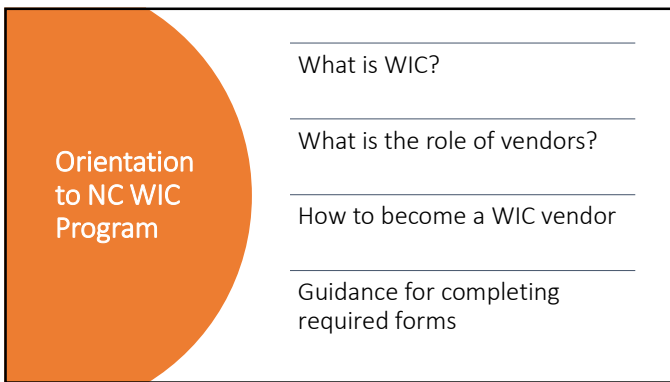
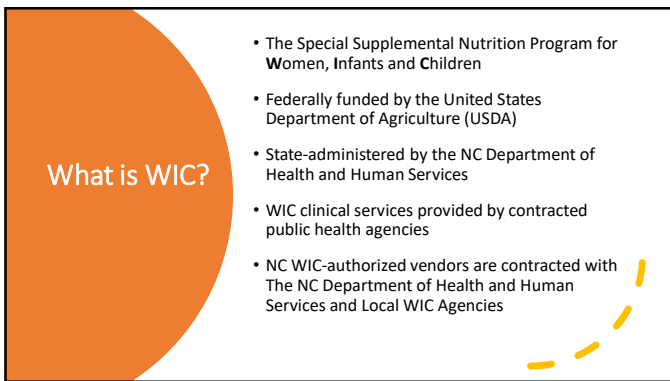




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3

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 B₆



4

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

5

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

6

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

7

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

8

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

9

Selection Criteria

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

10

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

11

Competitive Pricing and Price Limitations

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

12

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 30th of each year will result in termination of the WIC Vendor Agreement


13

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

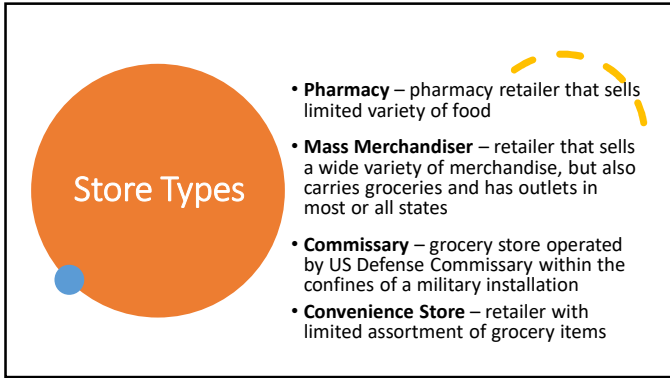
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Determining Peer Groups



- Store type
- Geography

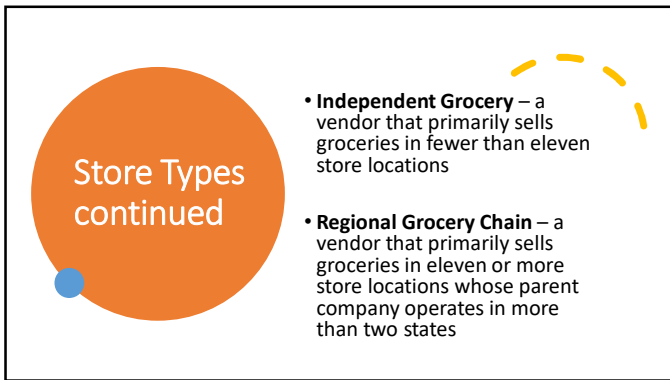
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Store Types

- **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

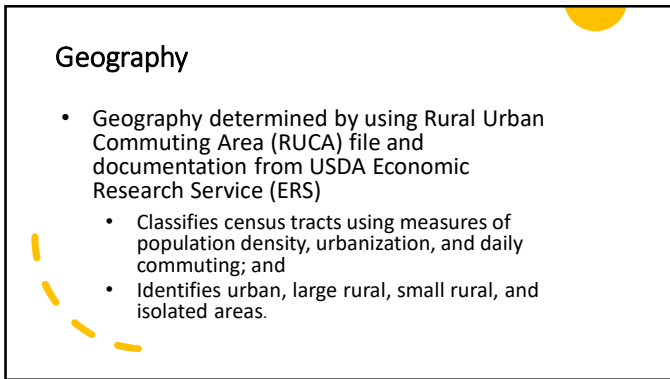
16



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

17



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.

18

Not-to-Exceed (NTE) Prices

- 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 nutritionals 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

- Foods and Contract Formula

19

NTEs vs. Current Shelf Price

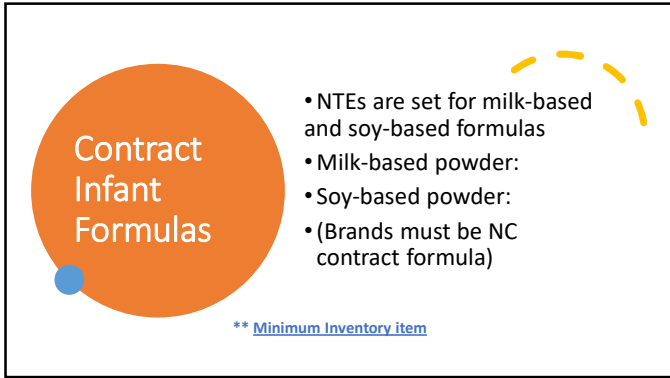
- Vendors **must** charge current shelf price
- Vendors **DO NOT** have to charge the NTE
- Charges for WIC transactions must be less than or equal to charges to regular customers
- Vendors **cannot** set their prices at the NTE and charge other customers less. This is a federal violation for which a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

20

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

21

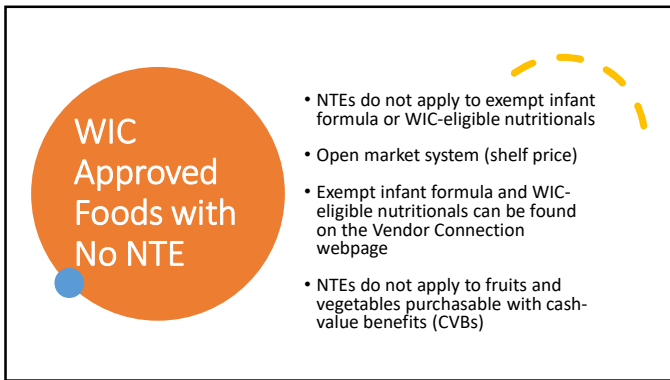


Contract Infant Formulas

- 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](#)

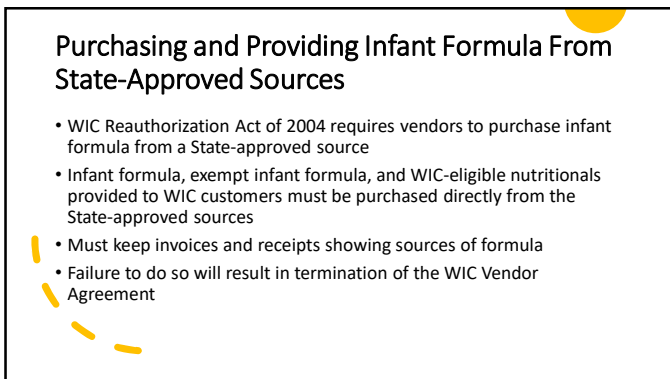
22



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 cash-value benefits (CVBs)

23



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

24

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

25

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

26

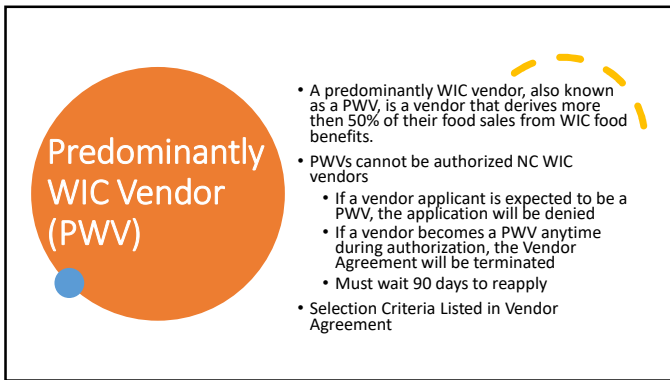
Resubmitted Price List

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

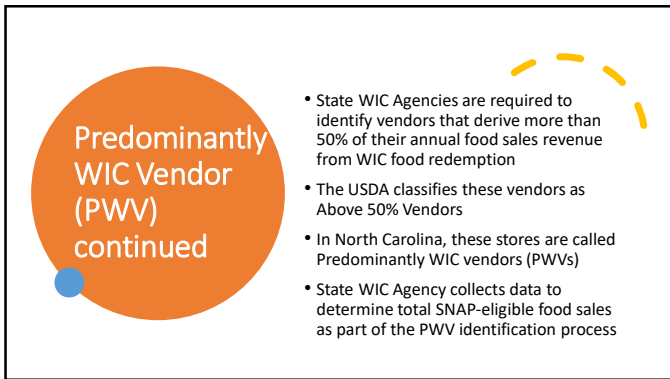
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28



29




30



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


31



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

32



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

33

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	\$500	\$1,250	\$300	\$200
1/2/13	\$120	\$650	\$500	\$1,270	\$100	\$100
1/3/13	\$195	\$500	\$725	\$1,420	\$100	\$300
1/4/13	\$135	\$500	\$500	\$1,135	\$500	\$250
"	\$200	\$500	\$25	\$1,025	\$300	\$300
"	\$200	\$1,000	\$25	\$1,225	\$350	\$250
"	\$100	\$1,000	\$55	\$1,155	\$750	\$100
1/31/13	\$1,400	\$6,650	\$400	\$8,450	\$3,300	\$1,600
Totals	\$1,400	\$6,650	\$400	\$8,450	\$3,300	\$1,600

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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

36

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

37

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

38

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

39

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

40

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
 - ✓ May result in disqualification

41

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

43

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

45

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

46

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
 - ✓ If using this methodology for BOGOs, vendors must put this disclosure in store advertising

48

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

49

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

50

EWIC PAYMENTS THROUGH THE BANKING SYSTEM

51

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

52

Changes in Vendor Bank Accounts

- 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

54

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

55

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

56

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

57

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



58

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

59

Questions



60




<https://www.ncdhhs.gov/ncwicfoods> | **WIC Approved Foods**

61

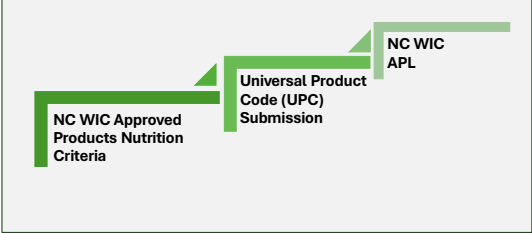
WIC Approved Foods

- NC WIC Program APL Updates**
- UPC Submission Process**
- WIC Approved Food Categories**
- Minimum Inventory Requirements**



62

Authorized Product List (APL)



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

63

Supplemental Foods for Infants Food Packages I, II, III

Supplemental Food Category	Fully formula fed (FF)		Partially (mostly) breastfed (BF/FF)		Fully breastfed (BF)	
	Food Packages: I-FF & III-FF A: 0-3 months B: 4-5 months	Food Packages II-FF & III-FF 6-11 months	Food Packages I-BF/FF & III-BF/FF (A: 0 to 1 month) B: 1-3 months C: 4-5 months	Food Packages II-BF/FF & III BF/FF 6-11 months	Food Package I-BF 0-5 months	Food Package II-BF 6-11 months
WIC Formula	A: FNB = 805 fl oz. B: FNB = 884 fl oz.	FNB = 624 fl oz.	A: <104 fl oz. B: FNB = 354 fl oz. C: FNB = 442 fl oz.	FNB = 312 fl oz.		
Infant Cereal		24 oz.		24 oz.		24 oz.
Infant food fruits and vegetables		128 oz.		128 oz.		256 oz.
Infant food meat						77.5 oz.

FNB: Full Nutrition Benefit

64

Supplemental Foods for Children and Women Food Packages IV, V, VI and VII

Supplemental Food Category	Children		Women	
	Food Package IV: 1-4 years	Food Package V: Pregnant and Partially Breastfeeding	Food Package VI: Postpartum	Food Package VII: Fully Breastfeeding
Juice, single strength	128 oz.	144 oz.	96 oz.	144 oz.
Milk, fluid	16 qt.	22 qt.	16 qt.	24 qt.
Breakfast cereal	36 oz.	36 oz.	36 oz.	36 oz.
Cheese	N/A	N/A	N/A	1 lb.
Eggs	1 dozen	1 dozen	1 dozen	2 dozen
Fresh fruits and vegetables	\$26.00 in cash-value benefits	\$47.00 in cash-value benefits	\$47.00 in cash-value benefits	\$52.00 in cash-value benefits
Whole wheat or whole grain bread	2 lb.	1 lb.	N/A	1 lb.
Fish (canned)	N/A	N/A	N/A	30 oz.
Legumes, dry and/or Peanut butter	1 lb. or 18 oz.	1 lb. and 18 oz.	1 lb. or 18 oz.	1 lb. and 18 oz.

65

Milk




- ✓ 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

66

Milk


 **Unit of Measure = GAL (Gallon)**



Gallon 1.0 Gal.	Half Gallon + Quart $0.5 + 0.25 = 0.75$ Gal.	Half Gallon 0.5 Gal.	Quart 0.25 Gal.	12 oz. 0.19 Gal.
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67

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)	• Monterey Jack
• Colby	• Mozzarella
• Pasteurized Processed American	• Muenster
	• Provolone
	• Swiss



68

Cheese

 **Unit of Measure = LB (Pound)**

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



69


Soy-Based Beverage


Criteria for Approval

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

Unit of Measure

= GAL (Gallon)





70

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





71

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



72

Yogurt



Unit of Measure = CTR (Container)/Quart

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



73

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



74

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





75

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


76

Cereal

Unit of Measure = OZ (Ounce)




4/1/2023 thru 4/30/2023			
153264497	\$10.00	\$88	Fruit and Vegetables
153264497	3.25	GAL	Whole Milk
153264497	2	CTN	Cheese
153264497	4	CTN	Juice 64 oz Fluid
153264497	64	OZ	WW Bread or Whole Grains
153264497	3	CTN	Flour, Grains & Legumes
153264497	72	OZ	Breakfast Cereal




77

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





78

Bread/Buns/Rolls

Criteria for Approval

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



79

Tortillas

Criteria for Approval

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



80

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



81

Whole Wheat Pasta

Criteria for Approval

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



82

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



83

Whole Grains

 Unit of Measure = OZ (Ounce)



13520438 thru 4242018	135204538	\$27.00	\$58	Fruit and Vegetables
	135204538	3.75	GAL	Whole Milk
	135204538	1	CTR	Cheese
	135204538	3.25	GAL	Lactose Free Skim & 1% HGL
	135204538	4	CTR	Tolu 14-16oz Pkg
	135204538	4	CTR	Julie 84 oz Pkg
	135204538	80	OZ	WW Bread or Whole Grains

84

Eggs

Criteria for Approval

- ✓ One dozen chicken eggs, all 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)

85

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

86

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

87

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:

- All-natural
- No added sugar
- No hydrogenated oils
- No trans fats
- No artificial flavors
- No artificial colors
- No MSG
- No preservatives
- No added salt
- No added soy
- No added dairy
- No added eggs
- No added nuts
- No added seeds
- No added grains
- No added legumes
- No added fruits
- No added vegetables
- No added herbs
- No added spices
- No added preservatives
- No added stabilizers
- No added emulsifiers
- No added thickeners
- No added sweeteners
- No added acids
- No added bases
- No added salts
- No added minerals
- No added vitamins
- No added nutrients
- No added ingredients
- No added anything

Not Approved:

- Added sugar
- Added salt
- Added soy
- Added dairy
- Added eggs
- Added nuts
- Added seeds
- Added grains
- Added legumes
- Added fruits
- Added vegetables
- Added herbs
- Added spices
- Added preservatives
- Added stabilizers
- Added emulsifiers
- Added thickeners
- Added sweeteners
- Added acids
- Added bases
- Added salts
- Added minerals
- Added vitamins
- Added nutrients
- Added anything

PROTEIN • Peanut Butter

88

Beans, Peas, Lentils, and Peanut Butter

Unit of Measure = CTR (Container)

One container Beans/Peas or Peanut Butter =



OR



PROTEIN • Peanut Butter

Approved:

- All-natural
- No added sugar
- No hydrogenated oils
- No trans fats
- No artificial flavors
- No artificial colors
- No MSG
- No preservatives
- No added salt
- No added soy
- No added dairy
- No added eggs
- No added nuts
- No added seeds
- No added grains
- No added legumes
- No added fruits
- No added vegetables
- No added herbs
- No added spices
- No added preservatives
- No added stabilizers
- No added emulsifiers
- No added thickeners
- No added sweeteners
- No added acids
- No added bases
- No added salts
- No added minerals
- No added vitamins
- No added nutrients
- No added ingredients
- No added anything

Not Approved:

- Added sugar
- Added salt
- Added soy
- Added dairy
- Added eggs
- Added nuts
- Added seeds
- Added grains
- Added legumes
- Added fruits
- Added vegetables
- Added herbs
- Added spices
- Added preservatives
- Added stabilizers
- Added emulsifiers
- Added thickeners
- Added sweeteners
- Added acids
- Added bases
- Added salts
- Added minerals
- Added vitamins
- Added nutrients
- Added anything

PROTEIN • Peanut Butter

89

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)

PROTEIN • Fish, Eggs, Legumes

Classified Fish for high biomonitoring assess:

Approved:

- All-natural
- No added sugar
- No hydrogenated oils
- No trans fats
- No artificial flavors
- No artificial colors
- No MSG
- No preservatives
- No added salt
- No added soy
- No added dairy
- No added eggs
- No added nuts
- No added seeds
- No added grains
- No added legumes
- No added fruits
- No added vegetables
- No added herbs
- No added spices
- No added preservatives
- No added stabilizers
- No added emulsifiers
- No added thickeners
- No added sweeteners
- No added acids
- No added bases
- No added salts
- No added minerals
- No added vitamins
- No added nutrients
- No added ingredients
- No added anything

Not Approved:

- Added sugar
- Added salt
- Added soy
- Added dairy
- Added eggs
- Added nuts
- Added seeds
- Added grains
- Added legumes
- Added fruits
- Added vegetables
- Added herbs
- Added spices
- Added preservatives
- Added stabilizers
- Added emulsifiers
- Added thickeners
- Added sweeteners
- Added acids
- Added bases
- Added salts
- Added minerals
- Added vitamins
- Added nutrients
- Added anything

PROTEIN • Fish, Eggs, Legumes

90

Infant Formula

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

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



91

NC WIC Program Contract Formula

- Similac Advance®**
 - 12.7 oz. Powder
 - 13.0 oz. Concentrate
 - 32.0 oz. Ready-to-Feed
- Similac Soy Isomil®**
 - 12.4 oz. Powder
 - 13.0 oz. Concentrate
 - 32.0 oz. Ready-to-Feed
- Similac Sensitive®**
 - 12.5 oz. Powder
 - 32.0 oz. Ready-to-Feed
- Similac Total Comfort®**
 - 12.6 oz. Powder

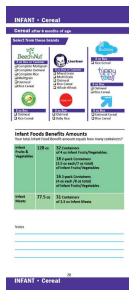
92

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)





93

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)


94

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)

95

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 2.5oz. containers of infant meats.

96

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 by kind of fruit

Approved

- ✓ Fresh, frozen, or canned
- ✓ Regular or organic
- ✓ No added sugar, fats, oils, or salt
- ✓ Fruit in whole or cut form
- ✓ Fruit in whole or cut form
- ✓ Fruit in whole or cut form
- ✓ Fruit in whole or cut form

Not Allowed with Cash Value Benefit

- ✗ Fruit with added sugar, fats, oils, or salt
- ✗ Fruit with added sugar, fats, oils, or salt
- ✗ Fruit with added sugar, fats, oils, or salt
- ✗ Fruit with added sugar, fats, oils, or salt
- ✗ Fruit with added sugar, fats, oils, or salt
- ✗ Fruit with added sugar, fats, oils, or salt

REMOVED

- ✗ Fruit with added sugar, fats, oils, or salt
- ✗ Fruit with added sugar, fats, oils, or salt
- ✗ Fruit with added sugar, fats, oils, or salt
- ✗ Fruit with added sugar, fats, oils, or salt
- ✗ Fruit with added sugar, fats, oils, or salt
- ✗ Fruit with added sugar, fats, oils, or salt

FRUITS & VEGETABLES

97

Fruits

Criteria for Approval

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



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Vegetables

Criteria for Approval

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



99

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'.

100




101



Minimum Inventory Requirements

Food Category	Required Package Size	Required Quantity
Milk (Skim/1% Milk AND Whole Milk)	Gallons	Skim/1% milk = six (6) gallons Whole Milk = two (2) gallons *2 types required*
Cheese	One (1) pound = 16 oz.	Two (2) pounds of one approved type
Juice (Single Strength*) *concentrated juice does not have inventory requirement	48 oz. container AND 64 oz. container *2 sizes required*	48 oz. container = four (4) containers 64 oz. container = four (4) containers
Cereal	12+ oz. package	Six (6) packages *required to have 2 types whole grain cereal*


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Minimum Inventory Requirements

Food Category	Required Package Size	Required Quantity
Bread	16 oz. loaf of bread, 16 oz. package of tortillas	Two (2) loaves or packages OR One (1) loaf & one (1) package
Brown Rice	14 to 16 oz. 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 oz. containers	Two (2) containers
Fish	5 to 6 oz. containers	Six (6) cans


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Minimum Inventory Requirements

Food Category	Required Package Size	Required Quantity
Infant Formula (contract milk-based AND soy-based powder infant formula)	11.0 – 14.0 oz. cans	Milk-based Infant Formula = Eight (8) cans Soy-based Infant Formula = Four (4) cans
Infant Cereal	8 oz. container	Six (6) boxes *only one (1) approved type required*
Infant Fruits and Vegetables (Fruit AND vegetable)	3.5 to 4 oz. containers	64 ounces total (or ~16-18 containers) *required to have one (1) type of fruit and one (1) type of vegetable*

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Minimum Inventory Requirements

Food Category	Required Package Size	Required Quantity
Fruit (CVB) (Canned Fruit)	14 to 16 oz. can	10 cans * Two (2) varieties required*
Vegetable (CVB) (Canned Vegetables)	14 to 16 oz. can	10 cans * Two (2) varieties required*

105

North Carolina WIC Program 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 includes all approved products meeting the nutrition criteria for WIC foods and submissions for new products are considered on a continual basis.

Each supplemental food category has a specified 'unit of measure'.

Required minimum inventory of approved products ensures products are available to WIC customers.

107

Questions



108

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
- Request 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.

110

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

111

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.

112

After Authorization continued

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

113

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

115

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
- Ask your staff if they have a spouse, child or parent who works for the WIC program
 - If they do, report it to your vendor contact at your Local WIC Agency

116

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



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- 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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- 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;
- This requirement is also listed in the current Terms of Vendor Agreement.

121

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 7 CFR 246.12(z)(2) and 10A NCAC 43D .0708(20)(c).

122

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

123

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

124

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

125

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?

128

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 pertain to their business
- **MUST** be retained for 3 years or until audit pertaining to these records is resolved, whichever is later

129

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.

130

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

131

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

132

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

133

Disqualification

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



134

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

135

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

ISSUE NAME: _____ DATE: _____

AGENCY: _____

ISSUE ORIGINATOR: _____

ISSUE DATE: _____

ISSUE RESOLUTION DATE: _____

IS ISSUE COMPLAINT? YES NO

ISSUE CATEGORIES BY: Vendor WIC Agency Other

ISSUE REPORTED ABOUT: WIC Agency Vendor Other

ISSUE TYPE: Inappropriate Behavior Other

ISSUE DESCRIPTION: _____

RESOLUTION OF ISSUE: _____

136

Questions



137

Required Applicant Forms



138

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 9/30/2027
 - Terms of the WIC Vendor Agreement
 - Application (DHHS 3282)
 - Price List (DHHS 2766)
 - Above Fifty-Percent Vendor Self Declaration form
 - Verification of Attendance
 - Vendor Site Survey

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Completion of Forms using DocuSign

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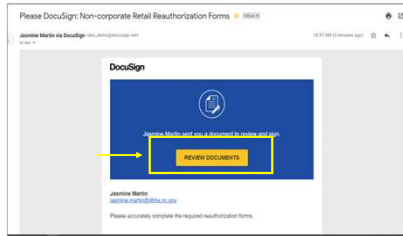
Completing Required Forms in DocuSign

- Received through DocuSign
 - Vendor Agreement (DHHS 2768) ending date 9/30/2027
 - 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

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Using DocuSign

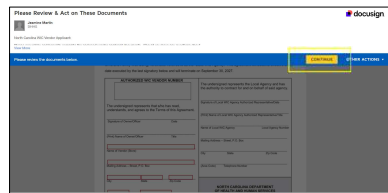
- You will receive an email from the State Agency via DocuSign
- Click on the “Review Documents” button



142

Vendor Process

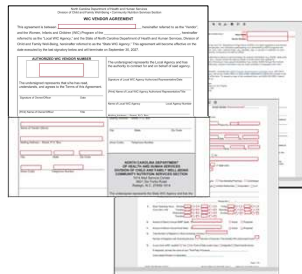
- Once you have clicked “Review Documents,” this screen will open
- You will click the “Continue” button to review and complete the application documents (forms)



143

Fields to Complete

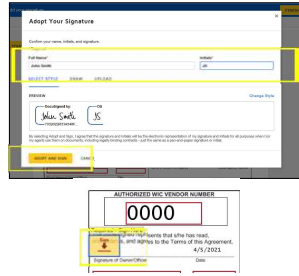
- Red boxes will appear on the fields required for completion



144

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



145

SIGNATURE

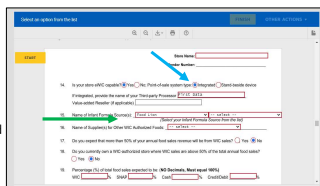


Once signature and initials have been adopted, when you click any space labeled sign or initial, the adopted signature will appear.

146

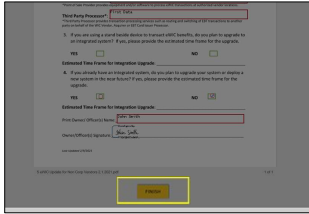
Form Fields

- 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



147

Vendor Process Completed

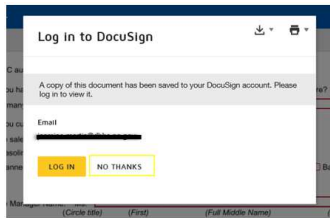
A screenshot of a web form titled "Third Party Processor". It contains several sections with checkboxes and text input fields. A yellow box highlights a "Finish" button at the bottom of the form.

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

148

Final Screen

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

A screenshot of a "Log in to DocuSign" window. It features a message: "A copy of this document has been saved to your DocuSign account. Please log in to view it." Below the message is an "Email" field with a masked address. At the bottom, there are two buttons: "LOG IN" and "NO THANKS".

149

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!

150

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!**
- See instructions for definitions:
- Retail Large Chain
 - Retail Convenience
 - Free-standing Pharmacy
 - Commissary Independent
 - (Military Based Stores)

151

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
- Questions #11-12**
 - Annual SNAP & Food Sales – Projected for new stores
- Question #13 - important! May determine peer group (including U-Scans)**
 - Total Number of registers in store - not number in use
 - Number of registers with scanning devices
 - Number of scanners that identify WIC approved foods

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Application (DHHS 3282)

- Question #14**
 - eWIC capable
- Questions #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, cash, and credit/debit card (no decimals)
- Question #20**
 - WIC authorization required?

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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
 - Indicate if manager is primary contact for the pharmacy

21. In your state, are you required to file an inventory statement with the Department of Health? Yes No. If required, provide the name of your Inventory Processor. Have you received an inventory statement from your Inventory Processor? Yes No

22. Do you report that more than 10% of your annual total sales revenue will be from LTC sales? Yes No

23. Do you report that more than 10% of your annual total sales revenue will be from LTC sales? Yes No

24. How long has the state under its current name or a former name physically operated at the present site? _____ months. If not applicable, provide opening date.

25. How long has the state under its current name or a former name physically operated at the present site? _____ months. If not applicable, provide opening date.

26. How long has the state under its current name or a former name physically operated at the present site? _____ months. If not applicable, provide opening date.

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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

27. Has the manager ever been convicted of a misdemeanor involving fraud, theft or misuse of state or federal funds, or any felony? Yes No. If yes, explain and give date.

28. How long has the state under its current name or a former name physically operated at the present site? _____ months. If not applicable, provide opening date.

29. How long has the state under its current name or a former name physically operated at the present site? _____ months. If not applicable, provide opening date.

30. How long has the state under its current name or a former name physically operated at the present site? _____ months. If not applicable, provide opening date.

31. How long has the state under its current name or a former name physically operated at the present site? _____ months. If not applicable, provide opening date.

32. How long has the state under its current name or a former name physically operated at the present site? _____ months. If not applicable, provide opening date.

33. How long has the state under its current name or a former name physically operated at the present site? _____ months. If not applicable, provide opening date.

34. How long has the state under its current name or a former name physically operated at the present site? _____ months. If not applicable, provide opening date.

35. How long has the state under its current name or a former name physically operated at the present site? _____ months. If not applicable, provide opening date.

36. How long has the state under its current name or a former name physically operated at the present site? _____ months. If not applicable, provide opening date.

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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

Ownership Data Section

29. How long has the state under its current name or a former name physically operated at the present site? _____ months. If not applicable, provide opening date.

30. How long has the state under its current name or a former name physically operated at the present site? _____ months. If not applicable, provide opening date.

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OWNERSHIP DATA (For stores under Cooperative Agreement with State WIC Agency. See the attached) - **Page 4a**

Owner (Owner Name) _____ (Business) _____ (State) _____ (City) _____

Residential Address _____

City _____ State _____ Zip _____

Home Telephone No. () _____ Percentage of Business/Store Owned _____ %

How long has this store been established by you or your spouse? _____

Has the store been in any other state in the last 24 months? No Yes. Please list state below:

Is the owner related to the store operator in any way? (Related by blood or marriage?) No Yes. If Yes, list relationship:

Does the owner residing at the above address own any other business? No Yes. Please list name, city & state, and WIC number (where applicable):

Owner (Owner Name) _____ (Business) _____ (State) _____ (City) _____

Residential Address _____

City _____ State _____ Zip _____

Home Telephone No. () _____ Percentage of Business/Store Owned _____ %

How long has this store been established by you or your spouse? _____

Has the store been in any other state in the last 24 months? No Yes. Please list state below:

Is the owner related to the store operator in any way? (Related by blood or marriage?) No Yes. If Yes, list relationship:

Does the owner residing at the above address own any other business? No Yes. Please list name, city & state, and WIC number (where applicable):

Owner (Owner Name) _____ (Business) _____ (State) _____ (City) _____

Residential Address _____

City _____ State _____ Zip _____

Home Telephone No. () _____ Percentage of Business/Store Owned _____ %

How long has this store been established by you or your spouse? _____

Has the store been in any other state in the last 24 months? No Yes. Please list state below:

Is the owner related to the store operator in any way? (Related by blood or marriage?) No Yes. If Yes, list relationship:

Does the owner residing at the above address own any other business? No Yes. Please list name, city & state, and WIC number (where applicable):

Page 4a

Additional ownership page

For vendors with more than 2 owners or officers

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Application Statement

To the best of my knowledge and belief, the information contained on this application is true and correct. I understand that providing false information is a crime and that I may be subject to prosecution if I provide false information. I understand that providing false information is a crime and that I may be subject to prosecution if I provide false information.

1. I am providing accurate and complete information for the WIC Program application.
2. I am providing accurate and complete information for the WIC Program application.
3. I am providing accurate and complete information for the WIC Program application.

Signature of Owner/Officer _____ Date _____

Signature of State WIC Agency _____ Date _____

STATE WILL ACCEPT USE ONLY - Application Statement

Name _____ Title _____

Date _____

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

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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

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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: _____
Date: _____
Phone Number: _____

Store Name: _____
Store Address: _____
City/State/Cp: _____

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

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Required Prices

- Whole **and** skim/low fat milk (gallon)
- Cheese (16oz.)
- Two types of cereal – whole grain
- Eggs (large white)
- Juice, 48 oz. container
- Two types of 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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WIC Vendor Agreement

Read and understand all terms!

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Both names must match

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WIC Vendor Agreement continued

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

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

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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)

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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

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Questions

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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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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-OASCR%20-%20Complaint%20Form%20508-11-26-17%20Mar.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

This institution is an equal opportunity provider.

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Thank you!

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