



The Application Process

Guiding Stores to Become Authorized WIC Vendors
Effective October 1, 2021




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2021-2022 Steps to Authorization

1. Assess eWIC Readiness
 - **Corporate contract, new applications:** Corporate stores will submit application directly to State WIC Agency through the Vendor Portal.
 - **Non-Corporate contract, vendor applicants:** Does store have an integrated system that is eWIC capable? If so:
 - Provide applicant with Solutran's information
 - **Retailer Helpdesk: 1-866-730-7746 (available 24/7)**
 - **Email: ebtservices@solutran.com**



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Steps to Authorization

2. If applicant does not have an integrated system and will require a stand-beside device
 - Inform applicant that they will be responsible for establishing the equipment lease and paying all associated costs for the stand-beside equipment they obtain to transact eWIC.
 - If applicant agrees to lease the equipment – contact the State WIC Agency with the applicant's name and email address. The State WIC Agency will provide the applicant an application through DocuSign.
 - Provide applicant with Solutran's information
 - If the applicant does not want to pay the designated costs and fees - there is no need to continue with the authorization process.



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Steps to Authorization continued

- 3. Orientation and review of module
- 4. Completion of forms
- 5. Entry of information from forms into Crossroads by Local Agency
 - Local WIC Agency should thoroughly review and have corrections made, as necessary, prior to:
 - **Entering information in Crossroads**
 - **Signing and submitting to the State WIC Agency through DocuSign**



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Steps to Authorization continued

- 6. Pre-Authorization Monitoring
 - Monitoring Reports and Verification of Attendance (VOA) forms, will be mailed to the State WIC Agency by Local WIC Agency.



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Steps to Authorization continued

- 7. Forms will be sent to State WIC Agency for processing via DocuSign.
 - Vendor Agreement - ending date 9/30/2024 will be provided via DocuSign. *Terms of Vendor Agreement* will be provided in DocuSign.
 - **Copies of all signed forms will be sent to all parties once all signatures have been captured.**



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Steps to Authorization continued

- 8. Once the State WIC Agency has determined that the vendor applicant will be authorized, they will contact Solutran.
 - Solutran will perform a full analysis of the vendor applicant's cash register system, including the potential need for stand-beside equipment and get the necessary deposit for equipment and lease agreement in place.



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Steps to Authorization continued

- State WIC Agency staff will complete L3 certification testing once stand-beside equipment has been received by the vendor and the vendor has been trained.
- State WIC Agency staff will complete L3 certification testing for vendor applicants with an integrated cash register system, once the cash register system has been approved by Solutran.



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Steps to Authorization continued

- 9. Completion of Orientation
 - If vendor is authorized to become a NC WIC vendor, the State WIC Agency will provide the Local WIC Agency the vendor ID along with various WIC handouts/materials.
 - **Local WIC Agency staff should review all enclosed materials as well as transaction procedures with the vendor prior to giving the vendor their vendor ID. THIS IS IMPORTANT!**

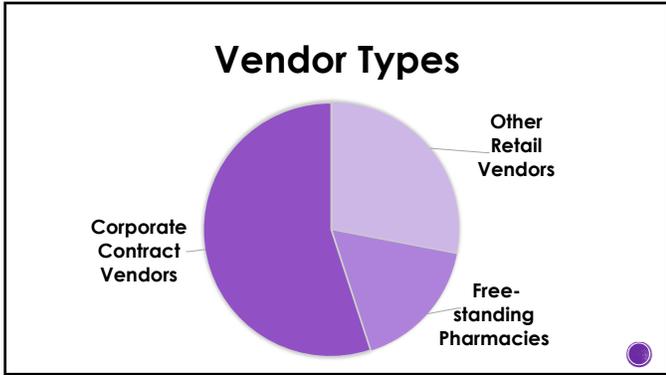
DO NOT INFORM VENDOR THAT THEY ARE AUTHORIZED UNTIL YOU HAVE RECEIVED CORRESPONDENCE FROM THE STATE WIC AGENCY.



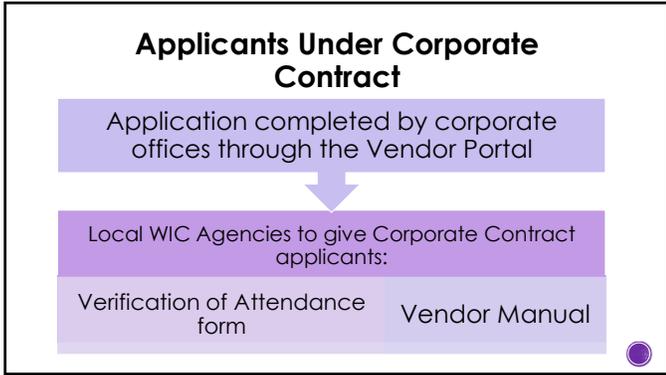
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FORMS
Who Gets What?

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Retail Vendor Applicants (Non-Corporate Contract)

Local Agency staff provide:

1. Solutran's Contact Information
2. Verification of Attendance form
3. Vendor Manual
4. Any Relevant Memos, as Instructed

Document's applicants receive through DocuSign:

1. Vendor Agreement + Terms of Agreement
2. Vendor Application + page 3a (If More Than 2 Owners/Officers)
3. Price List
4. Above Fifty-Percent Vendor Self Declaration Form



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Pharmacies NOT Under Corporate Contract

Local Agency staff provide:

1. Solutran's Contact Information
2. Verification of Attendance Form
3. Vendor Manual
4. Any Relevant Memos, as Instructed

Document's applicants receive through DocuSign:

1. Vendor Agreement + Terms of Agreement for Free-standing Pharmacies
2. Vendor Application
3. WIC Price List for Free-Standing Pharmacies
4. Cost Containment Exemption Form



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Vendor Agreement

- Please note, the Local Agency representative signing Vendor Agreements should only be the Health Director, WIC Director, or Nutrition Director when there is not a specific WIC Director.
 - Vendor Coordinators or Processing Assistants cannot sign the Vendor Agreement.

The screenshot shows a 'WIC VENDOR AGREEMENT' form. A yellow circle highlights the 'Signature of Vendor Representative' field. The form includes sections for 'Vendor Information', 'Agreement Terms', and 'Signatures'. The text on the form is partially obscured but includes the title 'WIC VENDOR AGREEMENT' and the heading 'The agreement is between...'.



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Vendor Transaction Guide and Bnft App



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Entering Applications into Crossroads



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Stop!



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Adding a New Vendor Application

- "Search" for applicant in Crossroads for previous authorization or pending status
- If no results found:
 - Click "New Vendor Application" from Vendor Search screen
 - Enter the initial New Vendor Application screen that pops up
 - Complete all required  items and enter the SNAP ID.
 - Click "Save"

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Completing Application

- Vendor Information screen will pop-up
- Complete All Required  Items
- Select Ownership Type
- If Corporation is selected as Ownership Type, choose the Corporate Parent
 - If the Corporate Parent is not listed in the dropdown, you must manually add the Corporate Parent information. Complete required items

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Completing Application continued

- To add Corporate Parent information, use the Add button  next to the Corporation dropdown. The Corporate Parent information screen will display.
- After this information has been added, select Save. You must then select that Corporate Parent from the Corporation dropdown for that vendor on the Vendor Application screen.

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Completing Application continued

- When entering the Primary Source of Formula, choose one State-approved source from the list in the drop down.
- Do not add a source to the list in the drop down. All State-approved sources are included.
- Reviewers of applications should verify that the sources the vendor lists are all State-approved.



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Answer All Required ★ Sections

Cost Containment:

- This is a **required** section of the NC WIC Vendor Application. All questions must be answered for the application to be processed.
- *Percentage of Total Food Sales must add up to 100%.



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Answer All Required ★ Sections

State Defined Questions:

- This is a **required** section of the NC WIC Vendor Application. All questions must be answered for the application to be processed.
- Select **Save** once all of the **required** fields have been completed.



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Vendor Authorization Checklist	Completed By	Completed On	Modified By	Modified On
Application Received	Cross roads	03/26/2019	Cross roads	03/26/2019
Signed Agreement			Cross roads	03/26/2019
Determine Peer Group			Cross roads	03/26/2019
Monitoring Visit			Cross roads	03/26/2019
Training Completed			Cross roads	03/26/2019
Inventory Survey			Cross roads	03/26/2019
Infant Formula Supplier Verified			Cross roads	03/26/2019
Issue Stamp			Cross roads	03/26/2019
50% Vendor Analysis			Cross roads	03/26/2019
Geographic Area	Cross roads	03/26/2019	Cross roads	03/26/2019
SNAP Authorization Verified Through STARS			Cross roads	03/26/2019
Previously Authorized Vendor Information			Cross roads	03/26/2019

Remaining Authorization Steps

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Local WIC Agency's Responsibilities



After signing the application documents and entering the applicant information in Crossroads, **mail** the training **Verification of Attendance** and **Monitoring Report** to the State WIC Agency. The Agreement, Application, Price List and Above 50% Self-declaration form/Cost Containment Exemption form will be received by the State WIC Agency in DocuSign after Local WIC Agency staff has signed.

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Local WIC Agency's Responsibilities continued



After State WIC Agency Approval and L3 Certification is Completed:
Provide Vendor ID to vendor
 Ensure the vendor has received copies of the WIC Vendor Agreement, Application, Price List, Above 50% Self-declaration form or Cost Containment Exemption form via email.

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Local WIC Agency's Responsibilities continued

WIC Shelf Tags

- Identify WIC-approved foods
 - Decreases confusion for WIC customers when selecting food items
- For vendors that do not have shelf tags that include WIC information already



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Other Vendor Management Procedures

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Handling Customer Service Issues

- Vendors should report customer service issues to their 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
 - Repeated efforts by WIC customers to get cash for food or cash-value benefits
 - Other vendors that appear to engage in fraudulent WIC activities

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Customer Service Issues Form

Thumbnail of the Customer Service Issues Form, showing a header with 'NUTRITION MANAGEMENT' and 'CUSTOMER SERVICE ISSUES FORM'. The form includes sections for 'CUSTOMER INFORMATION', 'ISSUE INFORMATION', 'ISSUE RESOLUTION', and 'CUSTOMER CONTACT INFORMATION'.

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Local Agency Vendor Triage Form

Purpose

- To help Local Agency staff ask the right questions when participants report an issue involving a vendor during an eWIC transaction
- Still continue to use to standard Customer Service Issues form for all non eWIC-related complaints or issues

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Local Agency Vendor Triage Form

Three thumbnails of the Local Agency Vendor Triage Form. The first shows the header and contact information. The second shows a table for 'ISSUE INFORMATION' with columns for 'DATE', 'ISSUE', and 'RESOLUTION'. The third shows the 'ISSUE RESOLUTION' section with a text area and a 'SUBMIT' button.

<https://www.nutritionnc.com/ewic/index.htm>

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Local Agency Vendor Triage Form

- Fillable form available at: <https://www.nutritionnc.com/ewic/index.htm>
- Please scan and send the Local Agency Vendor Triage Form along with any copies of the receipts to the following email address: NCWICVendorQuestions@dhhs.nc.gov
- This email address is checked daily, a Vendor Consultant will be in contact with you.
- We strongly encourage Local Agency staff to keep a copy for their records.



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For Technical Assistance

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Assurance of Civil Rights Compliance

The State Agency 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), 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) as implemented by Department of Justice regulations (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, 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 assurances 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 of a consideration that is reduced for the purpose of assisting 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 the purchase or rental of food service equipment or any other financial assistance extended in reliance on the representations and agreement made in this assurance.



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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-ASCR%20P-complaint-Form-0508-0002-908-11-28-17-Fx2Main.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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