



## Florida WIC Program

# Welcome to Vendor Training!

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



## Purpose of the WIC Program

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

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

## Changes for Vendor Appeal Payments



Changes in Internal Revenue Service (IRS) reporting requirements have necessitated that the State of Florida obtain an electronically submitted Substitute W-9 for all vendors who supply goods or services to the State of Florida. Due to specific State of Florida requirements, the State will not accept the Internal Revenue Service Form W-9.

Effective November 7, 2011, State of Florida agencies will not be permitted to **make payments to any vendor** that does not have a verified Substitute W-9 on file with the Florida Department of Financial Services. **Vendors are required to register and submit a Substitute Form W-9 on the State's Vendor Website at <https://flvendor.myfloridacfo.com>.**

**How does this apply to you?** Florida WIC vendors may request the state WIC office to pay a bank-rejected WIC check. After the request is approved, the WIC Fiscal Unit submits a manual voucher to the Office of the Comptroller to pay the vendor by state warrant. **The Office of the Comptroller** in the Department of Financial Services will no longer issue a state warrant to cover these requests for payment if the vendor does not have a Substitute W-9 on file.

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# Vendor Agreement

The vendor agreement identifies the contractual obligations between the owners of a store, store personnel, and the Florida WIC Program. The requirements identified in the contract are based on the federal and state statutes and administrative rules governing the WIC Program and the written policies of the Florida WIC Program.



The vendor agreement references standard contract provisions, as well as requirements for WIC vendors. Vendor Agreements include sanctions for violations of the Agreement.

If you have not already done so, please read it carefully and seek legal counsel if you have questions about its content.

Your current Vendor Agreement expires on December 31, 2011. All vendors must apply for authorization and complete a new Vendor Agreement for the contract period beginning January 1, 2012. By November 2011, the state WIC office will mail an application to vendors who are invited to apply for authorization.

A sample copy of the vendor agreement can be found on the Florida WIC Program website at [www.floridawic.org](http://www.floridawic.org).

# How to Correctly Transact WIC Checks

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

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

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

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

Do not complete the check transaction if:

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

CHECK NUMBER	AGENCY SITE	WIC I.D. NO.	FIRST DAY TO USE	LAST DAY TO USE
00001001	121	1221567	OCT 14, 2010	NOV 13, 2010

SEE BACK FOR ELIGIBLE FOODS

1% LOWFAT OR FAT FREE MILK ONLY\*\*COW'S MILK ONLY  
 MILK\*TWO GALLONS OR 10 CANS EVAPORATED OR 8 OZS 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

PAY EXACTLY: 2073

AMOUNT MUST NOT EXCEED TOTAL PRICE OF ITEMS LISTED

NOT NEGOTIABLE UNLESS FL WIC

VENDOR MUST DEPOSIT WITHIN 45 DAYS OF FIRST DAY TO USE

NAME OF PARTICIPANT: PARTICIPANT PATTY

AUTHORIZED SIGNATURE: X Patty Participant

CAPITAL CITY BANK, TALLAHASSEE, FLORIDA

00001001 121 1221567 1004 011855370

# Gerber® Infant Formulas and Size Changes Coming

The infant formulas below are authorized on the state's contract with Gerber®. All of these formulas are allowed for purchase with WIC checks when they are specifically printed on the front of the check.

Gerber® Good Start infant formulas will have a change in packaging and sizes for two formulas effective September 2011. Good Start Gentle and Good Start Soy cans of concentrate and ready-to-feed will have new ounce sizes and the cans will be replaced with tetra-pak cartons. The concentrate formula will come in a 12.1 fluid ounce carton. The ready-to-feed formula will come packaged as four (4) - 8.45 fluid ounce cartons for a total of 33.8 fluid ounces per package.

## Gerber® WIC-allowed infant formulas

Fórmulas infantiles aprobadas por WIC

WIC payé pou lèt sa yo

					
<b>Gerber Good Start® Gentle</b> 12.7 oz powder 13 oz can concentrate 12.1 oz carton* concentrate	<b>Gerber Good Start Protect</b> 12.4 oz powder	<b>Gerber Good Start Soy</b> 12.9 oz powder 13 oz can concentrate 12.1 oz carton* concentrate	<b>Gerber Good Start 2 Gentle</b> 22 oz powder 9 months and older 9 meses y mayores 9 mwa ak plis	<b>Gerber Good Start 2 Protect</b> 22 oz powder 9 months and older 9 meses y mayores 9 mwa ak plis	<b>Gerber Good Start 2 Soy</b> 24 oz powder 9 months and older 9 meses y mayores 9 mwa ak plis



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

1-800-342-3556

[www.FloridaWIC.org](http://www.FloridaWIC.org)





\*These will begin appearing in September 2011



**REMINDER:** WIC participants can only purchase the type and size of formula specifically authorized on the front of the check, regardless of store's available inventory, customer's preference, convenience, etc. If a participant tells you they need a formula other than what is specifically shown on the front of their check, tell them to contact their local WIC office and speak with a nutritionist. Any formula changes must be made at the WIC office, not at the store.

## Minimum Inventory Requirements for Infant Formula

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

- Gerber® GOOD START Gentle - 12.1 oz. **concentrate**  **17 cartons**
- Gerber® GOOD START Soy - 12.9 oz. **powder**  **6 cans**
- Gerber® GOOD START Gentle - 12.7 oz. **powder**  **12 cans**
- Gerber® GOOD START Protect - 12.4 oz. **powder**  **6 cans**

For a complete list of minimum inventory requirements for all foods, please visit our website at [www.floridawic.org](http://www.floridawic.org).

## Program Integrity

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

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

## Vendor Materials

Your local vendor manager can provide individual store training and program materials to assist your store in correctly transacting WIC checks. Some of these materials are WIC shelf stickers, and the Florida WIC Foods pamphlet (March 11) showing pictures of eligible foods.





## Fruit and Vegetable Vouchers

The Fruit and Vegetable Vouch 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.

- ✓ Most women and children will receive one "cash value" Fruit and Vegetable Voucher each month. With this voucher, WIC customers can purchase any combination of the allowed fruits and vegetables.
- ✓ The Fruit and Vegetable Voucher is different from WIC checks because there is a dollar amount printed on each voucher, not an amount of food.
- ✓ WIC will pay up to this dollar amount for the allowed fruits and vegetables selected by the WIC customer.
- ✓ If the total price of the allowed fruits and vegetables selected by the WIC customer is more than the dollar limit on the voucher, the customer can choose to pay the difference in cash or another form of acceptable payment at check-out time. Or, the WIC customer can remove some of the fruits and vegetables from the purchase so that the cost is less than or equal to the dollar limit of the voucher.
- ✓ If the dollar amount of the purchase is less than the dollar limit on the voucher, **no change** is to be given to the WIC customer.
- ✓ The cashier must obtain the authorized signature of the WIC customer after entering the "Pay Exactly" amount on the Fruit and Vegetable Voucher.
- ✓ The "Pay Exactly" amount cannot be over the dollar limit printed on the voucher.



CHECK NUMBER		AGENCY SITE		WIC I.D. NO.		FIRST DAY TO USE		LAST DAY TO USE			
00001001		12 1		1234567		1000		OCT 14, 2010		NOV 13, 2010	
SEE BACK FOR ELIGIBLE FOODS										6 00	
<p>\$6.00 (SIX DOLLARS) FRUITS AND VEGETABLES            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</p>										AMOUNT MUST NOT EXCEED TOTAL PRICE OF ITEMS LISTED	
NAME OF PARTICIPANT LAST PARTICIPANT FIRST PATTY										AUTHORIZED SIGNATURE PRESENT I.D. <i>X Patty Participant</i>	
CAPITAL CITY BANK, TALLAHASSEE, FLORIDA 0000 100 1 063 100688										0 1 1855370 1	

# Store Promotions and Manufacturer Coupons

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

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

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

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



## We're on the Web!

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

- ✓ Florida WIC Foods pamphlet (March 2011)
- ✓ Fruit and Vegetable Voucher Information
- ✓ Fruits and Vegetables Allowed and Not Allowed
- ✓ Beans and Peas Poster
- ✓ A list of the infant formulas allowed by WIC and a list of infant

formulas that are not allowed by the program

- ✓ A WIC Contract Infant Formulas sheet showing eligible Gerber infant formulas
- ✓ The Vendor Handbook
- ✓ The Mandatory Minimum Inventory Requirements
- ✓ The Payment Policy for Rejected WIC Checks
- ✓ Approved Infant Formula Suppliers

✓ Three lists show manufacturers, distributors, wholesalers, and retailers from whom you may purchase infant formula. If your suppliers are not on one or more of the lists, you must contact the state WIC office to obtain written permission to purchase infant formulas from any other source.

- ✓ Newsletters
- ✓ Much more!!

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



## Least Expensive Brands Policy

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



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

cheeses must purchase the least expensive brand of that type available for purchase *on the shelf*. If there are three available eligible brands, and they are all the same price, then the WIC customer must be allowed to purchase the brand of cheese of their choice.

If a CENTS-OFF COUPON or STORE PROMOTION makes a product the least expensive brand, then it CAN be purchased by the WIC customer.



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

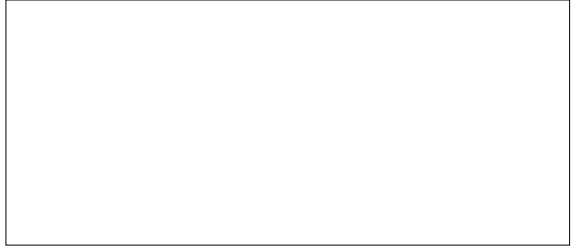
Phone: 850-245-4202  
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 www.floridawic.org



Good Nutrition for  
 Women, Infants & Children

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## Important WIC Program Changes and Training Information

## Handwritten Checks

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

The handwritten information on the check is:

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



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

CHECK NUMBER		AGENCY SITE	WIC I.D. NO.	1004	FIRST DAY TO USE	LAST DAY TO USE	63-48 631	
00001001		12 1	1234567		Oct. 14, 2009	Nov. 13, 2009		
SEE BACK FOR ELIGIBLE FOODS								
1% LOWFAT OR FAT FREE MILK ONLY***COW'S MILK ONLY MILK*TWO GALLONS OR 10 CANS EVAPORATED OR 8 OZS 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								
NAME OF PARTICIPANT				AUTHORIZED SIGNATURE				PRESENT I.D.
Participant Patty				X				