



# Nebraska WIC Vendor Retailer Training

Special Purchase Stores  
Fall 2009



# Welcome

- Introduction
- Goals of this training
- Vendor Handbook



# What is WIC?

- Women, infants, and children
- Public health nutrition program
  - Regulated federally by USDA and in state by Nebraska Department of Health and Human Services (DHHS)
  - Food packages significantly updated in 2009

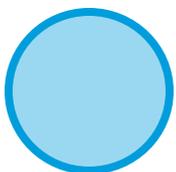


# Purposes of WIC

- Help women eat better, have healthier babies and receive early prenatal care
- Help infants grow and develop better through the promotion of breastfeeding
- Help children eat more nutritious foods, visit doctors regularly and receive immunizations



# How WIC Works



**Participant is assessed at WIC clinic**  
***Receives training, WIC checks and***  
***Approved Foods List***

654321	TAYLOR, JALANI	000/00	NO. 12345678	FIRST DATE TO USE OCT 5, 2009
	NEBRASKA WIC PROGRAM 3rd CENTENNIAL MALL BLDG LINCOLN, NE 68504	SOLUTIONS SECURITY SOLUTIONS BANK HOWARDLAND, NE 68349 78-12-489919 ACCT. # 804 607	NE WIC USE ONLY 12345678	PURCHASE DATE / /
FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY			TYPE TOD	ANY TO THE ORDER OF
1 BOT 64 oz Juice			PURCHASE AMOUNT	
36 OZ (OR LESS) Cereal			CURRENCY/DAYS	
1 LB Whole Wheat Brd OR 14-16 oz Brown Rice			DOLLARS	CENTS
2 GAL Whole Milk			\$	
1 DOZ Medium OR Large Eggs			NOT IN USE WITHOUT WICWORK'S STAMP	
****	***	*****	AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER)	
****	***	*****		
****	***	*****		
****	***	*****		
*ENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE TO USE				

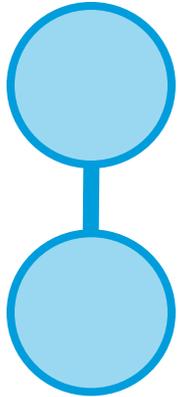
## APPROVED FOOD LIST

Nebraska WIC Program

October 1, 2009 – September 30, 2012



# How WIC Works



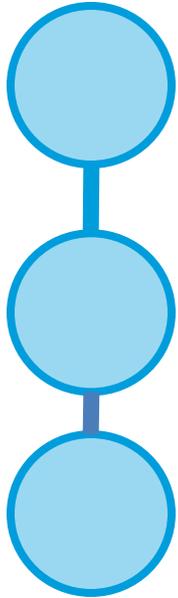
**Participant is assessed at WIC clinic**  
*Receives training, WIC checks and  
Approved Foods List*

**Participant finds authorized retailer**  
*Selects approved foods according to WIC  
check*

Can shop at ANY authorized  
retailer in the state

- Grocery stores: food  
and formula
- Special purchase stores  
(pharmacies):  
prescription formula  
only

# How WIC Works



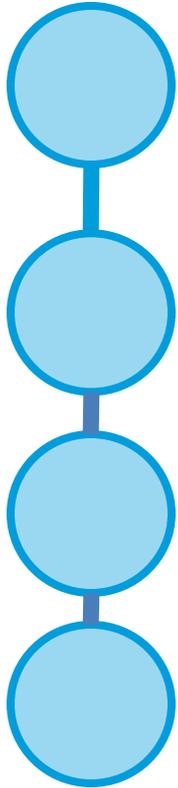
**Participant is assessed at WIC clinic**  
*Receives training, WIC checks and  
Approved Foods List*

**Participant finds authorized retailer**  
*Selects approved foods according to WIC  
check*

**Cashier ensures transaction is accurate  
and successful**

**Cashier training required in  
stores; training toolkit  
provided**

# How WIC Works



**Participant is assessed at WIC clinic**  
*Receives training, WIC checks and  
Approved Foods List*

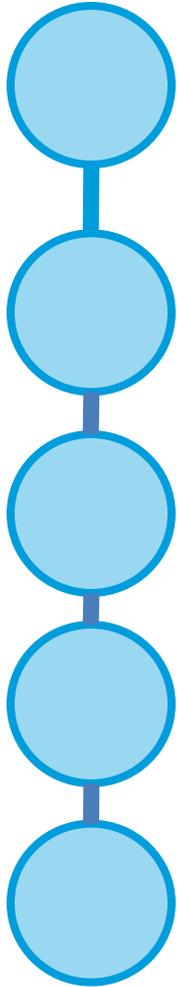
**Participant finds authorized retailer**  
*Selects approved foods according to WIC  
check*

**Cashier ensures transaction is accurate  
and successful**

**Participant consumes nutritious food  
provided by WIC**

**Food not intended for use  
by entire family - only those  
eligible for WIC**

# How WIC Works



**Participant is assessed at WIC clinic**  
*Receives training, WIC checks and  
Approved Foods List*

**Participant finds authorized retailer**  
*Selects approved foods according to WIC  
check*

**Cashier ensures transaction is accurate  
and successful**

**Participant consumes nutritious food  
provided by WIC**

**Retailer deposits processed WIC  
check for reimbursement**

# Roles

State WIC  
Program  
Office

Vendor  
Manager

WIC  
Vendor/  
Retailer

WIC  
Participant

- Policies and guidelines
- Contracts
- Support
- Enforcement

# Roles

State WIC  
Program  
Office

Vendor  
Manager

WIC  
Vendor/  
Retailer

WIC  
Participant

- Education
- Resource to vendors
- Monitoring

# Roles

State WIC  
Program  
Office

Vendor  
Manager

WIC  
Vendor/  
Retailer

WIC  
Participant

- Inventories
- Transactions
- Customer service
- Training

# Roles

State WIC  
Program  
Office

Vendor  
Manager

WIC  
Vendor/  
Retailer

WIC  
Participant

- **Planning**
- **Compliance**
- **Consumption**



*Take a minute to  
review the “WIC  
Basics” section of the  
Vendor Handbook.  
What questions do  
you have?*

# WIC Foods

- Significant changes starting October 2009
- Generally, more sources of low-fat protein, whole grains, fruits and vegetables
- Initially identified in Vendor Application Packet



# WIC Foods

- Listings found in Vendor Handbook and Approved Foods List
  - Handbook listing is part of contract
- Any future changes to list will be sent as Vendor Handbook updates (Section 7)





*Review the medical and/or special infant formulas listed in the WIC Foods section of the Handbook. What questions do you have?*

# Roles of WIC Vendor

**Customer  
Service**

**WIC  
Transactions**

**Inventory**

**Employee  
Training**

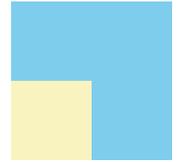
# Customer Service



- **WIC customers appreciate:**
  - Equity
  - Respect
  - Discretion
  - Assistance
  - Coaching



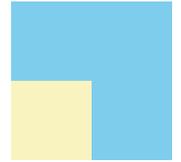
# Inventory



- Must carry minimum inventories of WIC foods
- Listed in Section 3 of Vendor Handbook
- Quarterly Food Price Reporting List is critical for statewide data generation



# Inventory



- Must stock three (3) or more types.
- Must be able to supply within 48 hours or within 72 hours if a weekend or holiday is involved.
- No substitutions.

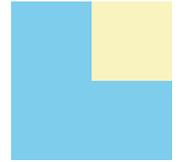


# Inventory



- **No rain checks.**
  - Might suggest WIC customer return with WIC check after shipment.
- **Do NOT charge for these items.**
  - Violation of agreement.

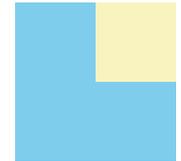
# WIC Transactions



- WIC checks and checkout procedures
- Utilize portions of video that apply



# WIC Transactions



- **Common transaction issues**

**Invalid date**

**Check cannot be used**

**Incorrect food item  
(not on approved list)**

**Item cannot be  
purchased; no exceptions**

**Incorrect size/weight**

**Item must be replaced  
with correct size/weight**

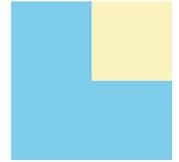
**Returning infant formula**

**Cannot accept; direct to  
WIC clinic**

**Proxy/alternate shopper  
using WIC checks**

**No issue; only need  
signature**

# WIC Transactions



- **Common transaction issues, cont.**

**Buy non-approved food item with WIC check by offering to pay difference in cost**

**Never allowed**

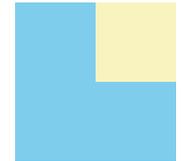
**Use coupons for WIC items**

**Allowed, but customer does not receive discount as change**

**Use WIC checks to buy items on store special (i.e., buy 1 get 1 free)**

**Allowed**

# WIC Transactions



- **Common transaction issues, cont.**

Combine use of two fruit and vegetable WIC checks for single transaction

Not allowed; checks must be used in separate transactions

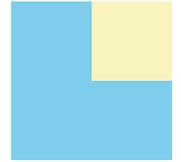
Refund for unused portion of fruit and vegetable WIC check

Never allowed

Use of WIC check for home delivery of food items

Not allowed if transaction completed at point of delivery; must be in store

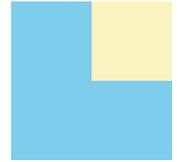
# WIC Transactions



- **Additional notes for store managers**
  - Maintain register receipts or electronic journal entries for all WIC transactions
  - Remember, starting **October 2009:**
    - WIC ID folder is not required; signature does **NOT** need to be checked

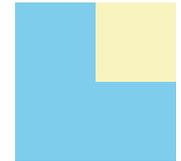


# Process WIC Checks



- 1** Ensure you are using correct stamp
- 2** Ensure stamp works well
- 3** Stamp each WIC check with your Nebraska WIC Authorized Vendor Number Stamp
- 4** Endorse back of each check
- 5** Deposit checks for payment

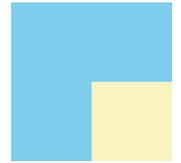
# Process WIC Checks



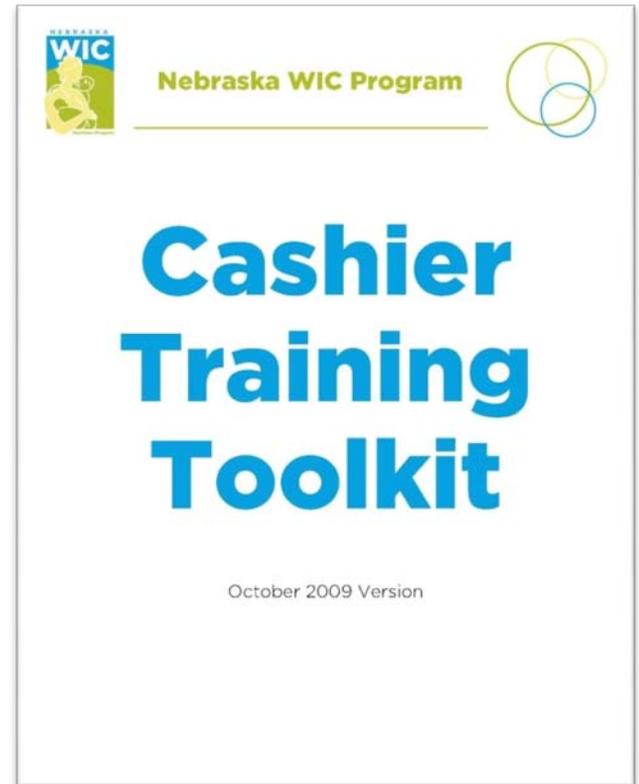
- Check processing issues

Missing purchase date	Verify purchase date, enter and redeposit
Missing or unreadable vendor ID stamp	Stamp clearly and redeposit
<ul style="list-style-type: none"><li>• Invalid vendor stamp</li><li>• Missing or altered purchase amount</li><li>• Missing signature</li><li>• Previously presented at bank</li><li>• Invalid date</li></ul>	<p><b>“Problem checks”</b></p> <ol style="list-style-type: none"><li>1. Find transaction</li><li>2. Locate receipt</li><li>3. Send check and receipt to vendor manager</li><li>4. Answer questions</li><li>5. Take action as directed</li></ol>

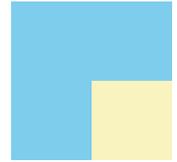
# Employee Training



- Required by vendors
  - Cashiers
  - Bookkeepers
- Toolkit provided for cashier training
- Must keep a training log



# Employee Training



- Bookkeeper training
  - Likely one-on-one
  - 15-20 minutes
  - Resources:
    - Slides from this presentation
    - “Bookkeeper’s Guide to WIC”

 **BOOKKEEPER'S GUIDE TO WIC**

**Processing WIC Checks**

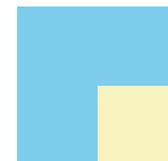
1. Ensure you are using correct stamp (your Nebraska WIC Authorized Vendor Number Stamp)
2. Ensure stamp works well; use black ink
3. Stamp each WIC check in the "Pay to the Order of" box
4. Endorse back of each check
5. Deposit checks for payment
6. Order new or replacement stamps from your WIC vendor manager



Figure 1. Sample WIC fruit and vegetable check.

*See page 2 for instructions for dealing with problem checks.*

# Employee Training

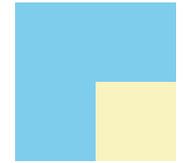


- **Cashier training planning**

- Ideas for use as single training session, as self-paced study or with extended hands-on exercises

<b>Training Components</b>	<b>Training Activities Available in Toolkit</b> Select at least one activity for each training component		
1. Overview 	1. Cashier Training Video		
2. Selecting WIC Foods	2a. Selection Worksheet	2b. Flashcards Activity	2c. In-store Exercise
3. Evaluating WIC Shopping Carts	3a. Evaluation Worksheet	3b. Flashcards Activity	3c. In-store Exercise
4. Calculating Fruits and Vegetable Costs	4a. Calculation Worksheet		4b. Rehearsal at checkout
5. WIC Transaction Process 	5a. Mnemonic Worksheet		5b. Rehearsal
6. WIC Transaction Issues 	6a. Scenarios Worksheet		6b. Role Play Scenarios
7. Approach to WIC Customers 	7a. Matching Worksheet		7b. Role Play at Checkout
8. Assessment	8. Post-training test – 25 questions		

# Employee Training



- **Training completion certificate**
  - Optional
  - Available online in Microsoft Word® – can complete name, location and date

**Certificate of Training Completion**

**Cindy Sample**

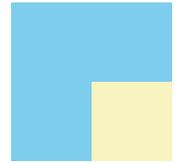
has successfully completed the  
Nebraska WIC training program at

**Our Grocery Store #1234**

\_\_\_\_\_  
Signature of trainer/manager

\_\_\_\_\_  
Date of completion

# Employee Training



- **Training log**

- Required - available for review upon request
- Available online in Microsoft Excel®



## WIC Training Log

For the period October 1, 2009-September 30, 2012

This log is to be kept updated and made available for inspection by vendor manager upon request.

**Store Name/Location** \_\_\_\_\_

Employee Name	Date Training Completed	Certificate Awarded?	Notes





*Review the Cashier  
Training Toolkit and  
complete the Initial  
Survey for Cashier  
Training.*

# Vendor Requirements

## Contract

Responsibilities

Notice

Visits

Violations

Sanctions

Appeals

- Lists all requirements
- Vendor Handbook is part of contract
- Terms:
  - 3 years
  - Renewal requires new application
  - May be terminated with 30 day's notice

# Vendor Requirements

Contract

Responsibilities

Notice

Visits

Violations

Sanctions

Appeals

- Listed in detail in Section 1 of agreement
- Summarized in Section 6 of Vendor Handbook

# Vendor Requirements

Contract

Responsibilities

**Notice**

Visits

Violations

Sanctions

Appeals

- Provide notice to vendor manager when:
  - Store ownership change
  - Store closure
  - Store name change
  - Store address change
  - Manager or WIC contact change

# Vendor Requirements

Contract

Responsibilities

Notice

**Visits**

Violations

Sanctions

Appeals

- **Types of store visits:**
  - Routine
  - Training
  - Educational buy
  - Compliance

# Vendor Requirements

Contract

Responsibilities

Notice

Visits

**Violations**

Sanctions

Appeals

- Listed in Section 5 of Vendor Handbook
- Additional violations added in 2009
- Result in sanctions for a period of time

# Vendor Requirements

Contract

Responsibilities

Notice

Visits

Violations

**Sanctions**

Appeals

- **Penalty points assigned by state WIC office**
- **At 6+ points, certified letter announces required training**
- **At 16 points, store is disqualified**

# Vendor Requirements

Contract

Responsibilities

Notice

Visits

Violations

Sanctions

Appeals

- Notice of adverse action given in writing by DHHS
- Some adverse actions cannot be appealed
- Vendor has 15 days to appeal decision (in writing)
- Process outlined in Section 5 of Vendor Handbook



*Take a couple of minutes  
to review Sections 5 and  
6 of the Vendor  
Handbook. What  
questions do you have?*

# Resources Available

- **Vendor Handbook**
  - Bookkeeper's Guide to WIC
- **Cashier Training Toolkit**
  - Including training video
- **WIC Approved Foods List**
- **WIC Shelf Labels**
- **Nebraska WIC Vendor Poster**
- **WIC Information Card**



# Contract Review and Signing

- Complete evaluation form and record of attendance sheet
- Review WIC agreement
- Sign and date
  - Provide to vendor manager for signing
- Keep your copy in Vendor Handbook

**THANK YOU FOR YOUR TIME!**

