



New Hampshire
Division of Public Health Services
2015
VENDOR TRAINING

Revised 9/2014

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A Bit of WIC History

The WIC Program was started in 1972 in Kentucky as a pilot project. After establishing its effectiveness, the WIC Program is now located in every state.

Delivery of services began in NH in 1974. Each state administers its own WIC Program following USDA guidelines.



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The Local WIC Agencies

Located Throughout the State

Community Action Program Belknap & Merrimack Counties-Located in Concord

Goodwin Community Health-Located in Somersworth

Southern New Hampshire Services – Located in Manchester and Nashua, Derry and Raymond

Southwestern Community Services – Located in Keene



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Infant Formula Sales

Vendors authorized to sell infant formulas must purchase their infant formulas from the NH WIC Program's list of authorized manufacturers, wholesalers, distributors and retailers. This list is available on the WIC vendor website at :<http://www.dhhs.nh.gov/dphs/nhp/wic/vendors.htm>.

Failure to purchase formula through these suppliers will mean a Denial of Authorization for the store.



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Vendor Role

Assure availability of WIC approved foods by maintaining minimum inventory.



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ACCEPTING WIC VOUCHERS

Cashier will request a valid photo ID to verify the appropriate person is redeeming the voucher.

Request a proxy card if the photo ID, signature or name does not match the authorized name(s) printed below the signature line shown on the WIC voucher. If they forgot their proxy card the transaction cannot be completed. Proxies are not allowed to show a photo ID in lieu of their proxy card.



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VALID PHOTO ID'S

Photo ID must have a printed name OR signature and photo of the participant for the cashier to compare to the participant and the voucher. The ID cannot be expired.



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ACCEPTABLE ID'S ARE:

Photo ID with Name or Signature, not expired

Out of State or Out of Country ID's

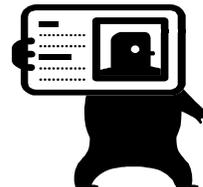
Driver's License

School ID

Military ID

Passport

Credit Card with a Picture



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Accepting WIC Vouchers cont.

- Check valid dates on the voucher.
- Check that the voucher has not been altered.
- Refer to the current WIC-Approved Foods List and verify brands, types and sizes are approved. Do not allow substitution of brands, other foods or non-approved sizes or containers.
- Deduct manufacturer or store coupons for WIC foods from the final purchase.

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Accepting WIC Vouchers cont.

- Check that WIC purchases are separate from other purchases, so that only WIC foods are charged to the voucher. Complete the transaction before continuing with other purchases.
- Ring each voucher up separately if two or more are presented. **DO NOT COMBINE VOUCHERS.**

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Accepting WIC Vouchers cont.

→ Charge only for the foods purchased. It is not required that a participant purchase all the foods listed on the voucher. However if they choose not to they may not purchase at a later date.

→ Give the voucher to the participant to fill in the purchase date, purchase amount and sign the voucher. If the register prints the date and purchase amount this can be done at the customers convenience.



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ACCEPTING WIC VOUCHERS cont.

▶ If an error is made when the date or purchase amount is completed the participant may correct the error with a single line through the error. They can write the correct information under the error. They would then initial next to the line. **Only the participant can change information on a voucher!**

▶ If the error is found after the transaction is complete the store should submit the store receipt with the voucher.



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CASH VALUE VOUCHERS FOR FRUIT & VEGETABLES

Participants will be given separate vouchers to purchase fruits and vegetables. These vouchers have a defined value.

The participant can purchase any WIC approved fresh, frozen or canned fruit or vegetable with these vouchers.

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CASH VALUE VOUCHERS cont.

- ▶ May not be combined. Each voucher must be transacted separately.
- ▶ Participants can only purchase fruits and vegetables. If the products exceed the value of the voucher they can use an alternate form of payment for the overage, such as EBT card, cash, check or credit card.

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VENDOR NO, NO'S

- ▶Do not give rain checks. Food items purchased must be received at time of sale.
- ▶Do not give money back or exchange WIC foods for cash or credit. Defective products may be returned for the exact same product.
- ▶Do not give participants receipts unless its for a fruit & vegetable voucher and they are paying an overage. They can have a duplicate receipt. Staple the original register receipt to the voucher stub after the transaction is complete.
- ▶Do not destroy, throw away or damage vouchers in any way.



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VENDOR NO, NO'S

WIC vendors must not offer incentive items solely to WIC participants in an effort to encourage participants to redeem their WIC food instruments at their stores. Section 246.12(h)(3)(iii) of the Federal WIC regulations requires vendors to offer Program participants the same courtesies that are offered to non-WIC customers. Therefore, a WIC-authorized vendor may not treat WIC customers differently by offering incentive items that are not offered to non-WIC customers. This is a violation of Federal WIC regulations, thereby constituting a vendor violation.



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BILLING PROCEDURES

- Gather redeemed vouchers for billing and submit within 30 days of redemption date. If vouchers are received after 30 days you must provide documentation to justify payment for late billing.
- Separate stubs (with receipt attached) from vouchers.
- DO NOT ALTER THE AMOUNT, DATE OR ITEMS listed on the receipt or the voucher.
- DO NOT USE WHITE-OUT.
- All invoices must be signed or payment may be delay or denied.
- Tally purchase amounts. A calculator or adding machine tape must be sent with each invoice.



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BILLING PROCEDURES cont.

- Complete invoice information and remove goldenrod copy.
- Do not stamp vendor number over purchase amount. Stamp vendor number on back if needed.
- Batch vouchers with invoice.
- Retain goldenrod copy of invoice and voucher stub for your records.
- Mail to address listed on invoice and stub.



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WHAT TO DO WHEN VOUCHERS ARE ADJUSTED FOR PAYMENT

- Change store bookkeeping records to reflect the adjustment.
- Review the register receipt for ineligible items or incorrect quantities. Discuss with store manager and cashier or supervisor why the voucher was rejected.
- Troubleshoot with staff on how to prevent a reoccurrence.



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INVENTORY RECORDS

All WIC authorized vendors are required to keep proof of inventory purchases for three (3) years after the expiration of their Vendor Agreement.

This includes:

- ▶ Wholesaler records
- ▶ Receipts from retail stores
- ▶ Any other record that shows proof of purchase.



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INVENTORY RECORDS cont.

Inventory records must show:

- ▶ Date of purchase
- ▶ Description of the product purchased
- ▶ Quantity of the product purchased.
- ▶ Must be in original condition and may not be altered in any way.

If an inventory audit is scheduled, these records must be furnished when requested.



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VENDOR TOOLS

- ◆ Training Materials
- ◆ Store Handbook
- ◆ WIC Approved Food List
- ◆ Cashier Help Sheet
- ◆ Vendor Newsletter
- ◆ Formula Supplier List



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WIC VENDOR WEBSITE

<http://www.dhhs.nh.gov/dphs/nhp/wic/vendors.htm>



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VENDOR SANCTIONS



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Changes to WIC Approved Foods

REFER TO THE
WIC APPROVED FOOD BOOKLET
HANDOUT

