



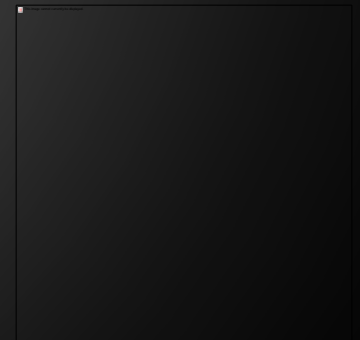
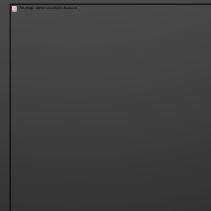
UTAH WIC PROGRAM

Vendor Management

Interactive Training® for
WIC Vendors

THE PURPOSE OF THE WIC PROGRAM

The Women, Infants and Children Program (WIC) is a special supplemental food program providing nutritious foods that are high in *iron, protein, calcium, and vitamins A, C, and D.*



THE PURPOSE OF THE WIC PROGRAM

The WIC Program serves:

- *Pregnant, postpartum, & breastfeeding women*
- *Infants*
- *Children up to five (5) years of age*



THE PURPOSE OF THE WIC PROGRAM

WIC participants :

- *Must meet income criteria*
- *Be determined by health professionals to be at nutritional risk*

THE PURPOSE OF THE WIC PROGRAM

The Retailer's Role:

- *Provide WIC participants with nutritious food products*
- *Transact the WIC checks for the specific food items in the sizes and quantities listed on the check*

The WIC Program can be a profitable part of the store's business



UTAH WIC AUTHORIZED FOODS

- *Only foods listed in the Utah Authorized WIC Food List can be purchased*
- *A “Special Food Letter” is required for any exceptions*
- *The food list should be accessible at each check stand*
- *Cashiers should be familiar with the WIC food items on the authorized list*



UTAH WIC AUTHORIZED FOODS

When “Store brand/Private label” is indicated

- *A private label or a store brand must be purchased*
- *If no store brand or private label is carried by the store, the WIC customer may purchase the cheapest brand name*
- *For cold cereal and juice, stores must carry a store brand/private label and cannot substitute a name brand*

UTAH WIC AUTHORIZED FOODS

Using your WIC Checks



1. Take your WIC ID Packet with your checks to any WIC approved store.

2. Use the checks for the current month based on the "First Date to Use" and "Last Date to Use."

73968269
First Date to Use: 1/1/2016
Last Date to Use: 1/31/2016



3. Separate your WIC items, by check, from your other purchases.

4. If you cannot find an item, speak with customer service or a grocery clerk.

5. At the cash register, give your WIC check(s) and WIC ID Packet to the cashier.

6. The cashier will write in the correct purchase price.



7. Sign within the box using black ink. Your signature must match the signature on your WIC ID Packet.

You may not return your WIC foods to the store for cash, credit or other items.

Please treat store staff with respect and courtesy.

If you have problems at the grocery store, speak with the store manager to resolve the problem. If the manager is unable to resolve the problem, call your WIC clinic or the State WIC Program at 1-877-WIC-KIDS. Make sure to keep track of the store name, date/time, names of people involved, and save your receipt.



Never sell, trade, or give away WIC foods; this is considered fraud.

It is not required to purchase all items on your checks. Speak to the WIC staff if you do not use or need all the foods listed on your checks. If you suspect any fraud, please report it to your local WIC clinic.

***Store Brands/Private Labels:** A store brand (also called a private label) must be purchased when indicated in the Utah Authorized WIC Foods booklet. Some examples of store brands/private labels include: Western Family, Kroger, Great Value, Signature Kitchens, Signature Farms, Lucerne, Harmons, Market Pantry, WinCo, (Malt-O-Meal cereals are authorized under this definition). Other store brands/private labels may be available. If a store carries more than one store brand/private label then either product may be purchased regardless of price. If the store does not carry a store brand/private label for the WIC food item, then the cheapest brand can be purchased.

When certain brands are specified in the Authorized WIC Foods booklet, only those brands listed may be purchased.

Organic: Organic food items are not allowed except for fresh fruits and vegetables.

Special Food Letter: Foods not listed in this booklet may only be purchased if your WIC clinic gives you a "Special Food Letter." The letter must be printed on local or State Health Department letterhead.



Infant Cereal

Buy: Dry, 8 oz container

Gerber, Beechnut Complete, Beechnut Sensitive

- Oatmeal
- Rice
- Mixed Grain/Multigrain
- Barley
- Whole Wheat



Do Not Buy: With added formula, fruit, yogurt, probiotics or DHA/ARA; Beechnut Good Morning, organic

Baby Food

Buy: Single fruit, single vegetable, mixed fruits, mixed vegetables, or fruits mixed with vegetables

- 4 oz Jar
- Beechnut Classics, Beechnut Naturals, Tippy Toes



2-packs count as 2 jars

- 4 oz 2-packs
- Gerber



Do Not Buy: Medleys, dinners, delights, custards, cobblers, desserts, organic or any added ingredients

Baby Food Meat

Baby food meats are an extra benefit for fully-breasted infants.

Buy: "Single meat" variety with added broth or gravy

- 2.5 oz Jar
- Gerber, Beechnut Classics, Tippy Toes



Do Not Buy: Meat sticks, dinners, organic or added ingredients except for added broth or gravy

Infant Formula

Buy: Size and description as printed on check

UTAH WIC AUTHORIZED FOODS

wic.utah.gov

Milk

Buy: *Store brand/private label

- Pasteurized. Size, description, and fat content as printed on check.
- Lactose-free milk only if printed on check



Do Not Buy: Flavored, Skim Royale/Delight, unpasteurized, raw

Cheese

Buy: *Store brand/private label

- Block, mozzarella string, domestic. May combine different sizes to equal amount printed on check. Package or individual (1 oz) mozzarella string cheese equaling 16 oz are authorized.
- Cheddar (*mild, medium, or sharp*)
- Colby/Colby Jack
- Longhorn/Longhorn Colby
- Monterey Jack
- Mozzarella
- Swiss



Do Not Buy: Deli, sliced, shredded, reduced-fat, cheese food/spread/product, name brand string cheese, any other variety of cheese not listed (i.e., Pepper Jack)

Eggs

Buy: *Store brand/private label

- Large or medium, white

Do Not Buy: Brown, cage-free, omega-3



Yogurt

Buy: 32 oz containers or smaller containers in combinations that equal 32 oz.

- Any flavor
- Fat content as printed on check
- Added fruit is allowed



Do Not Buy: Yogurts sold with accompanying mix-in ingredients such as granola, candy pieces, honey, nuts and similar ingredients, drinkable yogurts, yogurts in tubes, whips

Reduced Fat/Lowfat/Non-Fat Yogurts

- Market Pantry
 - Lucerne
 - Regular
 - Greek
- Open Nature Greek
- Great Value
- Kroger
- Western Family/Shurline
- Dannon
 - Regular
 - Light & Fit
 - Light & Fit Greek
- Oikos
 - Oikos 0%
 - Oikos Triple Zero
- Mountain High
- Activia
 - Activia
 - Activia Light
 - Activia Greek
- Winco
 - Greek
 - Regular
- Yoplait
 - Original
 - Light
 - Thick & Creamy
 - Light Thick & Creamy
 - Greek
 - Greek 100 Calories
 - Greek Blended
 - Trix/ Kids Character
 - Lactose Free
- Brown Cow
 - Smooth & Creamy

Whole Fat Yogurts

- Dannon
- Mountain High
 - Original Style
- Oikos 4% Greek
- Brown Cow
- Kroger
- Lucerne
- Yoplait
 - Yoplait Kids
 - Yoplait Custard



wic.utah.gov

Juice

Buy: *Store brand/private label

- Unsweetened, 100% juice; single flavor only
- Size as printed on check
- Regular flavor or low sodium for tomato/vegetable juice

Do Not Buy: Refrigerated juices (except orange juice), cocktails, blends, nectars, ciders, 59 oz container

Calcium-fortified juice and cranberry juice require a Special Food Letter.

Children: 64 oz container

- 64 oz refrigerated container for orange juice is allowed



Apple | White Grape | Tomato | Orange



Apple | Grape or White Grape | Pineapple Grapefruit | Orange | Vegetable



Apple | Grape or White Grape | Pineapple | Grapefruit Tomato or Vegetable | Orange



Apple | Grape or White Grape | Tomato or Vegetable | Orange



Apple | Grape or White Grape | Orange | Tomato or Vegetable | Pineapple | White Grapefruit



Apple | Grape or White Grape | Vegetable | Orange

Women: 12 oz Frozen Juice

- Signature Kitchens:
 - Apple | Orange
- Great Value:
 - Apple | Orange Grape
- Kroger:
 - Grape | Grapefruit
 - Pineapple | Orange | Apple
- Western Family:
 - Apple | Grape Orange | Grapefruit
- WinCo:
 - Apple | Orange
- Market Pantry:
 - Apple | Orange Grape

UTAH WIC AUTHORIZED FOODS

wic.utah.gov

Vegetables & Fruits



Buy: Dollar amount as listed on cash value voucher

- Whole, pre-cut or packaged fresh fruits & vegetables
- All types of potatoes are allowed
- Fresh salsa without added sugar or oil is allowed
- Organic allowed
- Fresh ginger or garlic

Do Not Buy: Frozen, canned, dried, roasted, decorative, package/party trays with dips, dressings, added nuts or noodles, salad bars, herbs and spices (see below), salsa with sugar or oil, pasteurized salsa

The following herbs and spices are not allowed:

Aloe vera, anise, basil, bay leaves, caraway, chervil, chives, cilantro, dill, fenugreek, horseradish, lemon grass, marjoram, mint, oregano, parsley, rosemary, sage, savory, tarragon, thyme, vanilla bean



If the total purchase price of fruits and vegetables is above the maximum amount listed on your check, you can pay the difference.

Do not sign your check until the cashier has written in the total purchase price. This should not be more than the amount listed on your check.



Beans & Lentils

Buy: *Store brand/private label

- 1 lb (16 oz) dry package
- Low sodium allowed
- 15-16 oz can
- Black, Black-eyed Peas, Butter Beans, Fat Free Refried Beans, Garbanzo (chickpeas), Great Northern, Kidney, Lentils, Lima, Navy, Pinto, Red, Split Peas, White

Do Not Buy: Added vegetables or fruits, added sugar, fats or oils, flavored, bean soup mix, mayocoba, mixed beans, chili, baked beans, beans with meat, canned green peas, snap beans, green beans, wax beans, any other variety of refried beans



Peanut Butter

Buy: *Store brand/private label

- 16-18 oz creamy, crunchy, extra crunchy, reduced fat or natural

Do Not Buy: Added honey/jelly, marshmallows, chocolate, or other similar ingredients, peanut butter spreads/reduced fat spreads



Canned Fish

Canned fish is an extra benefit for mothers who are fully breastfeeding.

Buy: *Store brand/private label

- 5 oz chunk light tuna, pink salmon, or jack mackerel
- Water or oil packed

Do Not Buy: Solid white or chunk white albacore tuna; red, blueback, atlantic, or sockeye salmon; low sodium; gourmet; flavored/seasoned; pouches



UTAH WIC AUTHORIZED FOODS

Cereal

Buy: *Store brand/private label, (12 oz sizes or larger for cold cereal). Boxes or bags in combinations equal to or less than amount printed on check. May buy hot cereal as part of combination.

Do Not Buy: Cold cereal box sizes smaller than 12 oz, added fruit, or low sugar

These store brand/private label cereals meet the Federal WIC guidelines for iron and sugar content.



Signature Kitchens: Bran Flakes | Toasted Oats | Frosted Shredded Wheat (bite-size) | Corn Flakes | Crispy Rice | Rice Pockets | Honey Oats & Flakes (Original or Almonds)



WinCo: Frosted Shredded Wheat (bite-size) | Crispy Rice | Bran Flakes |

Whole Grain



Great Value: Crunchy Honey Oats | Frosted Shredded Wheat (bite-size) | Bran Flakes | Corn Flakes | Crisp Rice | Crunchy Nuggets | Toasted Corn | Toasted Rice | Toasted Wheat | O's Oat Cereal | Multigrain O's | Crunchy Oat Squares |



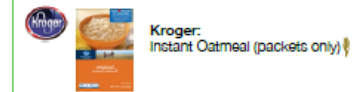
Western Family: Corn Flakes | Frosted Shredded Wheat (bite-size) | Corn Squares | Rice Squares | Crisp Rice | Wheat Squares | Toasted Oats | Wheat Bran | Oats & More (Original or Almonds) | Nutty Nuggets |

Hot Cereal (Regular flavor only unless specified)



Western Family: Creamy Wheat Farina | Instant Oatmeal (packets only) |

WinCo: Instant Oatmeal (packets only) |

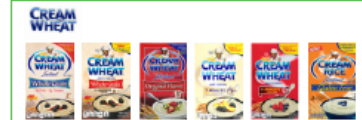


Kroger: Instant Oatmeal (packets only) |



Signature Kitchens: Instant Oatmeal (packets only) |

Great Value: Instant Oatmeal (packets only) |



Cream of Wheat: Cream of Wheat Instant Whole Grain | Whole Grain Cream of Wheat | Cream of Wheat Instant | Cream of Wheat 1 Minute | Cream of Wheat 2 1/2 Minutes | Cream of Rice (Regular or Instant)



Malt-O-Meal: Original Hot Wheat | Chocolate Hot Wheat | Co Co Wheats



Kroger: Rice Bites | Oat Squares | Corn Flakes | Frosted Shredded Wheat (bite-size; Original, Blueberry or Strawberry) | Nutty Nuggets | Bran Flakes | Honey Crisp Medley (Original or Almonds) | Living Well | Crispy Rice | Multi-Grain Toasted Oats |



Market Pantry: Toasted Oats | Toasted Rice



Malt-O-Meal: (Bags or Boxes) Frosted Mini Spooners (Original, Blueberry or Strawberry Cream) | Crispy Rice

UTAH WIC AUTHORIZED FOODS

Whole Grain Options Whole Wheat Bread

Buy: 100% Whole Wheat Bread, 16 oz



-  **Dunford Bakers:** Wheat Bread, Multigrain Bread
-  **Smith's:** 100% Whole Wheat Round Top Bread
-  **Sara Lee:** Classic 100% Whole Wheat
-  **Franz:** 100% Whole Wheat
-  **Wonder:** 100% Whole Wheat
-  **Binmo:** 100% Whole Wheat
-  **Nature's Own:** 100% Whole Wheat with Honey
-  **Great Grains:** 100% Whole Wheat Bread
-  **WinCo:** 100% Whole Wheat Bread

Do Not Buy: Buns, rolls, bagels, white bread

Brown Rice

Buy: *Store brand/private label

- 14 oz (Instant only)
- 18 oz (Regular, quick-cooking)

Do Not Buy: Boil-in-bag, ready-to-serve, added flavors/seasonings



Whole Wheat Pasta

Buy: 100% Whole Wheat Pasta, 16 oz

- Whole wheat flour and/or whole durum wheat flour must be the only flour ingredients listed



(Pictures not all inclusive)

-  **Banilla**
-  **Ronzoni**
-  **Racconto**
-  **Harmons**
-  **Western Family**
-  **Hodgson Mills**
-  **Kroger**
- **Great Value**
- **WinCo**

Do Not Buy: Pasta made with white flour or a mix of different types of flour or with added sugars, fats, oils, or salt (sodium)

Tortillas

Buy: Whole Wheat or Corn Tortillas, 16 oz

Great Value: Whole Wheat



Kroger: Whole Wheat



La Burrita: Yellow Corn



MiCasa: Whole Wheat



Rancho Market: Corn



Ortega: Whole Wheat



Market Pantry: Whole Wheat



Guerrero: White Corn



La Banderita: Whole Wheat or Corn



Herdez: Fajita Whole Wheat White Corn



Mission: Whole Wheat Yellow Corn



Don Pancho: Whole Wheat or White Corn



Do Not Buy: White flour tortillas, hard shells, wraps, uncooked

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Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter 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:** (202) 690-7442; or
- (3) **email:** program.intake@usda.gov.

This institution is an equal opportunity provider.



UTAH WIC AUTHORIZED FOODS

UPC Database for WIC Foods

- *Update UPCs for all authorized WIC food items (remove unauthorized items)*
- *There may be several brands that are authorized*
- *If a UPC is not recognized as a WIC item, contact a supervisor if you have questions*



VENDOR PEER GROUPING

- *Vendor peer grouping is based on various criteria such as: store type, size, sales volume, and location*
- *Using a statistical formula, WIC vendors are placed in one of five peer groups*
- *Peer grouping is used to determine maximum allowable prices and minimum stocking requirements*



VENDOR PEER GROUPING

- *Federal cost containment regulations require vendor pricing on WIC foods to be competitive with other vendors in the same peer group*
- *Your peer grouping can be found on your WIC Vendor Agreement*

MINIMUM INVENTORY REQUIREMENTS



- *Each retailer must stock a variety of WIC foods in the quantities and sizes specified in the Vendor Agreement*
- *Stores must acquire additional quantities or brands of infant formula in order to redeem checks within 72 hours of notification of the need*
- *Refer to the Vendor Agreement to determine the minimum inventory levels for your peer group*

AUTHORIZED WHOLESALERS

- *WIC vendors may only obtain infant formula from State approved wholesalers, distributors or retailers*
- *An approved list is available from the State Agency or on the Utah WIC website*



TRANSACTIONING WIC CHECKS

TRANSACTIONING WIC CHECKS

The following are examples of two types of WIC checks...

TRANSACTIONING WIC CHECKS

Regular Check



UTAH WIC PROGRAM
UTAH DEPARTMENT OF HEALTH
DIVISION OF FAMILY HEALTH & PREPAREDNESS
BOX 141013 • SALT LAKE CITY, UTAH 84114-1013

75-1248
919

Acct #: 805319

68688459

First Date to Use: 4/1/2014

Last Date to Use: 4/30/2014

VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT
THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.

9900090

Clinic ID: 32-23251 Name: Sally Sample

FID: 542081

- 1 (16-18 OZ) AUTHORIZED PEANUT BUTTER
- 1 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE
- 2 (GALLON) COW'S MILK - SKIM, 1%, 2%
- 1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE

PAY TO

PAY EXACTLY

\$

VENDOR NUMBER / DATE USED STAMP

SOLUTRAN
S

X

RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE.

Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

Digitized Payment Solutions

ENDORSER / PROXY SIGNATURE

⑈68688459⑈ ⑆091912482⑆ 805319⑈

TRANSACTIONING WIC CHECKS

Cash Value Voucher



UTAH WIC PROGRAM

UTAH DEPARTMENT OF HEALTH
DIVISION OF FAMILY HEALTH & PREPAREDNESS
BOX 141013 • SALT LAKE CITY, UTAH 84114-1013

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THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.

75-1248
919

Acct #: 805319

68688457

First Date to Use: 4/1/2014

Last Date to Use: 4/30/2014

9900088

Clinic ID: 32-23251 Name: Sally Sample

FID: 542081

**** MAXIMUM VALUE \$10.00 ****

FRESH FRUITS & VEGETABLES ONLY - INVALID FOR MORE THAN MAXIMUM VALUE

This participant's certification ends on 02/28/2023.

SOLUTRAN
S

RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE.

Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

Customized Payment Solutions

PAY TO

PAY EXACTLY

\$

VENDOR NUMBER / DATE USED STAMP

X

ENDORSER / PROXY SIGNATURE

⑈68688457⑈ ⑆091912482⑆ 805319⑈

TRANSACTIONING WIC CHECKS

When presented with either type of WIC check, ask to see the Utah WIC I.D. Packet

WIC UTAH | WOMEN, INFANTS & CHILDREN

UTAH WIC PROGRAM
UTAH DEPARTMENT OF HEALTH
DIVISION OF FAMILY HEALTH & PREPAREDNESS
BOX 141013 • SALT LAKE CITY, UTAH 84114-1013
VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT
THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.

75-1248
919

Acct #: 805319

68688457
First Date to Use: 4/1/2014
Last Date to Use: 4/30/2014

9900088

Clinic ID: 32-23251 Name: Sally Sample
**** MAXIMUM VALUE \$10.00 ****
FRESH FRUITS & VEGETABLES ONLY - INVALID FOR MORE THAN MAXIMUM VALUE

FID: 542081

PAY TO

PAY EXACTLY

\$

VENDOR NUMBER / DATE USED STAMP

X

ENDORSER / PROXY SIGNATURE

This participant's certification ends on 02/28/2023.

RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE. Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

805319



WIC UTAH | WOMEN, INFANTS & CHILDREN

THIS ID PACKET MUST BE PRESENTED TO
RECEIVE AND REDEEM WIC CHECKS

Endorser Name(s): _____

Family ID # _____

Participant Names:

1. _____

2. _____

3. _____

4. _____

5. _____

**SIGNATURE ON WIC CHECKS MUST
MATCH ONE OF THE SIGNATURES BELOW:**

X _____
Endorser Signature

X _____
Alternate Endorser Signature


X _____
Proxy #1 Signature

X _____
Proxy #2 Signature

TREAT YOUR WIC CHECKS LIKE CASH
Protect them from being lost, stolen or destroyed

TRANSACTIONING WIC CHECKS

*Examine the “First Date to Use” and the
“Last Date to Use” dates*

 UTAH WOMEN, INFANTS & CHILDREN	UTAH WIC PROGRAM UTAH DEPARTMENT OF HEALTH DIVISION OF FAMILY HEALTH & PREPAREDNESS BOX 141013 • SALT LAKE CITY, UTAH 84114-1013	75-1248 919	Acct #: 805319	68688459 First Date to Use: 4/1/2014 Last Date to Use: 4/30/2014
VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.		9900090		
Clinic ID: 32-23251 Name: Sally Sample		FID: 542081		
1 (16-18 OZ) AUTHORIZED PEANUT BUTTER 1 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE 2 (GALLON) COW'S MILK - SKIM, 1%, 2% 1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE				
RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE. Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349		ENDORSER / PROXY SIGNATURE		

1 68688459 09191248 805319



TRANSACTIONING WIC CHECKS

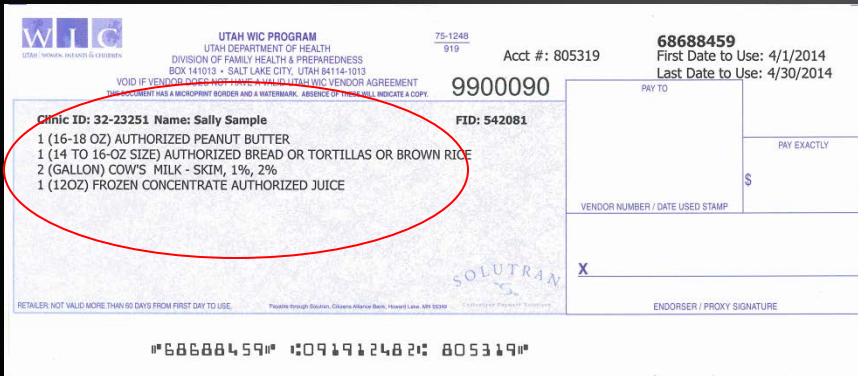

Verify the selected items against each check and the Utah WIC Authorized Foods booklet

A Utah WIC check form. The header includes the WIC logo, 'UTAH WIC PROGRAM', 'UTAH DEPARTMENT OF HEALTH', 'DIVISION OF FAMILY HEALTH & PREPAREDNESS', 'BOX 141013 • SALT LAKE CITY, UTAH 84114-1013', '75-1248 919', 'Acct #: 805319', and '68688459'. It also shows 'First Date to Use: 4/1/2014' and 'Last Date to Use: 4/30/2014'. A red circle highlights the item list: 'Clinic ID: 32-23251 Name: Sally Sample', '1 (16-18 OZ) AUTHORIZED PEANUT BUTTER', '1 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE', '2 (GALLON) COW'S MILK - SKIM, 1%, 2%', and '1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE'. A green arrow points to this list. The check number is 9900090 and the FID is 542081. The form includes fields for 'PAY TO', 'PAY EXACTLY \$', 'VENDOR NUMBER / DATE USED STAMP', and 'ENDORSER / PROXY SIGNATURE'. A blue 'SOLUTRAN' logo is visible at the bottom right. The MICR line at the bottom reads: ⑈68688459⑈ ⑆091912482⑆ 805319⑈.

TRANSACTIONING WIC CHECKS

- *Scan the food listed on the check (each check is a separate transaction)*
- *The WIC customer is not required to purchase all of the items listed on the check*

- *If the WIC customer wishes to purchase an item the store does not have in stock, no transaction should take place; no rain checks can be issued*



UTAH WIC PROGRAM
UTAH DEPARTMENT OF HEALTH
DIVISION OF FAMILY HEALTH & PREPAREDNESS
BOX 141010 • SALT LAKE CITY, UTAH 84114-1010
VOID IF VENDOR DOES NOT HAVE A VALID WIC VENDOR AGREEMENT
THIS CHECK MUST HAVE A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.

75-1249 919
Acct #: 805319
68688459
First Date to Use: 4/1/2014
Last Date to Use: 4/30/2014

9900090
PAY TO
PAY EXACTLY
\$
VENDOR NUMBER / DATE USED STAMP
ENDORSE / PROXY SIGNATURE
X

CLINIC ID: 32-23251 Name: Sally Sample
FID: 542081

1 (16-18 OZ) AUTHORIZED PEANUT BUTTER
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2 (GALLON) COW'S MILK - SKIM, 1%, 2%
1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE

UTAH DEPARTMENT OF HEALTH
SOLUTRAN
Retailer: NOT VALID MORE THAN 90 DAYS FROM FIRST DAY TO USE. Possible through Solutran, Citicore-Morise Bank, Harvest Lake WIC 30389
Customer of Payment Institution

⑈68688459⑈ ⑆091912482⑆ 805319⑈

TRANSACTIONING WIC CHECKS

Promotions

- *If there is a “buy one get one free” coupon or sale, the amount of food offered for free is NOT counted against the items on the check*
- *Stores cannot provide incentive items just to WIC customers that are not provided to other customers*

TRANSACTIONING WIC CHECKS

TRANSACTIONING WIC CHECKS

WIC Food Items on Sale

- *If a WIC food item is on sale, the vendor must allow the WIC client to purchase the item at the sale price*



TRANSACTING WIC CHECKS

Loyalty Cards & Coupons

- *Loyalty cards, manufacturer's coupons and store coupons can be used with WIC checks and must be allowed by the retailer*
- *Sales tax cannot be charged to the WIC Program*

TRANSACTIONING WIC CHECKS

- *After totaling the items on one specific check, write in the numerical total in the “Pay Exactly” box*
- *The numbers must be legible*
- *Use a black pen*
- *No “\$” dollar signs*

WIC UTAH WIC PROGRAM
UTAH DEPARTMENT OF HEALTH
DIVISION OF FAMILY HEALTH & PREPAREDNESS
BOX 143013 • SALT LAKE CITY, UTAH 84144-1013
75-1248 919 Acct #: 805319 **68688459**
First Date to Use: 4/1/2014
Last Date to Use: 4/30/2014

VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT
THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.

9900090

Pay TO

CLINIC ID: 32-23251 Name: Sally Sample FID: 542081

1 (16-18 OZ) AUTHORIZED PEANUT BUTTER
1 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE
2 (GALLON) COW'S MILK - SKIM, 1%, 2%
1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE

PAY EXACTLY
9.83

VENDOR NUMBER / DATE USED STAMP

X

ENDORSEE / PROXY SIGNATURE

RETAILER NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE. Printed through Solutran. Clones Official Bank, Wood Lake, MI 48099. AUTHORIZED PEANUT BUTTER



68688459 0919124821 805319

TRANSACTIONING WIC CHECKS

- *If you make a mistake writing the total, cross out the incorrect amount, & write in the corrected amount in the Pay Exactly box (do not use liquid whiteout)*
- *Make sure the new amount is **READABLE!***

TRANSACTIONING WIC CHECKS

- *Ask the customer to sign the check*
- *You must witness the signature, and it must match one of the authorized signatures on the ID Packet*

 <p>UTAH WIC PROGRAM UTAH DEPARTMENT OF HEALTH DIVISION OF FAMILY HEALTH & PREPAREDNESS BOX 141013 • SALT LAKE CITY, UTAH 84114-1013 VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.</p>	<p>75-1248 919</p>	<p>Acct #: 805319</p>	<p>68688459 First Date to Use: 4/1/2014 Last Date to Use: 4/30/2014</p>
	<p>9900090</p>	<p>PAY TO</p>	<p>PAY EXACTLY</p>
<p>Clinic ID: 32-23251 Name: Sally Sample 1 (16-18 OZ) AUTHORIZED PEANUT BUTTER 1 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE 2 (GALLON) COW'S MILK - SKIM, 1%, 2% 1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE</p>	<p>FID: 542081</p>	<p>VENDOR NUMBER / DATE USED STAMP</p>	<p>ENDORSE / PROXY SIGNATURE</p>
<p>RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE. Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349</p>		<p>X <i>Jean Zabriski</i></p>	

⑈68688459⑈ ⑆091912482⑆ 805319⑈



 <p>UTAH WOMEN, INFANTS & CHILDREN</p> <p>THIS ID PACKET MUST BE PRESENTED TO RECEIVE AND REDEEM WIC CHECKS</p> <p>Endorser Name(s): _____</p> <p>Family ID # _____</p> <p>Participant Names:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p> <p>SIGNATURE ON WIC CHECKS MUST MATCH ONE OF THE SIGNATURES BELOW:</p> <p>X <i>Jean Zabriski</i> Endorser Signature</p> <p>X _____ Alternate Endorser Signature</p> <p>X _____ Proxy #1 Signature</p> <p>X _____ Proxy #2 Signature</p> <p>TREAT YOUR WIC CHECKS LIKE CASH Protect them from being lost, stolen or destroyed</p>

TRANSACTIONING WIC CHECKS

Altered checks

- *Cashiers should not accept checks that have been altered in any way*
- *Checks that have been pre-signed should not be accepted*



TRANSACTIONING WIC CHECKS

- *A store associate (usually the bookkeeper) will place the vendor number/date stamp on the front of the check before depositing it to the bank*
- *There can be no handwriting in this box*

WIC UTAH WIC PROGRAM
UTAH DEPARTMENT OF HEALTH
DIVISION OF FAMILY HEALTH & PREPAREDNESS
BOX 141013 • SALT LAKE CITY, UTAH 84114-1013
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THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.

75-1248
919 Acct #: 805319

68688459
First Date to Use: 4/1/2014
Last Date to Use: 4/30/2014

9900090

Clinic ID: 32-23251 Name: Sally Sample
1 (16-18 OZ) AUTHORIZED PEANUT BUTTER
1 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE
2 (GALLON) COW'S MILK - SKIM, 1%, 2%
1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE

FID: 542081

PAY TO

PAY EXACTLY

\$

VENDOR NUMBER / DATE USED STAMP

X

ENDORSER / PROXY SIGNATURE

RETAILER NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE. Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349. Solutran Payment Protection

⑈68688459⑈ ⑆091912482⑆ 805319⑈

TRANSACTIONING WIC CHECKS

- *If the vendor number or redemption date is not readable the check will not be accepted by the bank*
- *To correct a stamp imprint error, cover with a white sticker and re-stamp.*

TRANSACTING WIC CHECKS

WIC checks cannot be paid with the following redemption errors:

- *Checks redeemed prior to the First Date to Use, or after the Last Date to Use,*
- *Checks missing the total amount*
- *Checks missing the authorized participant's signature*

TRANSACTIONING WIC CHECKS

TRANSACTIONING WIC CHECKS


- *Checks that have been altered*
- *If unauthorized food items were sold to the WIC customer*
- *Checks being presented at the bank after 60 days from the First Date to Use*



TRANSACTIONING WIC CHECKS

Redemption error examples:


Total price written on the check is greater than the maximum value

 UTAH WOMEN, INFANTS & CHILDREN	UTAH WIC PROGRAM UTAH DEPARTMENT OF HEALTH DIVISION OF FAMILY HEALTH & PREPAREDNESS BOX 141013 • SALT LAKE CITY, UTAH 84114-1013	75-1248 919	Acct #: 805319	68688457 First Date to Use: 4/1/2014 Last Date to Use: 4/30/2014
VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.		9900088		
Clinic ID: 32-23251 Name: Sally Sample **** MAXIMUM VALUE \$10.00 ****		FID: 542081	PAY TO	
FRESH FRUITS & VEGETABLES ONLY - INVALID FOR MORE THAN MAXIMUM VALUE		VENDOR NUMBER / DATE USED STAMP		PAY EXACTLY \$ 10.52
This participant's certification ends on 02/28/2023.		ENDORSER / PROXY SIGNATURE <i>Joan Zabriski</i>		
RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE.		SOLUTRAN Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349		

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TRANSACTIONING WIC CHECKS

*Redemption error examples:
Price greater than the value of the food items*

 UTAH WOMEN, INFANTS & CHILDREN	UTAH WIC PROGRAM UTAH DEPARTMENT OF HEALTH DIVISION OF FAMILY HEALTH & PREPAREDNESS BOX 141013 • SALT LAKE CITY, UTAH 84114-1013 VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT <small>THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.</small>	75-1248 919	Acct #: 805319	68688459 First Date to Use: 4/1/2014 Last Date to Use: 4/30/2014
Clinic ID: 32-23251 Name: Sally Sample		FID: 542081		9900090
1 (16-18 OZ) AUTHORIZED PEANUT BUTTER 1 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE 2 (GALLON) COW'S MILK - SKIM, 1%, 2% 1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE				PAY TO
				PAY EXACTLY
				\$ 76.02
				VENDOR NUMBER / DATE USED STAMP
				X <i>Jean Zabriski</i>
<small>RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE.</small>		<small>Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349</small>		ENDORSER / PROXY SIGNATURE

⑈68688459⑈ ⑆091912482⑆ 805319⑈

VENDOR SCREENING & REJECTED CHECKS

- *All vendors must have a procedure in place to screen WIC checks for errors before they are deposited*



VENDOR SCREENING & REJECTED CHECKS

- *If the WIC check was rejected because of a missing or unreadable vendor/date stamp, the vendor may correct the stamp and redeposit it to the bank without submitting it to the State Agency for validation*
- *The date stamped must match the date of redemption*



VENDOR SCREENING & REJECTED CHECKS

- *If a check is rejected because the purchase price is over the maximum amount, and the vendor wishes the check to be considered for payment, the vendor may mail the check to the State WIC Office*

VENDOR SCREENING & REJECTED CHECKS

- *A copy of the electronic transaction or receipt should be mailed along with the legal copy of the check*
- *The State Agency may make price adjustments to the total purchase price to ensure compliance*

VENDOR SCREENING & REJECTED CHECKS

- *The State Agency must validate (stamp) the check before the bank will accept it*
- *Validated checks must be redeposited within sixty (60) days of the “First Day to Use” date*

DEALING WITH WIC CUSTOMERS

- *On occasion, a WIC participant might violate WIC Program requirements or act inappropriately*
- *The vendor should report any violation of the Utah WIC Program on a business reply card for participant complaints*

The Utah WIC Program is very interested in knowing about specific problems you have with WIC participants or with WIC vouchers you redeem. We would also like any suggestions you have for making the program work better. If you have a problem or suggestion, please fill out this card and mail it to us.

Store Name _____ WIC ID# _____
Address _____
Signature _____

Check one or more boxes and provide details below:

Participant tried to buy unauthorized items with WIC vouchers
What unauthorized food items did they try to buy? _____

Participant tried to request cash in redemption of WIC vouchers or in addition to foods

Participant tried to return items purchased with WIC vouchers for cash or credit

Participant was verbally or physically abusive to store employees

Proxy tried to sign for participant and signatures did not match

Other problems: _____

Please supply the following information from the voucher:

ID Number _____
Clinic Number _____
Voucher Number _____
Participant name on the front _____
Date and Time of the incident _____
Details of the incident _____

Please secure here and return to the State WIC Office

DEALING WITH WIC CUSTOMERS

Discourteous treatment of WIC customers is not allowed.

Please treat your WIC customers with the same courtesy as any other customer would expect to receive

DEALING WITH WIC CUSTOMERS

Civil Rights

In accordance with Federal law and Department of Agriculture (USDA) policy, WIC is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability

WIC Vendors are held to this same standard



WIC Acronym & Logo

- *The WIC acronym and logo may not be used by the vendor unless approved by the State Agency*
- *Stores may not use the acronym or logo in store signs or ads*
- *WIC channel strips or shelf talkers require State Agency approval before use*

VENDOR VIOLATIONS & SANCTIONS

- *The State Agency is required to conduct Compliance Purchases (secret shopper)*
- *Investigators posing as WIC participants will check to see if stores allow WIC violations to occur.*
- *Stores may be chosen at random or based on high risk criteria including excessive redemption errors*
- *A pattern of violations may result in disqualification*



VENDOR VIOLATIONS & SANCTIONS

Federal and State Sanctions

- *The store can be held accountable for all actions of its owners, managers, and employees who commit WIC violations*



VENDOR VIOLATIONS & SANCTIONS

*Disqualification from WIC And SNAP
(the Supplemental Nutrition Assistance Program also
known as Food Stamps)*

*The State agency will disqualify a vendor who
has been disqualified from SNAP*

VENDOR VIOLATIONS & SANCTIONS

Federal Mandatory disqualification periods apply to the following WIC violations :

- *Trafficking in WIC checks – buying or selling checks for cash*
- *Selling firearms, ammunition, explosives, or controlled substances for WIC checks*
- *The sale of alcohol or tobacco in exchange for WIC checks;*

VENDOR VIOLATIONS & SANCTIONS

- *A pattern of claiming reimbursement for the sale of food which exceeds the store's documented inventory of that food;*
- *A pattern of vendor overcharges;
(intentional or unintentional)*

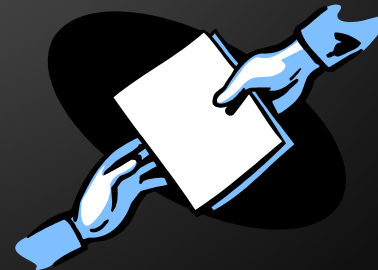
VENDOR VIOLATIONS & SANCTIONS

- *A pattern of receiving, transacting and/or redeeming WIC checks outside of authorized channels, including the use of an unauthorized vendor and/or an unauthorized person;*
- *A pattern of charging for supplemental food not received by the participant; or*

VENDOR VIOLATIONS & SANCTIONS

- *A pattern of providing credit or non-food items in exchange for WIC checks*

(No returns or exchanges of WIC foods)



VENDOR VIOLATIONS & SANCTIONS

- *A pattern of providing unauthorized food items in exchange for WIC checks, including charging for supplemental foods provided in excess of those listed on the check*



VENDOR VIOLATIONS & SANCTIONS

State Agency Violation Points and Sanctions

- *State Agency violation points can be assigned for each violation which is documented.*

VENDOR VIOLATIONS & SANCTIONS

State Agency Violation Points and Sanctions

- *State Agency violation points are cumulative*
- *Violation points will be removed two (2) years after the date of the violation.*

VENDOR VIOLATIONS & SANCTIONS

State Agency Violation Points and Sanctions

- *Food vendors may be subject to violation points in addition to monetary claims for improper or overcharged WIC checks*



VENDOR VIOLATIONS & SANCTIONS

State Agency Violation Points and Sanctions

- *Sanctions are based on the number of points accumulated for one or more violations*
- *Excessive violation points may result in vendor disqualification or monetary penalties*
- *See the Utah WIC Vendor Agreement, or Vendor Training Manual for list of violations and point values*

WIC TRAINING

All store employees who handle WIC transactions must be trained before serving customers and yearly thereafter

- *This includes cashiers, bookkeepers and management*
- *WIC provides training materials including manuals and videos*
- *WIC sends out memos about changes*
- *See the Utah WIC web site at:
www.health.utah.gov/wic*

QUESTIONS OR CONCERNS

WIC Program
P.O. Box 141013
SLC, UT 84114-1013

1-877-WIC-KIDS
www.health.utah.gov/wic

