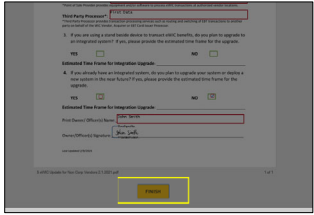
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## Vendor Process Completed



Once you have gone through all documents and completed all required fields, you will be able to click the "Finish" button.

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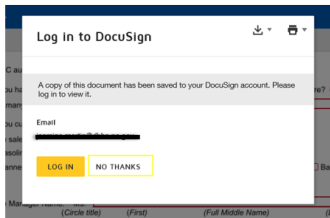
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## Final Screen

- You may see this screen upon completion
  - Can select "No Thanks"
- All parties will receive a copy of the fully completed forms



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## Application (DHHS 3282)

- All vendor applicants must complete an application
- The store owner or officer must complete and sign
- Do not leave blanks, do not use "N/A"
- Do not type "same as above"
  - Complete every line!

147

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## Application (DHHS 3282)

- **Questions #1-2**
  - Store address information
- **Questions #3-4**
  - Needed for future notifications
- **Question #5**
  - MUST be a SNAP (formerly the Food Stamp Program) Provider
- **Question #6**
  - Provide Store's Federal Tax ID number
- **Question #7 - check only one!**
  - Instructions for definitions:
    - Mail Large Chain
    - Convenience
    - Freestanding Pharmacy
    - Community Independent
    - (Military-based Stores)

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148

## Application (DHHS 3282)

- **Question #8 - check only one!**
  - Individual
  - Partnership
  - Limited Partnership
  - Corporation
  - LLC
- **Question #9 - NEW**
  - Number of stores owned by this ownership (at least 1)
  - Number of other WIC authorized stores owned by this ownership
- **Question #10**
  - Since business hours are a selection criteria, please be accurate and indicate AM/PM
- **Question #11-12**
  - Annual SNAP & Food Sales – Projected for new stores
- **Question #13 - Important! May determine peer group**
  - Total number of registers in store - not number in use (including U-Scan)
  - Number of registers with scanning devices
  - Number of cashiers that identify WIC approved foods

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149

## Application (DHHS 3282)

- **Question #14**
  - eWIC capable
- **Question #15-16**
  - Infant formula source
  - Food suppliers
- **Question #17-18**
  - More than fifty percent of store's annual revenue from WIC?
- **Question #19**
  - Percentage of business expected to be WIC, SNAP, and credit/debit card (no decimals)
- **Question #20**
  - WIC authorization required?

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150

## Application (DHHS 3282)

- Question #21-22**
  - Inventory invoices
- Question #23**
  - Required minimum inventory-not applicable
- Question #24**
  - Check all boxes that apply
- Question #25-26**
  - Manager's full name
  - State if manager is primary contact for the agency

151

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## Application (DHHS 3282)

- Questions #27-36**
  - Business integrity questions
  - Do not leave any blanks
  - Provide explanations and dates for "yes" responses

152

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## Ownership Data Section

- Stores under corporate agreement do not complete this section
- Stores not under corporate agreement should list all owners/officers
- For more than TWO owners, complete page 4a
- Incorporated or Limited Liability Companies (LLC) list officers

153

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### Page 4a

Additional ownership page

For vendors with more than 2 owners or officers

154

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### Page 5

- Read application statement
- Store Owner/Officer signs
- Check all answers before signing to avoid delay of application
- Page 5 is also signed by the Local Agency before being sent to the State WIC Agency

155

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## WIC Price List (DHHS 2766)

- Must be completed individually by each:
  - Independent stores
  - Convenience stores
  - Commissaries
- Role of Price List
- A criteria for selecting authorized vendors

156

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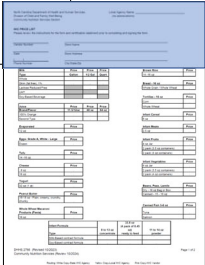
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North Carolina Department of Health and Human Services  
 Division of Child and Family Well-Being  
 Community Nutrition Services Section

Local Agency Name: \_\_\_\_\_  
 (no abbreviations)

**WIC PRICE LIST**  
 Please review the instructions for the form and certification statement prior to completing and signing the form.

Vendor Number: \_\_\_\_\_ Store Name: \_\_\_\_\_  
 Title: \_\_\_\_\_ Store Address: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_



- Store Name **and** Number
- Street Address
- Phone Number
- Date

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157

### Required Prices

- Whole **and** skim/low fat milk (gallon)
- Cheese (16oz.)
- Two types of cereal – whole grain
- Eggs (large white)
- Juice, 48 oz. container
- Juice, 64 oz. container
- Dry beans, peas & lentils
- Peanut butter
- Tuna
- Rice
- Bread **and/or** Tortillas
- Infant cereal
- Infant formula
  - Milk-based and Soy-based
  - Powder
- Infant Fruits
- Infant Vegetables

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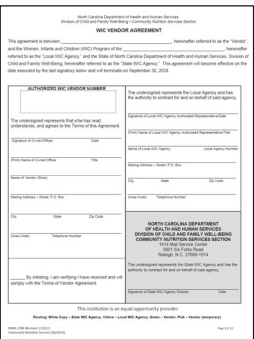
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158

## WIC Vendor Agreement

**Read and understand all terms!**




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159

North Carolina Department of Health and Human Services  
 Division of Child and Family Well-Being/Community Member Services Section

**WIC VENDOR AGREEMENT**

This agreement is between \_\_\_\_\_, hereinafter referred to as the "Vendor", and the Women, Infants and Children (WIC) Agency, hereinafter referred to as the "Local WIC Agency", and the State of North Carolina Department of Health and Human Services, Division of Child and Family Well-Being, hereinafter referred to as the "State WIC Agency". This agreement will become effective on the date executed by the last signatory below and will terminate on September 30, 2024.

**AUTHORIZED WIC VENDOR NUMBER:** \_\_\_\_\_

The undersigned represents the Local Agency and has the authority to contract for and on behalf of said agency.

Signature of Local WIC Agency Authorized Representative Date \_\_\_\_\_

(Print Name of Local WIC Agency Authorized Representative) Title \_\_\_\_\_

Name of Local WIC Agency Local Agency Number \_\_\_\_\_

Address - Street, P.O. Box \_\_\_\_\_

City State Zip Code \_\_\_\_\_

Phone Number \_\_\_\_\_

Signature of Vendor \_\_\_\_\_

Name of Vendor \_\_\_\_\_

Address - Street, P.O. Box \_\_\_\_\_

City State Zip Code \_\_\_\_\_

Phone Number \_\_\_\_\_

**Both names must match**

160

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WIC Vendor Agreement continued

By initialing, I am verifying I have received and will comply with the Terms of Vendor Agreement.

**Owner must initial for the receipt of the Terms of Vendor Agreement**

Signature of Vendor \_\_\_\_\_

Name of Vendor \_\_\_\_\_

Address - Street, P.O. Box \_\_\_\_\_

City State Zip Code \_\_\_\_\_

Phone Number \_\_\_\_\_

161

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**ID Requirement**

The State WIC Agency requires that vendor applicants submit a copy of their driver's license or state issued ID with their application.

162

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## Technical Assistance

Local WIC agency is the primary contact for technical assistance regarding:

- WIC-approved foods
- Completing required forms
- eWIC transaction issues
  - Triage form to be completed (refer to Vendor Manual)
- Customer service issues (complaints)

163

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## Training Employees

- Vendor owners/managers are responsible for training all cashiers on WIC as it pertains to the following:
  - WIC-approved foods
    - WIC Vendor Transaction Guides
  - Allowing same courtesies to WIC customers as non-WIC customers
  - Processing eWIC transactions

164

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## Questions

165

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## Assurance of Civil Rights Compliance

The vendor hereby agrees that it will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d *et seq.*); Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 *et seq.*); Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794); the Age Discrimination Act of 1975 (42 U.S.C. 6101 *et seq.*); Title II and Title III of the Americans with Disabilities Act (ADA) of 1990, as amended by the ADA Amendment Act of 2008 (42 U.S.C. 12131-12189) and as implemented by Department of Justice regulations at 28 CFR Parts 35 and 36; Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (August 11, 2000); all provisions required by the implementing regulations of the U.S. Department of Agriculture (7 CFR Part 15 *et seq.*); and FNS directives and guidelines to the effect that no person shall, on the ground of race, color, national origin, age, sex (including gender identity and sexual orientation), or disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity for which the agency receives Federal financial assistance from FNS; and hereby gives assurance that it will immediately take measures necessary to effectuate this agreement.

This assurance is given in consideration of and for the purpose of obtaining any and all Federal financial assistance, grants, and loans of Federal funds, reimbursable expenditures, grant, or donation of Federal property and interest in property, the detail of Federal personnel, the sale and lease of, and the permission to use Federal property or interest in such property or the furnishing of services without consideration or at a nominal consideration, or at a consideration that is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the recipient, or any improvements made with Federal financial assistance extended to the Program applicant by USDA. This includes any Federal agreement, arrangement, or other contract that has as one of its purposes the provision of cash assistance for the purchase of food, and cash assistance for purchase or rental of food service equipment or any other financial assistance extended in reliance on the representations and agreements made in this assurance.

This assurance is binding on the vendor, its successors, transferees, and assignees as long as it receives assistance or retains possession of any assistance from the Department. The person or persons whose signatures appear below are authorized to sign this assurance on the behalf of the vendor.

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166

## USDA Nondiscrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-DA-ASCR%20-%20Complaint%20Form%20002-503-11-29-17%20%20.pdf> from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:** U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
2. **fax:** (833) 256-1665 or (202) 690-7442; or
3. **email:** [program.intake@usda.gov](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.

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167

# Thank you!

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168