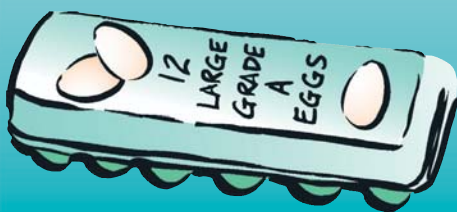


FLORIDA
WIC

Vendor Handbook

January 1, 2012



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

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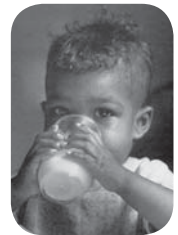
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What is WIC?

WIC stands 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. WIC services are provided throughout the state by county health departments and by other agencies. Women, infants, and children are certified as eligible 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 promotes breastfeeding as the normal way of feeding and nurturing children. Infants who are not breastfed or who are partially breastfed may receive infant formula. WIC foods are provided because proper nutrition in the early stages of life can help prevent serious health problems later on.

In addition to receiving healthy foods, mothers receive nutrition education and counseling regarding the foods they consume and about the ways in which they prepare these foods. Clients receive WIC food checks and Fruit and Vegetable Vouchers for specific types and amounts of nutritious foods. These checks and vouchers are redeemed at participating grocery stores that meet certain requirements mandated by the state and federal governments.



What Food May a WIC Customer Purchase?

The Florida WIC Program approves a variety of nutritious foods that satisfy the federal requirements and are appealing to WIC clients. The specific types and quantities of foods allowed to be purchased by the WIC customers are listed on the **front of the WIC check and on the front of the Fruit and Vegetable Voucher. Refer to the WIC Foods Pamphlet or our website at www.FloridaWIC.org for the current list of allowed brands, types, container sizes, and any restrictions.** When purchasing food with WIC checks or vouchers, the customer may only choose the food from this list. Any substitution of foods is prohibited. The amounts listed on the front of the WIC check or Fruit and Vegetable Voucher are the maximum amounts that can be purchased with that check or voucher. WIC customers may choose to purchase all of the food listed or some of the food listed, but they may not purchase more than the quantity listed on the front of the check. WIC customers may, however, choose to purchase more than the dollar value listed on the Fruit and Vegetable Voucher. The WIC customer can choose to pay the difference in cash or another form of acceptable payment at check-out time.

Vendors may not require a WIC customer to purchase everything listed on the front of the WIC check or voucher if the person chooses to leave a food item off. **WIC customers may not receive rain checks or cash if an item is out of stock or if they choose not to buy an item.**

What Food May a WIC Customer Purchase with a WIC Check?

◆ = must buy least expensive available

MILK

WIC customers must buy the **least expensive available** type and size of milk selected by the WIC customer, unless otherwise specified on the front of the WIC check. The front of the WIC check will list the allowed type and quantity of milk. The type of milk is always listed on the first line of a WIC check for milk. Make sure the type of milk the WIC customer has selected is the same as the type of milk listed on the front of the check, such as whole milk **OR** 1% low-fat **OR** fat-free milk.

For each WIC check that lists MILK, the customer must choose one category of milk to purchase with that WIC check—either all fresh milk, or all evaporated milk, or all dry milk.

Not allowed: No goat's milk, nut milk, rice milk, or other grain milks. No flavored milk, kefir, buttermilk, or filled milk. No organic products are allowed. No Tevye milk unless front of check says "any brand is allowed."



◆ **Fresh Milk** – one-gallon size only, unless otherwise specified on the front of the WIC check. *For example, when the front of a WIC check says 2 GAL, the WIC customer must select 2 one-gallon containers.*

Quart and half-gallon sizes may only be purchased when “quart” or “1/2 gallon” is listed on the front of the check.

◆ **Evaporated Milk**

12 oz can



◆ **Dry Milk**

Nonfat dry milk in box or pouch

9.6 oz = 3 qt

16 oz = 5 qt

25.6 oz = 8 qt

◆ **UHT Milk**

quart size



Under special circumstances, the following items will appear on the front of the WIC check:

◆ 2% reduced fat milk

◆ Lactose free milk

Soy milk

UHT milk in 8 oz boxes (3 pack)

NIDO dry whole milk is allowed when listed on the front of the check. No NIDO Kinder 1+.

◆ EGGS

WIC customers must select the **least expensive available large, white, chicken eggs** on the shelf at the time of purchase.

Not allowed: Specialty eggs, low cholesterol eggs, organic eggs, or brown eggs.





CHEESE

Must buy the **least expensive available** type of cheese selected by the WIC customer. Allowed items are only those listed below.

◆ Deluxe American Slices

16 oz package
No "Singles" or
individually-wrapped slices.
No 2% reduced-fat American.

◆ Mild Cheddar

16 oz block
No 2% reduced-fat,
fat-free, regular, sharp, extra
sharp, or white Mild Cheddar.

◆ Part Skim Mozzarella

16 oz block or round
No whole milk or
fat-free Mozzarella.

Not allowed: Fat-free and reduced-fat cheeses are not allowed. No cheese product or cheese food. No cheese mixtures such as Cheddarella. No slices of Cheddar or Mozzarella cheese. No spreads, shredded, snack, cubed, shaped, string, crumbles, cracker cuts, strips, or cheese from the delicatessen. No cheese with added ingredients, imported, or waxed cheeses. No organic products are allowed.

BREAKFAST CEREAL

Breakfast cereal containers must be 11 oz or larger.

When the front of the WIC check reads "BREAKFAST CEREAL," **only** breakfast cereal may be purchased.



Some WIC checks will allow the option of "BREAKFAST CEREAL" or "BABY CEREAL." With these checks, the WIC customer must choose either all **BREAKFAST CEREAL** or all **BABY CEREAL**. The WIC customer cannot purchase both types with one check. The allowed amount of **BABY CEREAL** will always be less than the allowed amount of **BREAKFAST CEREAL**.

When the front of the WIC check reads "BABY CEREAL," **only** baby cereal may be purchased. Please see the **BABY CEREAL** category for allowed baby cereals.

No organic products are allowed.

Please refer to the WIC Foods Pamphlet or our website at www.FloridaWIC.org for the current list of allowed brands, types, container sizes, and any restrictions on cereals.

BABY CEREAL



Baby cereals are allowed in an 8 oz or 16 oz box. When the front of the WIC check states "BABY CEREAL," **only** baby cereal may be purchased.

Not allowed: Baby cereal in cans or jars. No baby cereal with fruit, formula, yogurt, or DHA. No organic products are allowed.

BABY FRUITS AND VEGETABLES

4 oz jar, 6 oz jar, 7 oz package, or 8 oz package.

Not allowed: No added DHA, sugars, starches, salt, sodium, meat, poultry, cereal, noodles, rice, yogurt, raisins, or granola. No desserts, dinners, or casseroles. No toddler foods. No fruit or vegetable juices. No organic products are allowed.



BABY FOOD MEATS

Baby food meats with gravy or broth are only allowed in 2.5 oz jars.

Not allowed: No added sugars, salt, or sodium. No meat sticks. No baby food meat combinations such as meat & vegetables or dinners such as spaghetti & meatballs. No organic products are allowed.



Please refer to the WIC Foods Pamphlet or our website at www.FloridaWIC.org for the current list of allowed brands, types, container sizes, and any restrictions on baby fruits and vegetables, baby cereals, and baby food meats.

FRUIT JUICE

Must be 100% juice with no added sugar or syrup.

Not allowed: No juice drinks, beverages, cocktails, or “light” juice. No juice blends. No Apple Cider or Natural Apple Juice. No organic products allowed.

Refrigerated Plastic Jugs or Cartons

WIC customers must buy the **least expensive available** of the size and flavor of refrigerated orange or grapefruit juice selected. WIC customers may buy orange or grapefruit juice that has added calcium, vitamin D, and pulp as long as it is the least expensive of that size and flavor.

Allowed sizes and flavors:



Gallon (128 oz)
◆ Orange



Half-gallon (64 oz)
◆ Orange
◆ Grapefruit (Pink, Ruby Red, or White)

Frozen Concentrate – 11.5 oz, 12 oz and 16 oz sizes

WIC customers must buy the **least expensive available** of the size and flavor of frozen juice selected. May buy juice that has added calcium, vitamin D, and pulp as long as it is the least expensive of that size and flavor.

Note: 11.5 oz and 12 oz sizes are considered to be the same size when comparing prices.

Allowed flavors:



◆ Apple



◆ Grape (purple)



◆ Pineapple



◆ Orange



◆ White Grape



◆ White Grapefruit

Non-Frozen Concentrate – 11.5 oz only

Does not have to be least expensive available.

Allowed flavors and brands:



Juicy Juice Apple



Welch's Apple



Welch's Grape



Non-Refrigerated Plastic Bottles or Jugs

Does not have to be least expensive available. Sizes and brands vary.

Please refer to the WIC Foods Pamphlet or our website at www.FloridaWIC.org for the current list of allowed brands, types, container sizes, and any restrictions on refrigerated plastic jugs or cartons, frozen concentrate juices, non-frozen concentrate, and plastic bottles or jugs of juice.

Under special circumstances, the following items will appear on the front of the WIC check:

8 pack of 6.75 oz boxes 100% Fruit Juice

8 oz and 10 oz bottles non-refrigerated 100% Orange Juice

WHOLE GRAINS



100% Whole Wheat Bread – 16 oz (1 lb) loaf only

Not allowed: No added ingredients such as raisins, other dried fruits, or nuts.
No organic products allowed.

Brown Rice – Regular, Instant, or Boil-in-Bag

Any brand in a 14 to 16 oz bag or box is allowed

Not allowed: No white rice or wild rice. No added ingredients, such as seasonings.
No rice in jars. No frozen rice. No organic products are allowed.



Corn Tortillas – 16 oz bag only

Not allowed: No flour or wheat tortillas. No taco shells or tortilla chips.
No organic products are allowed.

Please refer to the WIC Foods Pamphlet or our website at www.FloridaWIC.org for the current list of allowed brands, types, container sizes, and any restrictions on whole grains.

DRY BEANS AND CANNED BEANS



Dry Beans, Dry Peas, or Dry Lentils – 16 oz (1 lb) bag only

Any brand dry beans, peas, or lentils are allowed.

Examples of beans include, but are not limited to: black beans, blackeye peas, cannellini beans, garbanzo beans (chickpeas), great northern beans, kidney beans, lentils, lima beans, navy beans, pink beans, pinto beans, pigeon peas, red beans, soybeans, split peas, and white beans.

Not allowed: Flavored, seasoned, gourmet, or soup mix varieties. No organic products allowed.

Canned Beans – 15 to 16 oz can only

(Smaller sizes only allowed when listed on the front of the check.)

Any brand of canned beans is allowed. May be with salt or reduced sodium. May have added sugar, syrup, or dextrose.

Not allowed: No added meat, fat, oils or artificial sweeteners. No soups. No chili beans, seasoned beans, refried, beans, or baked beans. No organic products are allowed. No canned green peas, green beans, wax beans, or snap beans.



Please refer to the WIC Foods Pamphlet or our website at www.FloridaWIC.org for the current list of allowed brands, types, container sizes, and any restrictions on dry beans and canned beans.

PEANUT BUTTER



16 to 18 oz jar only. Plain, creamy, crunchy, extra crunchy, super chunk, or natural peanut butter may be purchased.

Not allowed: No added jelly, marshmallow, honey, chocolate, or artificial sweeteners. No spreads, whipped, fortified, plus, or reduced fat. No organic products are allowed.

Please refer to the WIC Foods Pamphlet or our website at www.FloridaWIC.org for the current list of allowed brands, types, container sizes, and any restrictions on peanut butter.

CANNED FISH

5 oz can or larger of canned light tuna and/or pink salmon. Any brand packed in water, spring water, or oil is allowed.

Not allowed: No white or albacore tuna. No sockeye or red salmon. No pouches. No olive oil, lemon, flavored, gourmet, smoked, grilled, blackened, or added ingredients. No low or less sodium. No organic products are allowed.



Please refer to the WIC Foods Pamphlet or our website at www.FloridaWIC.org for the current list of allowed brands, types, container sizes, and any restrictions on canned fish.

What Food May a WIC Customer Purchase with a Fruit and Vegetable Voucher?

- Organic fruits and vegetables are allowed only when using the Fruit and Vegetable Voucher.
- When added sugar or syrup is not allowed, this includes: sugar, sucrose, corn syrup, high-fructose corn syrup, maltose, dextrose, maltodextrin, honey, and maple syrup.
- When added artificial sweeteners are not allowed, they include: Splenda®, NutraSweet®, Equal®, aspartame, saccharin, sucralose, and acesulfame-K.
- Dried fruits and vegetables of any type are not allowed. This includes, but is not limited to, raisins, prunes, fruit roll-ups, fruit leathers, dried potatoes, potato chips, corn chips, popcorn, dry beans, dry peas, and dry lentils. Dry beans, peas, and lentils may only be purchased with a WIC check that includes beans.

Examples of allowed and not allowed Fruits and Vegetables are listed on the next page.



ALLOWED

Fresh

- **ANY BRAND**, variety, size, or mixture of fresh fruits and vegetables with no added sugar, syrup, artificial sweeteners, fat, or oil.
- Whole or cut up.
- Loose or packed in bags or plastic containers.
- Fresh garlic, onions, scallions, cassava, and yuca are allowed.

Canned (also includes plastic or glass containers)

- **ANY BRAND**, variety, size, or mixture of canned fruits and vegetables with no added sugar, syrup, artificial sweeteners, fat, oil, or meat.
- Canned fruit must be packed in water or fruit juice and may not have added salt.
- Canned vegetables may be with or without salt and may have added seasonings or spices.
- Applesauce with no sugar added and applesauce/fruit blends with no sugar added.
- Tomato sauce, tomato paste, whole tomatoes, crushed tomatoes, diced tomatoes, and salsa with no added sugar, syrup, artificial sweeteners, fat, oil, or meat.
- Canned beans and peas such as green peas, green beans, wax beans, snap beans, and snap peas are allowed. *Note: Canned green peas and whole kernel corn may have added sugar. Mixed vegetables may include any type of bean, but no potatoes except yams and sweet potatoes.*

Frozen

- **ANY BRAND**, variety, size, or mixture of frozen fruits and vegetables with no added sugar, syrup, artificial sweeteners, fat, oil, meat, pasta, rice, or sauce. Frozen vegetables may be with or without salt.
- Any frozen beans or peas such as lima beans and blackeye peas are allowed.



NOT ALLOWED

NO POTATOES except yams and sweet potatoes are allowed.

No items from the salad bar, party trays, or fruit baskets.

No decorative fruits or vegetables, painted pumpkins, or gourds.

No herbs and spices. No minced garlic in jars.

No edible blossoms, flowers, or plants.

No dried or dehydrated fruits or vegetables.

No baby and toddler fruits & vegetables.

No pouches of fruit purees or fruit pulps. No frozen fruit bars.

No beverages such as fruit juice, tomato juice, and vegetable juice.

No nuts, coconuts, or fruit-nut mixtures.

No ketchup, relishes, pickles, olives, sauerkraut, or mustard.

No jelly, jams, fruit preserves, or apple butter.

No dry or canned beans/peas that are allowed with WIC checks for beans.

Infant Formulas

The WIC Program actively promotes breastfeeding, yet sometimes mothers choose to feed their babies infant formula. WIC infants who are not completely breastfed may receive the brand of infant formula printed on the front of the WIC check. The WIC Program offers standard milk-based and soy-based formulas to most infants. At any given time, the Florida WIC Program has a contract with one infant formula manufacturer. This contract provides the State of Florida with rebate money when the contract formulas are bought with WIC checks, and these rebate funds are used to purchase foods for more WIC clients. The WIC Program must ensure that the correct infant formula is sold for the WIC rebate contract, as well as to ensure the infant is receiving the appropriate infant formula.

At the request of a health care provider, WIC will also issue checks for specialized formula products for those infants who have medical problems. We do not ask vendors to stock all special formula products, but we do encourage some vendors to stock special formula products that are regularly used by WIC clients. Your local WIC office can provide more specific information about the special formula products used in your area.

Florida WIC vendors and all stores applying for WIC authorization must purchase infant formulas from a list of approved sources maintained by the state WIC office. The list will be updated periodically to show the addition or removal of approved infant formula sources. Vendors must check the list to ensure that infant formulas are purchased only from approved sources. The list is available at the Florida WIC Program website: www.FloridaWIC.org in the Food Vendors Section, click on "Approved Infant Formula Sources."



If vendors wish to purchase infant formulas from a source that is not listed, they must contact the state WIC office in Tallahassee to receive prior written approval. The telephone numbers of the state WIC office are 1-800-342-3556 and (850) 245-4202.

Authorized vendors must ensure that these policies are enforced:

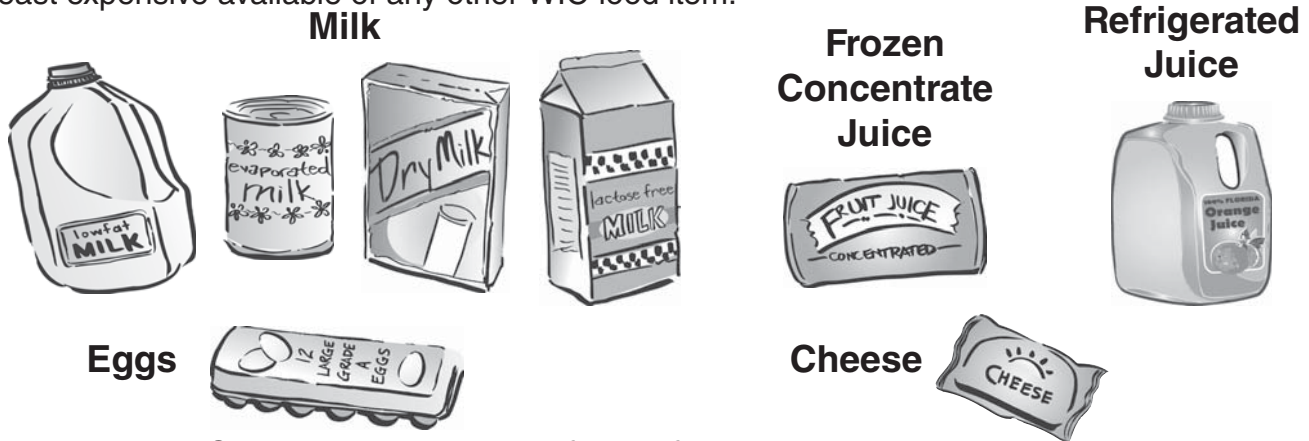
After a customer purchases formula with a WIC check, the customer may not exchange the formula for another formula or for cash.

- **WIC customers may not substitute another brand of formula if the allowed brand is out of stock.**
- **WIC customers may not substitute another can size or type of formula. For example, if the front of the check says 12.1 oz carton of concentrated liquid formula, it cannot be substituted for a 12.7 oz can of powder formula.**

Remember, under no circumstances may a customer purchase a formula other than the brand, can size, or type of formula specified on their WIC check. Customers attempting to do so should be reported to the local WIC office.

Least Expensive Purchase Requirement

The Florida WIC Program requires its customers to purchase the **least expensive** of some WIC foods on the shelf at the time of purchase as a way to control food costs in order to serve more eligible mothers and young children. This policy requires the customer to buy the least expensive type and size of WIC food **unless otherwise indicated on the front of the WIC check**. The foods that are under the least expensive available policy are milk, eggs, cheese, refrigerated juice, and frozen concentrate juice. Stores may not require the WIC customer to purchase the least expensive available of any other WIC food item.



Whenever a WIC customer selects one of these foods, they must buy the least expensive brand of the flavor and size 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 look for the least expensive available on the shelf of the flavor and size they choose. The foods subject to the least expensive available requirement are identified in the WIC Foods Pamphlet and the approved food list at the WIC website with a diamond (◆). Also, if a cents-off coupon makes a product the least expensive available, then it may be purchased by the WIC customer.

Manufacturer and Store Promotions and Specials

WIC customers must be allowed to participate in manufacturer and store promotions and specials. However, stores are not allowed to offer incentives or promotional items or services specifically for WIC customers or to encourage WIC participants to shop in a particular store. Prohibited incentives include raffles, free food or non-food items, grocery delivery, or customer transportation. **The following are examples of promotions and specials WIC customers are allowed to participate in:**

- Buy one, get one free
- Buy one, get one at a reduced price
- Free ounces added by the manufacturer
- Manufacturer or store cents-off coupons
- Store “savings” card or “customer reward” card



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 or the dollar amount specified on a Fruit and Vegetable Voucher.

Florida WIC Identification Card

Each WIC client receives a WIC Identification (ID) card that must be presented whenever WIC checks or Fruit and Vegetable Vouchers are used. No other form of identification, such as a driver's license or work ID card, may be used because these do not verify that the person is authorized to use WIC checks or Fruit and Vegetable Vouchers. **As many as three persons can be authorized to use the ID card: an authorized representative, a co-caretaker, and a proxy.** The signature of each authorized person will appear on the WIC ID card. If a client loses the WIC ID card, the WIC office will issue a replacement.

Cashiers must request the WIC ID card whenever WIC checks or Fruit and Vegetable Vouchers are used. When the WIC check or Fruit and Vegetable Voucher is signed, the cashier must compare the signature on the check or voucher to see that it matches one of the authorized signatures on the WIC ID card. If the signature of the person who signed the WIC check or voucher does not match one of the authorized signatures on the WIC ID card, the cashier cannot accept the WIC check or Fruit and Vegetable Voucher.

Florida's local WIC agencies will issue a **computer-printed WIC ID card** to most WIC participants. A **manually-printed WIC ID card** will be issued in situations when it's not possible to print the computer-printed card. The front cover of these cards are shown on the following page. Either the computer-printed card or the manually-printed card is valid for verification of identity when WIC checks or Fruit and Vegetable Voucher are used at a WIC-authorized store.

The computer-printed WIC ID card is a tri-fold document of white paper with maroon ink. The outside of the card has a section for the signatures of the person or persons authorized to use the WIC checks or Fruit and Vegetable Vouchers. The WIC Program logo is lightly printed on the inside of the card. The inside of the card also has the names of persons in the family who receive WIC checks and vouchers. Store cashiers only need to compare one of the authorized signatures on the **outside front cover** of the WIC ID card with the signature on the check or voucher to confirm that the transaction is authorized.



Sample of the front of the manually-printed WIC ID card

STATE OF FLORIDA
DEPARTMENT OF HEALTH
WIC PROGRAM IDENTIFICATION & VERIFICATION OF
CERTIFICATION

This authorizes Patty Participant or Parent/Guardian/Co-Caretaker or Proxy to redeem Florida WIC Program food instruments. Signature on card must agree with signature on food instrument. This card should be accepted by all state and local agencies as a WIC Program verification of certification until expiration date.

Patty Participant Authorized Representative Signature
Cathy Clerk Issued by (Signature)

Co-Caretaker Signature Issued by (print) Cathy Clerk

Paul Proxy Proxy Signature 37-02 Clinic Site

GROUP #

Appointment Date & Time	JAN.	FEB.	MAR.	APR.
Date Food Instruments Issued				
Appointment Date & Time	MAY	JUNE	JULY	AUG.
Date Food Instruments Issued				
Appointment Date & Time	SEPT.	OCT.	NOV.	DEC.
Date Food Instruments Issued				

1965045
DH 3109, 1/97

Sample of the front of the computer-printed WIC ID card

**Florida Department of Health
WIC Program
Verification of Certification/
Identification (VOC/ID) Card**

The Authorized Representative, Co-caretaker, or Proxy listed below may redeem Florida WIC Program checks for one of the WIC clients listed on the inside of this card.

One of the signatures below must agree with the signature placed on the WIC check at the time of the WIC purchase, or the check should not be accepted.

Patty Participant
Authorized Representative Signature/Firma

Co-caretaker Signature/Firma
Paul Proxy
Proxy Signature/Firma

**FLORIDA
WIC**

WIC is an equal opportunity provider.
WIC provee oportunidades iguales a todos.
DH 150-714, 5/05
Stock Number 5730-714-0150-2

Sample of the inside of the computer-printed WIC ID card

FLORIDA DEPARTMENT OF HEALTH
WIC PROGRAM IDENTIFICATION CARD

Group Number
5215401

Authorized Rep: Erin Grant
Co-Caretaker: William Grant
Proxy:
Issued By: E02SAB1

LOCAL AGENCY INFORMATION SITE
Beta 3
4680 Lake Underhill
Orlando, FL 32806
PH: 407-836-2623

	Client ID	Last Name	First Name	Cert Date	Income Date	Cert End Date		Nutrition Risk
B	2448131	Grant	Erin	4/03/11	4/03/11	7/07/11	H335	201 502
I	4441015	Grant	Justin	4/03/11	4/03/11	7/07/11		700 502
I	6439109	Grant	Jeni	4/03/11	4/03/11	7/07/11		502 141
C	8439834	Grant	Jessica	4/03/11	4/03/11	9/25/11	100	400 502
C	9440582	Grant	Joshua	4/03/11	4/03/11	9/25/11		502 201

WIC Fruit and Vegetable Voucher

The Fruit and Vegetable Voucher is similar to regular WIC checks and should be transacted just as carefully. When a Fruit and Vegetable Voucher is transacted properly, the vendor will receive payment for the amount of purchase by depositing the voucher in its bank account. The vendor is responsible for any mistakes that cashiers make with Fruit and Vegetable Vouchers, so cashiers must have training on all Fruit and Vegetable Voucher transaction procedures. The items which appear on the **front of the Fruit and Vegetable Voucher are shown below.**

- ❶ **WIC ID number.** WIC ID number of the WIC participant.
- ❷ **First Day to Use Date.** The Fruit and Vegetable Voucher may not be used before this date.
- ❸ **Last Day to Use Date.** The Fruit and Vegetable Voucher may not be used after this date.
- ❹ **Name of the WIC Participant.** The person for whom the WIC foods are prescribed. In many cases, this will be a different name than the person authorized to sign the Fruit and Vegetable Voucher. (See number 8 regarding Authorized Signature.)
- ❺ **Types of Foods to be Purchased.** With this voucher, WIC customers can purchase any combination of allowed fresh, frozen, and canned fruits and vegetables.
- ❻ **Voucher Dollar Amount.** A dollar amount is printed on each voucher. The amount will not exceed \$15. The WIC Program will pay up to the dollar amount printed on the voucher for WIC-eligible fruits and vegetables selected by the WIC customer.
- ❼ **Pay Exactly Box.** If the total price of the allowed fruits and vegetables purchased by the WIC customer is less than the dollar limit printed on the voucher, enter the lower price in the “Pay Exactly” box on the voucher. The customer is not to receive change or credit for the unspent amount.

If the total price of the allowed fruits and vegetables selected by the WIC customer is more than the dollar limit printed on the voucher, the customer can choose to pay the difference with cash or another form of acceptable payment. Or, the WIC customer can remove some of the items from the purchase so that the cost is equal to or less than the dollar limit of the voucher.

The cashier should never enter a “Pay Exactly” amount that is more than the voucher dollar limit. The bank will not pay the voucher if the pay exactly amount is more than the voucher dollar limit.

- ❸ **Authorized Signature.** The cashier must obtain the customer’s signature after the **Pay Exactly Box** is completed. The customer signing the front of the Fruit and Vegetable Voucher must match either the **authorized representative, co-caretaker, or proxy signature** shown on the WIC ID card. The bank will not pay the voucher without the authorized signature.
- ❹ **WIC Vendor Stamp.** The WIC vendor number must be stamped here with black ink before depositing the voucher. The bank will not pay the voucher without the stamped vendor number.



FLORIDA WIC PROGRAM
DEPARTMENT OF HEALTH



00001001

63-68
631

CHECK NUMBER	AGENCY SITE	1 WIC I.D. NO.	2	FIRST DAY TO USE	3 LAST DAY TO USE
00001001	12 1	1234567	1000	OCT 14, 2011	NOV 13, 2011

SEE BACK FOR TRANSACTION INSTRUCTIONS

PAY EXACTLY

AMOUNT MUST NOT EXCEED TOTAL PRICE OF ITEMS LISTED

7 6 00

6 \$6.00 (SIX DOLLARS) FRUITS AND VEGETABLES 5
FRESH, FROZEN, CANNED, PLASTIC OR GLASS CONTAINERS
NO POTATOES EXCEPT YAMS AND SWEET POTATOES ARE ALLOWED
"PAY EXACTLY" AMOUNT CANNOT BE OVER \$6.00
NO CHANGE GIVEN TO WIC CUSTOMER IF UNDER \$6.00

NOT NEGOTIABLE UNLESS FL WIC

VENDOR MUST DEPOSIT WITHIN 45 DAYS OF FIRST DAY TO USE

VENDOR STAMPS HERE

9

NAME OF PARTICIPANT		AUTHORIZED SIGNATURE	PRESENT I.D.
LAST PARTICIPANT	FIRST PATTY 4	8 X	

CAPITAL CITY BANK, TALLAHASSEE, FLORIDA

REV. 03/11

0000 1001 063 100688

011855370

WIC Food Check

The WIC check is similar to other negotiable checks and should be transacted just as carefully. When a WIC check is transacted properly, the vendor will receive payment for the amount of purchase by depositing the check in its bank account. The vendor is responsible for any mistakes that cashiers make with WIC checks, so cashiers must have training on all WIC check transaction procedures. The items which appear on the **front of the WIC check are shown below.**

- ❶ **WIC ID number.** WIC ID number of the WIC participant.
- ❷ **First Day to Use Date.** The WIC check may not be used before this date.
- ❸ **Last Day to Use Date.** The WIC check may not be used after this date.
- ❹ **Name of the WIC Participant.** The person for whom the WIC foods are prescribed. In many cases, this will be a different name than the person authorized to sign the WIC check. (See number 7 regarding Authorized Signature.)
- ❺ **Amounts and Types of Foods to be Purchased.** The customer may buy less, but never more than the amounts specified. Similarly, the customer may not substitute any food item. Only those foods listed on the front of the check may be purchased.
- ❻ **Pay Exactly Box.** The cashier writes in the exact price for the foods purchased.
- ❼ **Authorized Signature.** The cashier must obtain the customer's signature after the **Pay Exactly Box** is completed. The customer signing the front of the WIC check must match either the **authorized representative, co-caretaker, or proxy signature** shown on the front of the WIC ID card. The bank will not pay the WIC check without the authorized signature.
- ❽ **WIC Vendor Stamp.** The WIC vendor number must be stamped here with black ink before depositing the check. The bank will not pay the check without the stamped vendor number.

CHECK NUMBER		AGENCY SITE	❶ WIC I.D. NO.	❷ FIRST DAY TO USE	❸ LAST DAY TO USE	63-68 631
00001001		12 1	1234567	1004 OCT 14, 2011	NOV 13, 2011	
SEE BACK FOR TRANSACTION INSTRUCTIONS					PAY EXACTLY	AMOUNT MUST NOT EXCEED TOTAL PRICE OF ITEMS LISTED
1% LOWFAT OR FAT FREE MILK ONLY***COW'S MILK ONLY MILK*TWO GALLONS OR 10 CANS EVAPORATED OR 8 QTS DRY ONE DOZEN*LEAST EXPENSIVE LARGE, WHITE CHICKEN EGGS JUICE*ONE 96 OZ OR TWO 48 OZ OR TWO 11.5-12 OZ CONC BREAKFAST CEREAL*UP TO 36 OZ OR BABY CEREAL*32 OZ BEANS*ONE 16 OZ BAG DRY OR 4 CANS IN 15-16 OZ SIZE					❹ 31 16	
NAME OF PARTICIPANT					AUTHORIZED SIGNATURE PRESENT I.D.	
LAST PARTICIPANT			FIRST PARTICIPANT		❷ X <i>Patty Participant</i> VENDOR STAMPS HERE ❽	
PATTY			PATTY		VENDOR MUST DEPOSIT WITHIN 45 DAYS OF FIRST DAY TO USE	
CAPITAL CITY BANK, TALLAHASSEE, FLORIDA ⑆00001001⑆ ⑆063100688⑆ 011855370⑆						

Preprinted Manual WIC Checks and Fruit and Vegetable Vouchers

Preprinted manual WIC checks and vouchers are issued at WIC sites where a computer is not available or not operational at the time of issuance. Preprinted manual WIC checks and vouchers contain some handwritten information that would normally be printed from a computer.

The information on the check or voucher that is **handwritten** includes:

- ❶ **WIC ID number.** WIC ID number of the WIC participant.
- ❷ **First Day to Use Date.** The WIC check may not be used before this date.
- ❸ **Last Day to Use Date.** The WIC check may not be used after this date.
- ❹ **Name of the WIC Participant.** The person for whom the WIC foods are prescribed. In many cases, this will be a different name than the person authorized to sign the WIC check. (See number 7 regarding Authorized Signature.)

All other information looks the same as the information printed on the computer-printed WIC check or voucher.

An example of a preprinted manual WIC check is shown below.

FLORIDA DEPARTMENT OF HEALTH		FLORIDA WIC PROGRAM DEPARTMENT OF HEALTH		00001001	
CHECK NUMBER	AGENCY SITE	❶ WIC I.D. NO.	1004	❷ FIRST DAY TO USE	❸ LAST DAY TO USE
00001001	12 1	1234567		Oct. 14, 2011	Nov. 13, 2011
SEE BACK FOR TRANSACTION INSTRUCTIONS					PAY EXACTLY
1% LOWFAT OR FAT FREE MILK ONLY***COW'S MILK ONLY MILK*TWO GALLONS OR 10 CANS EVAPORATED OR 8 QTS DRY ONE DOZEN*LEAST EXPENSIVE LARGE, WHITE CHICKEN EGGS JUICE*ONE 96 OZ OR TWO 48 OZ OR TWO 11.5-12 OZ CONC BREAKFAST CEREAL*UP TO 36 OZ OR BABY CEREAL*32 OZ BEANS*ONE 16 OZ BAG DRY OR 4 CANS IN 15-16 OZ SIZE					AMOUNT MUST NOT EXCEED TOTAL PRICE OF ITEMS LISTED VENDOR MUST DEPOSIT WITHIN 45 DAYS OF FIRST DAY TO USE
NAME OF PARTICIPANT					AUTHORIZED SIGNATURE PRESENT I.D.
LAST Participant		FIRST Patty ❹			X
CAPITAL CITY BANK, TALLAHASSEE, FLORIDA					

How to Check Out the WIC Customer

The WIC customer should be treated with the same courtesy as any other customer. When food is purchased with a WIC check or voucher, the cashier should do the following:

1. Ask for a WIC ID card along with the WIC check or voucher. This card must be presented at the check-out counter. Only those people whose signatures appear on the front of the WIC ID card may use the check or voucher. These people are identified as the authorized representative, co-caretaker, or proxy. *If the customer's signature does not appear on the WIC ID card, do not accept the check or voucher. **No driver's license or other identification is allowed because they do not verify authorization to use WIC checks or vouchers.***
2. Look at the **First Day to Use** and the **Last Day to Use (spaces 2 and 3)** to be sure that the check or voucher is being used within the valid time period. Vendors have 45 days from the **First Day to Use** date to deposit checks or vouchers.
3. Make sure that the foods listed on the front of the WIC check or Fruit and Vegetable Voucher (**space 5**) are separated from the customer's other purchases. If the customer is using more than one check or voucher, ring up the food for **each** check or voucher after making sure that the customer has not exceeded the exact types and amounts listed in **space 5**. Do not combine purchases from different checks or different vouchers and do not combine vouchers and checks. Ring up each check and each voucher separately.
4. Match the food on the counter with the food types and amounts listed on the front of the WIC check or voucher (**space 5**) as you ring up the shelf prices for each item. WIC customers are **not required** to purchase all items listed on the front of the check or to spend the full amount on the voucher.
5. Review the milk, frozen juice, refrigerated plastic jugs of orange or grapefruit juice, cheese, and eggs to ensure that the customer has selected the least expensive available of the type or flavor they have chosen, unless otherwise indicated on the front of the WIC check. Assist the customer with selection of the least expensive available, if necessary.
6. If the customer is using more than one **WIC check**, ring up the food for **each** check after making sure that the customer has not exceeded the exact types and amounts listed. Do not combine purchases from different checks. Ring up each check separately.

If the customer is using more than one **Fruit and Vegetable Voucher**, ring up the food for **each** voucher separately. Do not combine purchases from different vouchers.

7. **Do not** charge sales tax.

8. Honor all store or manufacturer promotions such as **buy one get one free; buy one get one at a reduced price; free ounces added by the manufacturer; manufacturer cents-off coupons;** and **store shopping/loyalty cards presented by the WIC customer.** If a cents-off coupon makes a product the least expensive available of milk, eggs, cheese, refrigerated plastic orange or grapefruit juice jugs or frozen juice, the WIC customer may choose that brand.
9. Clearly print the total cost of the foods purchased with the WIC check in the **Pay Exactly Box (space 6)** and do not add a dollar sign or a cent sign to the amount. *If an error is made when writing in the amount, draw one line through the mistake, write the correction above it, and initial the change.*
10. When using the Fruit and Vegetable Voucher, clearly print the amount in the **Pay Exactly Box (space 7)** and do not exceed the voucher limit listed in **space 6**. If the total price of the allowed fruits and vegetables purchased by the WIC customer is less than the dollar limit printed on the voucher, enter the price in the “Pay Exactly” box on the voucher. The customer is not to receive change or credit for the unspent amount. If the total price of the allowed fruits and vegetables purchased by the WIC customer is more than the dollar limit printed on the voucher, enter the dollar limit printed on the voucher in the “Pay Exactly” box on the voucher. The WIC customer must pay any amount over the voucher dollar limit.
11. Have the customer sign in the bottom right corner on the front of the WIC check or voucher. Remember, this signature must match one of the authorized signatures that appear on the front of the WIC ID card.
12. If the customer cannot sign, have them make an “X” in the **Authorized Signature** box, write “witnessed by,” and sign your name as the witness.

Depositing WIC Checks or Fruit and Vegetable Vouchers

Vendors should notify their bank when WIC checks or Fruit and Vegetable Vouchers are deposited for the first time. The bank should be informed that the WIC checks or Fruit and Vegetable Vouchers are negotiable instruments. The WIC bank is identified on each check or voucher. Payment will be assured on all properly redeemed WIC checks or Fruit and Vegetable Vouchers.

Store Stamp

A self-inking stamp with your WIC vendor number will be provided after your store is approved and a WIC agreement is signed. Only stamps issued by the WIC Program may be used to validate WIC checks and Fruit and Vegetable Vouchers. Each WIC check or Fruit and Vegetable Voucher must be stamped in the designated area prior to deposit. The bank will not honor checks or vouchers that are missing the WIC stamp.

Vendors must ensure that the stamp is used only for the purpose and in the manner authorized by the WIC agreement. The vendor assumes full responsibility for any unauthorized use of the WIC stamp. "Loaning" WIC stamps to other stores or using the stamp to validate checks or vouchers that are accepted at another store is a violation that can result in disqualification from the program for three years.

Stamp Maintenance: Regular cleaning of the rubber element with alcohol and a cotton swab will provide a clearer stamp on the WIC check or Fruit and Vegetable Voucher. Ink for self-inking stamps, ink for regular stamps, and stamp pads can be purchased at office supply stores.

Replacement Stamps: If your stamp is lost, damaged, or badly worn, contact your local WIC office Vendor Manager. Sometimes a stamp only needs re-inking or cleaning. Please allow 7 to 10 days for replacements. The replacement stamp will not be self-inking, and it will require the use of a black ink stamp pad.

Preparing WIC Checks and Fruit and Vegetable Vouchers for Deposit

Reviewing WIC checks and Fruit and Vegetable Vouchers prior to deposit can assure prompt payment and reduce the number of checks or vouchers returned by the bank. The vendor should review the checks and vouchers to confirm the following:

- The check or voucher is **validated** with the WIC vendor stamp. WIC checks and Fruit and Vegetable Vouchers are not negotiable unless the WIC vendor number is stamped in the space provided on the check or voucher.
- The check or voucher is **signed** by the WIC customer. Payment will not be made to your store if the authorized signature is missing.
- The check or voucher is deposited within **45 days** of the **First Day to Use** date.

Payment for Returned WIC Checks and Fruit and Vegetable Vouchers

Missing Stamp – The bank rejects checks or vouchers from payment if the WIC vendor stamp is missing or illegible. If checks or vouchers are returned for this reason, stamp the checks or vouchers and deposit them again within 45 days of the **First Day to Use** date. Unstamped checks or vouchers that are rejected by the bank and rejected checks or vouchers that are not stamped and re-deposited within 45 days of the **First Day to Use** date will not be paid by the state.

Missing Signature Checks or Vouchers – When the vendor discovers prior to deposit that a check or voucher was not signed, or the bank rejects a check or voucher that was not signed, the vendor should telephone the Vendor Manager in the local WIC office for help in obtaining the signature of the person who used the check or voucher. After the check or voucher is signed it may be deposited again, provided the redeposit is made within 45 days of the **First Day to Use** date. Unsigned checks or vouchers and checks or vouchers signed but not redeposited within 45 days of the **First Day to Use** date will not be paid by the state.

Damaged or Lost Checks or Vouchers – Checks or vouchers may become lost or damaged by a bank. When this happens, the bank should give a certified copy to the store. This copy can be submitted to the state WIC office for reimbursement. Checks or vouchers damaged prior to deposit may also be submitted to the state WIC office for reimbursement. Checks or vouchers must have at least three (3) corners to be considered for reimbursement.

Over Maximum Checks and Vouchers – Each WIC check and voucher has a maximum dollar value that will be paid by the WIC Program bank. If a check or voucher is rejected by the WIC Program bank because the cashier wrote in an amount that equals or exceeds the maximum payment allowed for the check or voucher, vendors should not redeposit the item. Instead, vendors should run an itemized journal report or journal tape (duplicate tape) and attach it to the item to show the foods actually sold to the WIC participant and the prices of these foods. The check or voucher may then be submitted to the state WIC office for payment consideration. **A “training tape” or any other record that is not a duplicate of the original check transaction is not an acceptable substitute for the journal report.** The state will only pay for the authorized foods received by the participant.

Stale Checks or Vouchers (Deposited Too Late) – Checks or vouchers deposited more than 45 days from the **First Day to Use** will not be accepted for payment by the bank. The state will only consider payment for stale checks and vouchers under exceptional circumstances, such as a natural disaster or robbery, and if the checks or vouchers were originally used between the first and last valid dates. A written explanation for stale checks or vouchers must be provided when the checks or vouchers are submitted to the state. Stale checks or vouchers will only be considered for payment if they are submitted with adequate justification of the circumstances within 120 days of the **First Day to Use**.

Payment for Returned WIC Checks and Fruit and Vegetable Vouchers (continued)

WIC Program and WIC Contract Bank Errors – The state will pay WIC checks or vouchers that are rejected from payment because of WIC data system errors or contract bank processing errors. Such checks or vouchers must have been deposited within 45 days of the **First Day to Use** date, signed by the person who used the check or voucher, and have been correctly transacted. Attach the transaction journal tape to the check or voucher and submit it to the state WIC office for payment consideration.

Mail returned checks and vouchers to:

**Florida WIC Program
Vendor Management Unit
Bin # A16
4052 Bald Cypress Way
Tallahassee, FL 32399-1726**

Out-of-State WIC Checks and Fruit and Vegetable Vouchers

The Florida WIC Program only authorizes stores to accept WIC checks or Fruit and Vegetable Vouchers issued in Florida. We cannot honor checks or vouchers from other states. If checks or vouchers are accidentally accepted at your store, the checks or vouchers must be returned to the state where they were issued. The state office in Tallahassee can provide vendors with addresses and telephone numbers for other state WIC agencies. Please call the Florida WIC toll-free telephone number, 1-800-342-3556, for this information.

Overcharges and Other Violations

The Florida WIC Program reviews WIC checks and Fruit and Vegetable Vouchers that may contain overcharges or other program violations. When the state WIC office determines the vendor has committed a violation that affects the payment to the vendor, the state office will delay payment or establish a claim for checks or vouchers already paid. The state office may delay payment or establish a claim in the amount of the full purchase price of each WIC check or voucher that contained the violation. The state office will provide the vendor with an opportunity to justify or correct a violation. The vendor must pay any claim assessed by the WIC Program. In collecting a claim, the state office may offset the claim against current and subsequent amounts to be paid to the vendor. In addition to denying payment or assessing a claim, the state office may sanction the vendor for violations in accordance with the state sanction schedule listed in your Vendor Agreement.

Vendor Rights and Responsibilities

The rights and responsibilities of the WIC vendor are listed in the WIC Vendor Agreement. The agreement is a legally binding document that should be read carefully prior to signing. These rights and responsibilities include, but are not limited to:

The Right to:

- Technical assistance and training by WIC personnel;
- Voluntary withdrawal from the WIC Program;
- Appeal payment on bank-rejected WIC checks or vouchers, under some circumstances;
- Receive advance notice of any adverse action being taken by the WIC Program;
- Appeal certain adverse actions; and
- Refuse service to disruptive or abusive customers.

The Responsibility to:

- Provide allowed foods at competitive prices in a sanitary environment;
- Offer WIC customers the same courtesies as other customers;
- Accept annual training in WIC Program procedures;
- Inform and train store personnel of WIC Program changes;
- Inform the WIC office of any intent to close or change ownership;
- Return the WIC vendor stamp upon the closing or sale of business;
- Report WIC Program customer abuse as well as vendor abuse; and
- Prevent overcharges and the sale of ineligible food.

WIC Compliance

Monitoring

The performance of every vendor is monitored carefully with computer reports of WIC check and Fruit and Vegetable Voucher transactions. WIC investigators also shop with WIC checks and Fruit and Vegetable Vouchers to identify vendors who do not comply with WIC Program rules. A store's records may also be audited for a comparison of the quantities of food purchased from suppliers with the quantities represented on redeemed checks and vouchers. The WIC Vendor Agreement describes which records must be maintained by the vendor. Additionally, WIC personnel regularly visit the stores to monitor inventory, sanitary conditions, and competitive prices. During these visits, they often provide technical assistance to store personnel and offer training and training materials.

Sanctions

When WIC Program violations are detected, the state WIC office may disqualify the store from further participation for a period of time based on the nature of the violations. A schedule of sanctions for violations is listed in your Vendor Agreement. Disqualification of a vendor from the WIC Program may also result in disqualification from the Supplemental Nutrition Assistance Program, formerly known as the Food Stamp Program, and vice versa. WIC Program violations also can result in fines and criminal penalties as well.

Before disqualifying a vendor, the WIC Program will provide at least 30 days notice and an opportunity to request a formal or informal hearing. At a hearing, the vendor will be allowed to appeal the decision before an impartial official who will either uphold or reverse the decision to disqualify after reviewing the evidence.

Vendor Training and Education

Training for vendors is required prior to authorization and annually thereafter by the federal regulations governing the Florida WIC Program. Vendors receive notice from the local WIC agencies when training is scheduled. Additional training is provided when requested by vendors or when determined necessary by the program.

WIC training and education materials, including the documents listed below, are produced for WIC vendors. These materials may be viewed or downloaded as needed at the Florida WIC Internet website: www.FloridaWIC.org

- **Florida WIC Vendor Handbook** – this handbook contains detailed information about the policies and procedures of the Florida WIC Program.
- **Florida WIC Foods Pamphlet** – this is a pamphlet that includes photographs and contains detailed information about the eligible WIC foods and explains how to use WIC checks and Fruit and Vegetable Vouchers at the store. This pamphlet is to be used by both WIC clients and store personnel.
- **WIC Formulas Allowed and Not Allowed** – these two lists help vendors identify both WIC-eligible infant formulas and infant formulas that are not approved by WIC.
- **Mandatory Minimum Inventory** – this is a list of the minimum WIC inventory that all vendors must have in stock at all times.
- **Sample Vendor Agreement** – this is a copy of the current contract that governs the participation of authorized vendors.
- **Rejected WIC Check and Voucher Policy** – this is an information sheet to inform vendors of the rejected check and voucher policy, which items can be submitted for payment appeal, how to submit items for payment appeal, and the timeframes for submitting items for payment consideration.

Vendor Materials Available by Order

Contact your local WIC office Vendor Manager to order the following vendor materials.

- **WIC Window Decal** – a window decal identifying WIC stores. This decal is shown in the photo at the right.
- **WIC Shelf Strips** – shelf strips are used to identify eligible WIC foods in the store. It is recommended that vendors use shelf strips to identify WIC foods. The WIC logo is very helpful in areas where language barriers exist.
- **How WIC Works Video** – a 17-minute video (DVD). This video is to be used to train WIC vendor store personnel about WIC. It includes an overview of the WIC program, a review of the allowable WIC foods including the least expensive policy, and how to process a WIC transaction at the check-out counter. This video is also used at the local WIC office to educate WIC clients. The video is available in English, Spanish, and Haitian-Creole all on the same DVD.



When to Call the State WIC Office or Local WIC Office

When to call the state WIC office

The state WIC office vendor management unit can assist vendors when questions or problems arise. **If you wish to contact the state WIC office in Tallahassee, call (850) 245-4202 or call the toll-free number (in Florida only): 1-800-342-3556.**

The state WIC office should be contacted when a vendor needs assistance or information regarding the following situations:

- How to receive payment for rejected WIC checks or Fruit and Vegetable Vouchers.
- How to correct WIC checks or Fruit and Vegetable Vouchers when an error is discovered before the check or voucher is deposited.
- Questions about eligible WIC foods.
- Questions about the information shown on WIC checks and Fruit and Vegetable Vouchers.

When to call the local WIC office Vendor Manager

Your local WIC office Vendor Manager should be contacted when a vendor needs assistance or information regarding the following situations:

- Obtaining the missing signature of a WIC customer on a WIC check or Fruit and Vegetable Voucher.
- Ordering a replacement WIC authorization stamp.
- How to receive WIC program training for store personnel.
- WIC shelf strips.
- Problems with a WIC customer who attempts to purchase foods not listed on a WIC check or Fruit and Vegetable Voucher, who attempts to purchase more food than is authorized on a WIC check or Fruit and Vegetable Voucher, who attempts to use a WIC check or Fruit and Vegetable Voucher before the First Day to Use or after the Last Day to Use, who attempts to use a WIC check or Fruit and Vegetable Voucher with altered use dates or food amounts, who attempts to return foods purchased with a WIC check or Fruit and Vegetable Voucher, or who uses abusive or threatening language while using a WIC check or Fruit and Vegetable Voucher.

If you wish to contact the local WIC office Vendor Manager, the telephone number is listed on the back cover.

Partners in WIC



More than 2,000 vendors across the state work with the Florida WIC Program to provide nutritious foods to WIC participants. The vendor's role in transacting WIC checks and Fruit and Vegetable Vouchers is very important to the success of the WIC Program. When you help WIC customers purchase the correct foods and handle WIC checks and Fruit and Vegetable Vouchers properly, you become a "partner in WIC," improving the health and overall quality of the life of your neighbors.

We appreciate all that you do. Your suggestions and comments are always welcome.

Local WIC office:

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.



Florida Department of Health
DH 150-560, 1/12