



Florida WIC Program

July 2009

Volume 1, Issue 3

Welcome to Vendor Training!

The federal regulations governing the Florida WIC Program require all WIC vendors to receive training at least once a year. This year, training is being done by sending this newsletter to your store. By receipt of this newsletter you will receive credit for the required annual training. The purpose of vendor training is to review important program requirements and to inform you of changes in the program that affect transacting and redeeming WIC checks. Understanding program requirements will help you stay in compliance with the terms of your contractual agreement with the Florida WIC Program. Please share this newsletter with all store employees. If you have questions about WIC, call your local WIC office vendor manager or the state WIC office in Tallahassee at (850) 245-4202, or 1-800-342-3556.



Inside this issue:

The Vendor Agreement	2
How to Correctly Transact WIC Checks	2
Newly Authorized Formulas	3
Minimum Inventory Requirements	3
Check 21 Legislation	4
Coupons and Promotions	5
Handwritten Checks	6

Purpose of the WIC Program

WIC is the acronym for the **Special Supplemental Nutrition Program for Women, Infants, and Children**. WIC is funded by the United States Department of Agriculture (USDA) and is administered in Florida by the Department of Health. Women, infants, and children are certified as eligible for program services based upon nutrition risk and income criteria. The

WIC Program provides important foods which contain essential vitamins, minerals and other nutrients to eligible pregnant women, breastfeeding women, women who have recently been pregnant, infants, and children under age five. WIC foods are provided because proper nutrition in the early stages of life can help prevent serious health problems later on.

Program Integrity

You can help control program costs and protect the integrity of the WIC Program by reporting WIC customer and vendor fraud.

Suspected program abuse by anyone should be reported to your local WIC office vendor manager or the state WIC office. If you need the telephone number of your local agency vendor manager, call 1-800-342-3556 or (850) 245-4202.

Vendor Materials

Your local vendor manager can provide individual store training and program materials to assist your store in correctly transacting WIC checks. Some of these materials are WIC shelf stickers, Florida WIC Foods brochure (October 2008)



showing pictures of eligible foods, and the "How WIC Works" video.

Also in this issue:

- We're on the Web!
- Least Expensive Brands Policy

Vendor Agreement

The vendor agreement identifies the contractual obligations between the owners of a store, store personnel, and the Florida WIC Program.

The requirements identified in the contract are based on the federal and state statutes and administrative rules governing the WIC Program and the written policies of the Florida WIC Program.

The Agreement contains five sections. Section I specifies

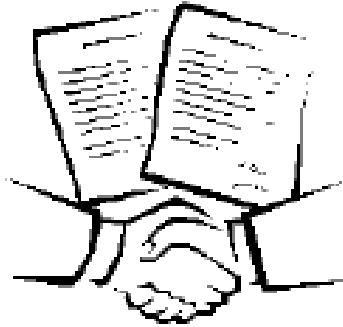
what the owner and personnel of the store agree to do during the period of the contract. Section II specifies what

the department will do for the vendor to facilitate the payment of WIC checks and how payment disputes will be handled.

Section III is a

schedule of sanctions for certain vendor violations. Section IV identifies your legal rights to appeal certain actions by the department regarding enforcement of the contract. Section V covers conditions of the agreement not addressed by the previous sections.

A sample copy of the vendor agreement can be found on the Florida WIC Program website at www.floridawic.org.



How to Correctly Transact WIC Checks

Correctly transacting WIC checks reduces check rejections and saves you time and money! Following the procedures below will help ensure checks are transacted correctly and efficiently.

- ✓ Make sure the check is being used between the “First Day to Use” and “Last Day to Use” dates shown on the check. Do not accept a WIC check before the first day shown or after the last day shown.
- ✓ Group the food items listed on the front of each WIC check being used to make sure the correct types, sizes and amounts have been selected. The back of each WIC check lists additional information about which foods are allowed and lists restrictions on food types and sizes. If needed, assist the customer with the selection of correct food items.
- ✓ WIC customers are allowed to use store and manufacturer coupons just as non-WIC customers use them. The use of coupons reduces WIC Program food costs and allows the program to purchase foods for more WIC participants. This topic is discussed in more detail on page 5.
- ✓ Write the total price in the “Pay Exactly” block on the WIC check for the WIC foods purchased. If an incorrect “pay exactly” amount is entered, the cashier should draw a single line through the incorrect price, write the correct price above it, and initial the correct price.

A sample WIC check form from the Florida WIC Program. The form includes fields for check number (21447020), agency site (75), WIC ID number (1344730), first day to use (MAR 18, 2005), and last day to use (APR 17, 2005). It lists food items such as MILK, JUICE, WIC CEREAL, EGGS, and BUTTER. The form also has a section for the participant's name (PARTICIPANT: PATTY) and an authorized signature (X Paul Participant). A large 'SAMPLE' watermark is overlaid on the form.

Remember, the customer does not have to purchase all of the food items listed on the front of the check.

- ✓ Request the WIC ID card. Have the WIC customer sign the check in the “Authorized Signature” block on the check.
- ✓ Make sure the signature on the check matches a name and signature on the WIC ID card.

Do not complete the check transaction if:

- ✗ the WIC ID card is not presented,
- ✗ the user’s name is not on the ID card,
- ✗ the signatures on the check and ID card do not match.

New Can Sizes for Two Formulas Effective August 1, 2009



Nestlé is discontinuing production of the 12 ounce and 12.9 ounce cans of GOOD START Gentle Plus 2 and Nestlé GOOD START SOY Plus 2 infant formulas. The 24 ounce can will be available through the Florida WIC Program, effective August 1, 2009. Please see below for the sizes authorized by WIC for each formula when explicitly stated on the front of the WIC check.

These two formulas are not required formulas, so there is no minimum mandatory inventory requirement for either of them.

Contract Nestlé Infant Formulas Effective August 1, 2009

These are the contract infant formulas. All of these formulas are allowed for purchase with WIC checks when **specifically listed** on the front of the check.

Nestlé® WIC-allowed infant formulas

Fórmulas infantiles aprobadas por WIC
WIC payé pou lèt sa yo

For infants who cannot use other Nestlé formulas
Para infantes que no pueden usar otras fórmulas de Nestlé
Pou timoun ki paka bwè lòt kalité fòmil bébé Nestlé

			
Good Start® Gentle Plus 12 oz powder 13 oz concentrate	Good Start Soy Plus 12.9 oz powder 13 oz concentrate	Good Start Gentle Plus 2 24 oz powder 9 months and older 9 meses y mayores 9 mwa ak plis	Good Start Soy Plus 2 24 oz powder 9 months and older 9 meses y mayores 9 mwa ak plis



Good Start Protect Plus
12 oz powder



WIC is an equal opportunity provider.
WIC provee oportunidades iguales a todos.
WIC pa fè diskriminasyon nan sèvis li bay.

1-800-342-3556
www.FloridaWIC.org
August 2009



Minimum Inventory Requirements for Infant Formula

The minimum inventory requirements for formula reflect the growing number of WIC participants issued powder formula rather than concentrate. The required amounts of formula are:

- Nestlé GOOD START Gentle PLUS – 13 oz. **concentrated liquid** 24 cans
- Nestlé GOOD START Gentle PLUS – 12 oz. **powder** 12 cans
- Nestlé GOOD START Soy PLUS – 12.9 oz. **powder** 6 cans



For a complete list of minimum inventory requirements for all foods, please visit our website at www.floridawic.org.

You May Have Noticed ...

The Check Clearing for the 21st Century Act (Check 21) was signed into law on October 28, 2003, and became effective on October 28, 2004. This federal law makes it easier for banks to electronically transfer check images instead of physically transferring paper checks. Check 21 permits banks to replace original checks with image replacement documents (IRDs), also called “substitute checks.” Substitute checks are special paper copies of the front and back of the original check. They can be processed as if they were original checks. The front of a substitute check should state: “This is a legal copy of your check. You can use it the same way you would use the original check.” You can use a substitute check as proof of payment just as you would use an original check.

If your store transacts WIC checks that are rejected for payment by our bank and you receive one of these substitute checks from your bank, it is acceptable to send these to the state WIC office for payment appeals (just as you would an original WIC check). However, only the original “substitute” checks received from the bank, not a copy of the substitute, will be accepted. Appeals for payment are only considered on checks that have been rejected for “Amount Over Maximum”. All others must be deposited or re-deposited in your bank within 45 days of the First Day to Use on the front of the WIC check.

For additional information on how to process rejected WIC checks, please visit our website at www.floridawic.org.

Below are sample copies of substitute checks. For more information on Check 21 legislation, please visit: www.federalreserve.gov/paymentsystems/truncation.



Store Promotions and Manufacturer Coupons

WIC customers must be allowed to participate in manufacturer and store promotions and specials offered in grocery stores. However, stores are not allowed to offer incentives and promotional items or services specifically for WIC customers or to encourage WIC customers to shop in a store. Prohibited offerings include raffles, food or non-food items, grocery delivery or customer transportation.

The following are examples of promotions and specials WIC customers must be allowed.

- ☞ Buy one, get one free
- ☞ Buy one, get one at a reduced price
- ☞ Free ounces added by the manufacturer
- ☞ Manufacturer cents off
- ☞ Store shopping/loyalty cards

The extra food items and product amounts obtained from promotions and specials do not count toward the number of food items or the ounce limits specified on a WIC check.



We're on the Web!

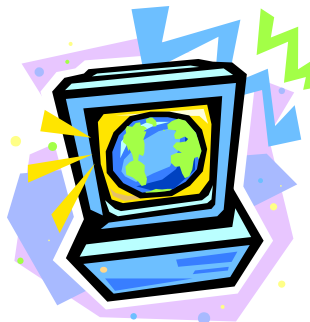
Helpful information about the Florida WIC Program can be found on the Florida WIC website at www.floridawic.org. Click on the Food Vendors link, and you will find the following information:

- ✓ A WIC Eligible Foods Chart
- ✓ The Florida WIC Foods Pamphlet (October 2008)
- ✓ A list of the infant formulas allowed by WIC and a list of infant formulas that are not allowed by the program
- ✓ A WIC Contract Infant Formulas sheet showing eligible Nestlé infant formulas

- ✓ The Vendor Handbook
- ✓ The Vendor Agreement
- ✓ The Mandatory Minimum Inventory Requirements
- ✓ The Payment Policy for Rejected WIC Checks
- ✓ Approved Infant Formula Suppliers
- ✓ Three lists show manufacturers, distributors, wholesalers, and retailers from whom you may purchase infant formula. If your suppliers are not on one or more of the lists, you must

contact the state WIC office to obtain written permission to purchase infant formulas from any other source.

You may copy any of these documents for use at your store.



Least Expensive Brands Policy

The Florida WIC Program requires customers to purchase the least expensive brand of some WIC foods in order to control costs. Unless otherwise indicated on the front of the WIC check, these foods are milk, eggs, and frozen concentrate juice. Stores CAN NOT REQUIRE the WIC customer to purchase the least expensive brand of any other WIC food item.

When a WIC customer selects one of these foods, they must buy the least expensive brand of the type they choose that is on the shelf at the time of purchase unless otherwise indicated on the front of the WIC check. For example, a customer who shops for one of the allowed frozen concentrate juices must purchase the least expensive brand of that flavor

on the shelf. The foods required to be the least expensive brand are identified on the back of the check with a diamond. If a CENTS-OFF COUPON or STORE PROMOTION

Remember!
ONLY Milk, Eggs, and Frozen Juice are required to be the least expensive brand

makes a product the least expensive brand, then it CAN be purchased by the WIC customer.



Florida WIC Program
 Bin A-16, HSFW
 4052 Bald Cypress Way
 Tallahassee, FL 32399-1726

Phone: 850-245-4202
 Fax: 850-922-3936
 Toll Free: 1-800-342-3556
 www.floridawic.org



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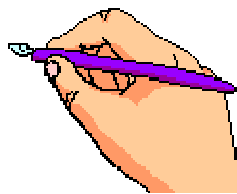
Important WIC Program Changes and Training Information

Handwritten Checks

When a computer is not available or not operable, such as during power outages, WIC clinics manually issue pre-printed checks. These checks contain some handwritten information that would normally be printed from a computer.

The handwritten information on the check is:

- ❶ The WIC ID number
- ❷ The First Day to Use date
- ❸ The Last Day to Use date
- ❹ The name of the WIC participant



All other information is computer-printed. An example of a preprinted manual WIC check is shown below.

CHECK NUMBER	AGENCY SITE	WIC ID NO.	FIRST DAY TO USE	LAST DAY TO USE	ISSUE DATE
21447023	75	1234567	Apr 01 2006	May 01 2006	

BUY LEAST EXPENSIVE BRANDS OF MILK, FROZEN JUICE AND EGGS. (SEE BACK FOR ELIGIBLE FOODS)

168 MILK*E GAL OR 8 CANS EVAP OR 8 QTS DRY
 WIC CHEESE*UP TO 1 LB
 JUICE*24 OZ PROT OR 2 CANS/BOTTLES 46-OZ SIZE
 WIC CEREAL*UP TO 24 OZ
 EGGS*1 DOZEN
 PEANUT BUTTER*1/2 TO 18 OZ

AMOUNT MUST NOT EXCEED TOTAL PRICE OF ITEMS LISTED

PAY EXACTLY

VENDOR MUST DEPOSIT WITHIN 48 DAYS OF FIRST DAY TO USE

PARTICIPANT NAME: Patty

AUTHORIZED SIGNATURE: X

21447023 0631006888 0118553701