
Purpose Identify the steps to follow if WIC formula is not available at the store.

Formula Shortage A WIC shopper who encounters a store which does not have the amount of formula listed on his/her WIC check should:

1. Try another store and inform the WIC clinic if the store continues to be short on the WIC approved formula listed on the WIC check.
2. If going to another store is not possible, use the WIC check to purchase as much formula as the store has available and the other items prescribed on the check. The "Pay Exactly" amount on the check should be written for only the amount of the actual purchase.
3. The WIC shopper should contact the local agency to receive another check to cover the formula shortage.
4. Wait until the vendor is able to supply the amount of formula on the new check. **Note: All WIC checks must be redeemed within 30 days.**
5. The local agency should document in the retailer file any formula shortage.

In the case of other food item shortages the local agency shall instruct the client to substitute as appropriate. If the problem continues the client should contact the local agency.

Vendor Practices WIC vendors should not issue rain checks when they are out of formula. They should follow step 1 above.

When a rain check issued, local agency vendor staff should follow-up with the vendor.

A Nebraska WIC Vendor Follow-up Report must be completed and placed in the vendor file.
