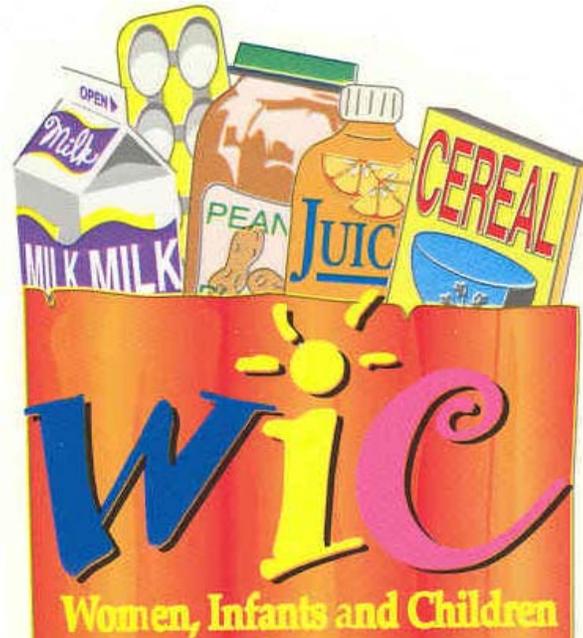


**SPECIAL SUPPLEMENTAL
NUTRITION PROGRAM FOR
WOMEN, INFANTS, AND CHILDREN**



**MINNESOTA WIC PROGRAM
RETAIL FOOD VENDOR MANUAL**

The Vendor Manual should be kept at each authorized WIC store at all times for reference.



MINNESOTA DEPARTMENT OF HEALTH
Division of Community and Family Health
<http://www.health.state.mn.us/divs/fh/wic/vendor/index.html>

Revised 06/08

W I C V E N D O R M A N U A L

Table of Contents

Introduction.....	1
Who is Eligible For The WIC Program?	1
What Benefits Does the WIC Program Provide?.....	2
What Procedures Must be Followed When Redeeming a WIC Voucher?	3
WIC Vendors Requirements.....	4
Exhibit A: Cashier Check List	10
Exhibit B: Sample WIC Vouchers	11
Exhibit C: Sample MN WIC ID Card.....	14
Exhibit D: Important WIC Points	15
Exhibit E: WIC Customer Incident Report.....	18
Exhibit F: Minnesota WIC Allowed Foods List.....	19
Exhibit G: Minimum Food Stock.....	20
Exhibit H: WIC Vendor Program Staff Directory.....	22
Exhibit I: WIC Vendor Web-Site Address	24

INTRODUCTION

Thank you for your interest in the Special Supplemental Nutrition Program for Women, Infants and Children (WIC). Your role as a WIC vendor is an important one. The decision to be part of this program is much appreciated. Your partnership with the Minnesota Department of Health (MDH) and the local WIC project in your area will help improve the health of young children in your community.

This manual has been prepared to help you in meeting WIC program rules. It explains the rules that you will need to follow and what will be required of you. It also includes a description of the program. Before you become a WIC vendor, we will provide training and answer any of your WIC questions.

Program aids such as shelf labels, posters and food lists are available from the State WIC Office. If you have any questions or suggestions, please call Theresa Graham at (651) 201-4417. You can also visit the Vendor Web Site for information and materials:

<http://www.health.state.mn.us/divs/fh/wic/vendor/index.html>.

Included as exhibits to this manual are:

- Exhibit A: Cashier Check List
- Exhibit B: Sample WIC Vouchers
- Exhibit C: Sample WIC ID Card (Authorization/Transfer of Certification Folder)
- Exhibit D: Important WIC Points
- Exhibit E: WIC Customer Incident Report
- Exhibit F: Minnesota WIC Allowed Foods List
- Exhibit G: Minimum Food Stock
- Exhibit H: WIC Vendor Program Staff Directory
- Exhibit I: WIC Vendor Web-Site Address

WHO IS ELIGIBLE FOR THE WIC PROGRAM?

WIC provides services to pregnant women, nursing mothers, infants, and children up to the age of five. By helping provide proper nutrition at the beginning of life, WIC gives children a better chance to grow up healthier. This may prevent more serious health problems later on in life.

A participant must be certified in the program before receiving WIC services. WIC participants are certified to receive services for periods of six (6) months at a time. They must be recertified at the end of each six month period. Each WIC participant must meet the following four criteria:

1. The participant must be a pregnant woman, a nursing mother, a postpartum mother, an infant up to 12 months old, or a child up to five years old.
2. The participant must live in Minnesota.

3. The participant must have a family income that is equal to or less than 185% of the federal poverty level. Alternatively, the participant must have an income eligible for WIC based on eligibility for another program. For example, if the participant is eligible for Medical Assistance, then the participant could be eligible for WIC with an income of 275% of the federal poverty level.
4. The participant must have a nutrition-related health risk. This is determined by WIC staff at the local WIC agency. To determine whether such a person is nutritionally "at risk," it is necessary to check that person's height, weight, red blood cell level, dietary intake, and medical history.

WHAT BENEFITS DOES THE WIC PROGRAM PROVIDE?

The Minnesota Department of Health contracts with a network of local WIC agencies across the state. The local WIC agencies provide the following services to the WIC customer:

1. **NUTRITION EDUCATION.** Educational services are given to all WIC participants. These may be in the form of one-to-one counseling, group sessions, videos, or printed handouts. Topics covered include nutrition and pregnancy, breastfeeding, WIC foods, health care, and how to eat right.
2. **HEALTH REFERRALS.** If a person being certified for WIC is found to have a health problem, that person is referred to a health care provider. Such services are given either through the WIC agency or through other health care providers in the area. Participants are encouraged to use these services.
3. **SUPPLEMENTAL FOODS.** Typically participants visit a WIC clinic and receive WIC "food vouchers" every three months. Each voucher specifies the types and amounts of foods which may be purchased. The foods provided through WIC are to supplement the diets of WIC participants. A WIC staff person determines the types and amounts of food to be received by each participant, based on nutritional need. It is important that no substitutions be allowed.

WHAT PROCEDURES MUST BE FOLLOWED WHEN REDEEMING A WIC VOUCHER?

The rules for redeeming a WIC voucher can be found in the “Cashier Check List” (Exhibit A). The specific steps are:

1. The WIC customer selects the foods listed on his/her voucher. He/she will then present the voucher to the store cashier. Refer to Exhibit B for sample copies of vouchers that participants ordinarily receive. Exhibit B-1 has copies of manual vouchers that are only issued in the event of an emergency at the local agency clinic (i.e. power outage).
2. The cashier should check each voucher to insure that:
 - a) it is being used on or between the "First day to use" and "Last day to use" dates,
 - b) it has not been altered, and
 - c) that it is being used to purchase the proper type and amount of foods.
3. If the voucher is valid, the cashier then enters the cost of the foods being purchased on the voucher. The WIC customer signs the voucher after checking to make sure the price is correct. This signature must be checked against the WIC ID card (Exhibit C).
4. Prior to deposit, each voucher is stamped with the store’s WIC Vendor ID Stamp provided by the State WIC Office. The vouchers should be rechecked for signature and missing dates. The vouchers can then be deposited in your local bank the same way you would any check. All valid and properly completed vouchers will then be credited to your bank account. Please try to deposit WIC vouchers at least once a week.
5. A cashier check list (Exhibit A) has been made to guide cashiers through WIC sales. Please share this checklist with all of your cashiers.
6. An “Important WIC Points to Remember” brochure is enclosed as Exhibit D. This brochure covers the important information each cashier should know before accepting WIC vouchers. Please review this brochure with each of your cashiers.
7. A “Minnesota WIC Allowed Foods” brochure is enclosed as Exhibit F. This brochure lists all the WIC allowed foods and package sizes. There is also a pictorial showing each WIC allowed cereal and juice.

WIC VENDOR REQUIREMENTS

Vendors need to follow a number of WIC Program rules. Failure to follow these rules may limit the effectiveness of the program and result in your store being disqualified from the program. It is most important that vendors accept WIC vouchers only for WIC-allowed foods. No substitutions may be made.

1. **MINIMUM FOOD STOCK.** A vendor shall keep a minimum stock of WIC allowed foods at all times. The amount of food is based on the location of the vendor. See Exhibit G “Minimum Food Stock”
2. **STORE LOCATION.** A vendor must operate at one business site, located at a fixed and permanent location (no mobile vendors or home deliveries).
3. **VOUCHER ACCESS.** When the store is visited by a WIC staff person, the vendor must provide access to any redeemed WIC vouchers on the vendor's premises.
4. **STOCK INVOICES.** The vendor shall maintain documentation (invoices or receipts) of all WIC-allowed foods purchased by the vendor for three years, while the vendor agreement is in effect.
5. **PRICES.** A vendor's price for each WIC food item must not be more than 115% of the average price charged by other retail food vendors. Vendors not meeting this criteria will not be authorized for the WIC Program. You can check the pricing allowed for specific WIC items on the vendor Web Site:
<http://www.health.state.mn.us/divs/fh/wic/vendor/index.html>

The amount charged for food purchased with WIC vouchers may also not exceed the amount charged to non-WIC customers for the same foods.

6. **PRODUCT PRICE.** The price of all WIC-allowed foods must be displayed for easy viewing either on the product or on the shelf.
7. **INCENTIVES.** A vendor may not offer an incentive or advertise to offer an incentive to redeem a voucher at the vendor's business site. An “incentive” means goods or services in addition to the foods listed on the WIC voucher offered to a WIC customer who redeems a WIC voucher.
8. **STORE CASHIER TRAINING.** Vendors are responsible for training their store personnel to handle WIC transactions properly. The vendor is responsible for any and all cashier errors. Employees who process WIC vouchers must be able to handle WIC transactions properly.

9. STORE TRAINING. Annually, a store representative must receive WIC-approved training. This training covers WIC Program procedures for authorized vendors. At the discretion of the State WIC Office, the training sessions may be offered individually at a store site, in a group session by geographic areas or thru correspondence.
10. ALLOWED FOODS. WIC vouchers may be used to purchase only the items specified on each voucher. Participants are not required to purchase all items listed on the vouchers, or to purchase the full amount specified. NO FOODS MAY BE SUBSTITUTED FOR THOSE SPECIFIED ON THE VOUCHERS.
11. VOUCHER FIRST DAY AND LAST DAY TO USE DATES. WIC vouchers are good for a period of 30 days and may be accepted anytime between and including the "FIRST DAY TO USE" and the "LAST DAY TO USE" dates listed on each voucher. Do not accept vouchers before the "FIRST DAY TO USE" or after the "LAST DAY TO USE" date. These vouchers will not be honored for payment.
12. COST OF WIC FOODS.
 - A) The amount charged for foods purchased with WIC vouchers may not exceed the amount charged to non-WIC customers for the same foods.
 - B) The cashier must enter the cost of the foods purchased with each voucher in the space marked "VENDOR: FILL IN \$ AMOUNT BELOW." The amount must be entered at the time of purchase, BEFORE the participant signs the voucher. The amount must reflect the actual cost of the foods purchased and received at the time of the transaction.
 - C) Rainchecks or IOU's are not allowed. Credit toward a future WIC purchase is not allowed. When the participant signs the WIC voucher, all foods that were paid for with that voucher must be received at that time.
 - D) Bottle deposits may not be included in the price of milk.
 - E) The cost of foods purchased with WIC vouchers must reflect any specials, coupon discounts or other reduced prices extended to non-WIC customers.
 - F) No additional or special fees may be charged for using WIC vouchers to purchase food.
13. ALTERED VOUCHERS. WIC vouchers must not be accepted if any of the following items have been altered:
 - * the "NAME OF PARTICIPANT"
 - * the "FIRST DAY TO USE"
 - * the "LAST DAY TO USE"
 - * the "SIGNATURE OF PARTICIPANT OR AUTHORIZED SIGNATURE"
 - * the type or amount of food authorized for purchase

14. **WIC CUSTOMER SIGNATURE.** When using a voucher to purchase food, the WIC participant must sign the voucher in the space provided. The voucher must be signed in the presence of the cashier, but **ONLY AFTER THE COST OF THE FOOD HAS BEEN ENTERED** by the cashier. The cashier must compare the signature to the signatures on the WIC ID card. This card is issued to each participant, and it bears the names and signatures of all persons authorized to use the vouchers issued to that participant. If the participant or authorized representative is unable to produce a card, or if the signature does not match any of those listed on the card, **DO NOT ACCEPT THE VOUCHER(S)**.
15. **PRICE CORRECTIONS.** If the cashier makes an error when entering the cost of foods purchased on a voucher, draw a **SINGLE** line through the incorrect price, and enter the correct price, clearly and legibly, in the space within the "VENDOR: FILL IN \$ AMOUNT BELOW" box.
16. **EXCHANGES AND REFUNDS.** Participants may not return foods purchased with WIC vouchers to obtain a cash refund, to exchange them for different types of WIC foods, or to exchange them for non-WIC foods. Participants requesting such exchanges should be referred to their Local Agency. A vendor may exchange a returned WIC food for another WIC food **OF THE SAME CATEGORY ON A ONE TO ONE BASIS**, in the event that the food being returned is spoiled or otherwise unusable, if it is the vendor's normal store policy.
17. **NONDISCRIMINATION.** Federal law prohibits discrimination against any person or persons on the basis of race, color, national origin, age, sex, or handicap. This applies to all aspects of the WIC Program, including when a WIC customer shops at an authorized WIC vendor. WIC customers must receive the same courteous treatment as non-WIC customers.
18. **USE OF WIC VENDOR ID STAMP.** Each WIC vendor is issued a WIC Vendor ID Stamp, with an identification number unique to that vendor. The stamp is used to endorse properly completed WIC vouchers for deposit in the vendor's bank. The stamp can be used **ONLY BY THE VENDOR TO WHOM IT IS ISSUED** and only for vouchers accepted at the check-out lane at the store location. Any other use constitutes fraud.

If the vendor's authorization to participate in WIC is voided or terminated for any reason, the vendor stamp must be returned to the state WIC office. The vendor may not accept vouchers from WIC participants prior to receiving a WIC Vendor ID Stamp, or after it has been returned.

19. **BANKING PROCEDURES.** To receive payment for redeemed vouchers, the **VENDOR** must:
- * use the WIC Vendor ID Stamp provided by the State WIC Office, in the designated space on the front of each voucher. **DO NOT USE RED INK.**
 - * endorse the voucher for deposit in the designated space on the back of the voucher
 - * deposit the vouchers at least once a week in your bank, to insure that your bank will not receive the vouchers more than 60 days after the "FIRST DAY TO USE."
 - * make sure each voucher bears an authorized **SIGNATURE** in the space provided.

Vouchers will be returned to the vendor **WITHOUT PAYMENT** if:

- * they lack a vendor stamp,
- * the total price has not been entered on the front,
- * the signature is missing,
- * "FIRST DAY TO USE" or "LAST DAY TO USE" dates are missing,
- * they were deposited before the "FIRST DAY TO USE" or if the vendor's bank received them more than 60 days after the "FIRST DAY TO USE."

Under certain restricted situations, vouchers which have been returned to the vendor unpaid by the bank may be submitted for payment directly to the State WIC Office. Unpaid vouchers may be authorized for payment if the voucher was returned by the bank because:

- * the returned voucher did not have a "FIRST DAY TO USE" or "LAST DAY TO USE" written in the designated space, or
- * the returned voucher was rejected in error.

Returned vouchers not meeting the above conditions will not be honored for payment. Vouchers meeting the above conditions may be submitted for payment to:

Theresa Graham
Minnesota Department of Health - WIC Program
PO Box 64882
St. Paul, MN 55164-0882

The vendor must make a written request for payment for these vouchers, including an explanation as to why they should be honored. The request for payment must be submitted to the WIC Program Vendor Unit within 90 days of the voucher's "FIRST DAY TO USE." The vendor **MAY NOT** seek reimbursement from WIC participants for **ANY** voucher not honored by the bank.

20. **LOST OR STOLEN VENDOR STAMP.** If a Minnesota WIC Vendor ID Stamp is lost or stolen, the vendor should immediately contact the State WIC Office for instructions.

21. **VENDOR AUTHORIZATION.** Each vendor must apply to and be approved by the State WIC office in order to participate as an authorized WIC vendor. A vendor's authorization to participate is **NON-TRANSFERABLE**. If a vendor changes ownership or closes, it's authorization to participate is automatically voided, and WIC vouchers may no longer be accepted. A vendor's authorization to participate can be terminated by either the vendor or the State WIC Office by giving written notice to the other party. The State WIC Office can terminate the authorization if the vendor no longer meets WIC eligibility criteria, is disqualified from participation in the Food Stamp Program for program violations, or fails to comply with any of the WIC Program requirements. Failure to comply with WIC Program requirements may also result in legal penalties beyond termination of the authorization to participate.
22. **FOOD STAMP REGULATION.** The Food and Nutrition Service is required to remove from the Food Stamp Program any firm terminated from the WIC Program because of violations of certain WIC regulations. This means that if a firm is terminated from the WIC Program for certain violations, it may automatically be removed from the Food Stamp Program.
23. **DISQUALIFICATION BASED ON FOOD STAMP PROGRAM.** If a vendor is disqualified from the Food Stamp Program or if the Food Stamp Program assesses the vendor a civil money penalty for hardship instead of disqualification, the vendor may be disqualified from the WIC Program.
24. **PRICE SURVEY.** When the State WIC Office requests shelf price information, a vendor must provide the State WIC Office with accurate and complete shelf price information within 30 days of the request, on the form provided by the State WIC Office.
25. **FLAGGED VOUCHERS.** Vendors must respond within 30 days of the date of a letter requesting justification for an apparently overpriced voucher.
26. **VENDOR RIGHTS.** The State WIC Office must give written notice of any action taken against a vendor. The notice must specify the action being taken, explain the reasons for the action, state whether the vendor has a right to a hearing on the action, and, if the vendor has a right to a hearing, outline the procedure for requesting a hearing.
27. **CONFLICT OF INTEREST.** None of the owners or officers of the vendor, or their immediate family members, may: (a) be employees of the Minnesota WIC Program; (b) be employees of the WIC local agency for the area where the vendor is located; or (c) have a financial interest in the WIC local agency for the area where the vendor is located.

28. **PURCHASE OF INFANT FORMULA.** A vendor shall only purchase infant formula from the entities on the list maintained by the State WIC Office, published at: <http://www.health.state.mn.us/divs/fh/wic/vendor/rqrmnts/index.html>.
29. **VOLUME OF WIC SALES.** A vendor's annual revenue from WIC sales may not be greater than 50% of the vendor's annual revenue from the sale of all food items.
30. **STOCK INVOICES.** The vendor shall maintain at least three years' worth of invoices or receipts of all WIC-allowed foods purchased by the vendor. This documentation should be kept in chronological order, and must show the quantity, size, brand, product name, date of purchase, name and identity of the entity from whom the purchase was made, and date of delivery to the vendor. This documentation must be provided within 15 days of a request from the State WIC Office. During normal business hours, at least the last three months' worth of records should be available for immediate review by WIC Program staff, at the location specified in the store's most recent application.

EXHIBIT A

CASHIER CHECK LIST

Please train your cashiers to follow steps 1-8 listed below during checkout. The steps are relatively simple, and can be learned quickly. If cashiers follow these steps, you should not have any problems receiving payment for your redeemed food vouchers.

1. **VOUCHER'S FIRST DAY TO USE AND LAST DAY TO USE.** DO NOT ACCEPT vouchers before the "FIRST DAY TO USE" or after the "LAST DAY TO USE".
2. **ALTERATIONS.** Vouchers may not be altered in any way. DO NOT ACCEPT vouchers that appear to be altered. Be especially careful of dates to use.
3. **AUTHORIZED WIC FOODS.** Vouchers can ONLY be used to purchase the foods listed on each voucher AND can only be used to purchase the specific food products listed on the Minnesota WIC Food List.
4. **PRICE.** Enter the price of foods purchased on the face of the voucher BEFORE the WIC customer signs the voucher. Charge a WIC customer the same prices as non-WIC customers. Accept coupons if the customer presents them with the WIC vouchers.
5. **SIGNATURE.** The WIC customer must SIGN their voucher in the presence of the cashier, AFTER the price of the food purchased has been entered.
6. **ID CARD.** The customer must produce a Minnesota WIC ID card. One of the signatures on the WIC ID card MUST match the customer signature on the voucher.
7. **RECORD THE DATE THE VOUCHER IS BEING USED.** The cashier should write the date the voucher is being used just below the First Day to Use date, OR (if it is capable of doing it) the cash register can automatically record the date on the back of the voucher.
8. **PROVIDE A RECEIPT TO THE CUSTOMER.** The cashier must provide the WIC customer with a receipt for the purchase, whether or not the customer has asked for one.

Enter transaction date here
OR have cash register enter
date on back of voucher

First date the
voucher can
be used

Last date the
voucher can
be used

Vendor MUST
stamp MN WIC
Vendor ID stamp
here before
depositing

Enter total price
for authorized
foods purchased
by the WIC
customer here

Description of the foods which
may be purchased with this
voucher

10

WIC customer MUST sign this space after
price of foods is inserted. Compare signature
with those on the WIC ID card

12345678 12 Lastname Firstname 10 06/30/08 07/31/08

HOUSCHA CLD. NO. 00000 NAME OF PARTICIPANT AGENCY FIRST DAY TO USE LAST DAY TO USE

PAY TO THE ORDER OF MINNESOTA WIC PROGRAM VENDORS 00 CLINIC 987654321

FOR THESE ITEMS ONLY (SEE WIC-ALLOWED FOOD LIST)

1 gallon(s) fluid milk
2 pound(s) WIC allowed cheese
1 18 oz. (or less) peanut butter
36 oz. (or less) WIC allowed cereal
2 container(s) WIC Allowed 100% Juice
(11.5 - 12oz frozen-8oz conc, 46 oz containers)

NO PAYMENT WITHOUT

VENDOR: FILL IN \$ AMOUNT BELOW

MINNESOTA WIC VENDOR STAMP

VENDOR MUST SIGN WITHIN DAYS FROM FIRST DAY TO USE

NOT TO EXCEED: \$ *****

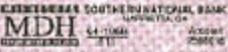
AUTHORIZED SIGNATURE

EXHIBIT B
SAMPLE WIC VOUCHER

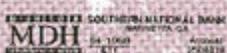
10517025	03	Test	Booney	65	5/6/2008	6/8/2008								
HOUSEHOLD I.D. NO. (SER ID)	NAME OF PARTICIPANT			AGENCY	FIRST DAY TO USE	LAST DAY TO USE								
PAY TO THE ORDER OF	MINNESOTA WIC PROGRAM			01	128138976									
	VENDORS			CLINIC										
FOR THESE ITEMS ONLY (SEE WIC-ALLOWED FOOD LIST)														
24 oz. (or less) plain WIC allowed dry infant cereal					<table border="1"> <tr> <td>NO PAYMENT WITHOUT VOID</td> <td>VENDOR: FILL IN \$ AMOUNT BELOW</td> </tr> <tr> <td>MINNESOTA WIC VENDOR STAMP</td> <td>\$</td> </tr> <tr> <td>VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE</td> <td>NOT TO EXCEED: \$ *****</td> </tr> <tr> <td colspan="2">_____ AUTHORIZED SIGNATURE</td> </tr> </table>		NO PAYMENT WITHOUT VOID	VENDOR: FILL IN \$ AMOUNT BELOW	MINNESOTA WIC VENDOR STAMP	\$	VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE	NOT TO EXCEED: \$ *****	_____ AUTHORIZED SIGNATURE	
NO PAYMENT WITHOUT VOID	VENDOR: FILL IN \$ AMOUNT BELOW													
MINNESOTA WIC VENDOR STAMP	\$													
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE	NOT TO EXCEED: \$ *****													
_____ AUTHORIZED SIGNATURE														
<p align="center">⑈ 1281389769 ⑈ ⑆061119684⑆ 2508018⑈</p>														

10517025	03	Test	Booney	65	5/6/2008	6/8/2008								
HOUSEHOLD I.D. NO. (SER ID)	NAME OF PARTICIPANT			AGENCY	FIRST DAY TO USE	LAST DAY TO USE								
PAY TO THE ORDER OF	MINNESOTA WIC PROGRAM			01	128138977									
	VENDORS			CLINIC										
FOR THESE ITEMS ONLY (SEE WIC-ALLOWED FOOD LIST)														
9 can(s) 12.9 oz. powder Similac with Iron					<table border="1"> <tr> <td>NO PAYMENT WITHOUT VOID</td> <td>VENDOR: FILL IN \$ AMOUNT BELOW</td> </tr> <tr> <td>MINNESOTA WIC VENDOR STAMP</td> <td>\$</td> </tr> <tr> <td>VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE</td> <td>NOT TO EXCEED: \$ *****</td> </tr> <tr> <td colspan="2">_____ AUTHORIZED SIGNATURE</td> </tr> </table>		NO PAYMENT WITHOUT VOID	VENDOR: FILL IN \$ AMOUNT BELOW	MINNESOTA WIC VENDOR STAMP	\$	VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE	NOT TO EXCEED: \$ *****	_____ AUTHORIZED SIGNATURE	
NO PAYMENT WITHOUT VOID	VENDOR: FILL IN \$ AMOUNT BELOW													
MINNESOTA WIC VENDOR STAMP	\$													
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE	NOT TO EXCEED: \$ *****													
_____ AUTHORIZED SIGNATURE														
<p align="center">⑈ 1281389778 ⑈ ⑆061119684⑆ 2508018⑈</p>														

EXHIBIT B
SAMPLE WIC VOUCHERS

10517025	01	Test	Booney	65	5/6/2008	6/8/2008
HOUSEHOLD I.D. NO. [RBR ID]	NAME OF PARTICIPANT			AGENCY	FIRST DAY TO USE	LAST DAY TO USE
PAY TO THE ORDER OF	MINNESOTA WIC PROGRAM VENDORS			01 CLINIC	128138978	
FOR THESE ITEMS ONLY (SEE WIC-ALLOWED FOOD LIST):						
<ul style="list-style-type: none"> 2 gallon(s) milk (Fat Free/Skim, 1%, 2% or whole) 1 pound(s) WIC allowed cheese 1 16 oz. (or less) dried beans, peas or lentils 36 oz. (or less) WIC allowed cereal 2 container(s) WIC Allowed 100% Juice (11.5 - 12oz froz/non-froz conc, 46oz containers) 				<p align="center">NO PAYMENT WITHOUT</p> <p align="center">VOID</p> <p align="center">MINNESOTA WIC VENDOR STAMP</p>		<p align="center">VENDOR: FILL IN \$ AMOUNT BELOW</p> <p align="center">\$ _____</p>
				<p>VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE.</p>		<p>NOT TO EXCEED: \$ *****</p>
				<p align="right">_____ AUTHORIZED SIGNATURE</p>		

⑈ 1 28 1 389787 ⑈ ⑆ 06 1 1 19684 ⑆ 25080 18 ⑈

10517025	01	Test	Booney	65	5/6/2008	6/8/2008
HOUSEHOLD I.D. NO. [RBR ID]	NAME OF PARTICIPANT			AGENCY	FIRST DAY TO USE	LAST DAY TO USE
PAY TO THE ORDER OF	MINNESOTA WIC PROGRAM VENDORS			01 CLINIC	128138979	
FOR THESE ITEMS ONLY (SEE WIC-ALLOWED FOOD LIST):						
<ul style="list-style-type: none"> 2 gallon(s) milk (Fat Free/Skim, 1%, 2% or whole) 2 container(s) WIC Allowed 100% Juice (11.5 - 12oz froz/non-froz conc, 46oz containers) 1 dozen eggs 				<p align="center">NO PAYMENT WITHOUT</p> <p align="center">VOID</p> <p align="center">MINNESOTA WIC VENDOR STAMP</p>		<p align="center">VENDOR: FILL IN \$ AMOUNT BELOW</p> <p align="center">\$ _____</p>
				<p>VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE.</p>		<p>NOT TO EXCEED: \$ *****</p>
				<p align="right">_____ AUTHORIZED SIGNATURE</p>		

⑈ 1 28 1 389796 ⑈ ⑆ 06 1 1 19684 ⑆ 25080 18 ⑈

EXHIBIT B-1

SAMPLE OF SPECIAL WIC VOUCHERS ISSUED ONLY IN EMERGENCIES
(HAND COMPLETED)

12345678 01		Test Baby		99	6/8/2008	7/8/2008
HOUSEHOLD I.D. NO. SER. ID.		NAME OF PARTICIPANT		AGENCY	FIRST DAY TO USE	LAST DAY TO USE
PAY TO THE ORDER OF		MINNESOTA WIC PROGRAM	MDH	UNITED COMMUNITY BANK MARIETTA, GA	99	81002551
VENDORS		FOR THESE ITEMS ONLY (SEE WIC-ALLOWED FOOD LIST):	64-1988 611	Account: 2508018	CLINIC	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	can(s) 12.9 oz. powder Similac Advance with Iron				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	can(s) 13 oz. concentrate Similac Advance with Iron				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	can(s) 12.9 oz. powder Similac Isomil Advance with Iron				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	can(s) 13 oz. concentrate Similac Isomil Advance with Iron				
<input checked="" type="checkbox"/>	9	can(s) 12.9 oz. powder Similac Sensitive with Iron				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	can(s) 13 oz. concentrate Similac Sensitive with Iron				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	oz. _____ (NAME OF FORMULA)	
NO PAYMENT WITHOUT					VENDOR: FILL IN \$ AMOUNT BELOW	
MINNESOTA WIC VENDOR STAMP					\$	
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE					NOT TO EXCEED: \$ *****	
AUTHORIZED SIGNATURE _____ MP						

⑈810025515⑈ ⑆061119684⑆ 2508018⑈

12345678 01		Test, Booney		99	7/14/08	8/14/08
HOUSEHOLD I.D. NO. SER. ID.		NAME OF PARTICIPANT		AGENCY	FIRST DAY TO USE	LAST DAY TO USE
PAY TO THE ORDER OF		MINNESOTA WIC PROGRAM	MDH	UNITED COMMUNITY BANK MARIETTA, GA	99	86005099
VENDORS		FOR THESE ITEMS ONLY (SEE WIC-ALLOWED FOOD LIST):	64-1988 611	Account: 2508018	CLINIC	
3 gallons fluid milk						
1 pound total WIC allowed cheese						
36 oz. (or less) WIC allowed cereal						
18 oz. (or less) peanut butter						
2 containers WIC allowed 100% juice (11.5 - 12 oz. frozen/non-frozen or 46 oz. containers)						
NO PAYMENT WITHOUT					VENDOR: FILL IN \$ AMOUNT BELOW	
MINNESOTA WIC VENDOR STAMP					\$	
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE					NOT TO EXCEED: \$ *****	
AUTHORIZED SIGNATURE _____ MP						

⑈860050998⑈ ⑆061119684⑆ 2508018⑈

EXHIBIT C

SAMPLE MINNESOTA WIC ID FOLDER

This is a copy of the front page of the WIC ID FOLDER.

The signature on the voucher must match one of the signatures on this ID Folder.

If the customer is unable to present a Folder or if the signature on the voucher does not match any of those listed on the ID Folder, do not accept the voucher.

**WIC
ID Folder**

**MINNESOTA
WOMEN, INFANTS
& CHILDREN
NUTRITION PROGRAM**

People authorized to pick up and use WIC vouchers:

NAME _____
PARTICIPANT / PARENT / GUARDIAN

SIGNATURE _____

NAME _____

SIGNATURE _____

NAME _____

SIGNATURE _____

**Bring your WIC ID Folder *every time* you go to the
WIC office or the grocery store.**

 **Minnesota Department of Health** 2006-2009, 07/07, KR140-0098

EXHIBIT B

SAMPLE MINNESOTA WIC ID CARD

**This is a copy of the front
page of the WIC ID card.**

**The signature on the voucher
must match one of the signatures
on this ID card. If the customer
is unable to present their card
or if the signature on the voucher
does not match any of those listed
on the card, do not accept the
voucher.**

EXHIBIT D

IMPORTANT WIC POINTS

- A. WIC customers may buy only WIC allowed foods with their WIC vouchers. If you do not carry a brand specified on the Minnesota WIC Allowed Foods list, you CANNOT substitute another brand. Think of the WIC vouchers as a food prescription.
- B. Using WIC shelf labels makes food selection easier for both the WIC customer and vendor.
- C. The customer does not have to buy all the foods listed on the voucher.
- D. Rainchecks or IOU's are not allowed.
 - All items must be provided at time of purchase.
 - Vouchers can NOT be held in the store until a later date for the balance of items to be picked up.
 - WIC customers cannot use WIC vouchers to pay off credit extended to them.
 - All purchases of WIC foods must occur at the check out lane at a fixed site location.
- E. DELIVERY of WIC purchases is not allowed.
- F. Do not accept vouchers that appear to have been altered in any way. Be especially careful of altered dates and formula amounts. The WIC program does not issue vouchers for more than 9 cans of 12.9 oz powdered formula.
- G. Do not accept vouchers that are missing data such as: "first day to use", "last day to use", or customer name.
- H. Do not accept vouchers before the "first day to use" or after the "last day to use". WIC vouchers are good for thirty days including the first day to use and last day to use.

You will not receive payment for vouchers deposited before the "first day to use" or more than 30 days after the "last day to use".

- I. Customer signatures are critical. The bank will not pay vouchers that are missing the signature. By having the voucher signed at the time of purchase, the cashier is able to verify that the customer is authorized to cash WIC vouchers.

NOTE: The customer must sign after the price has been written on the voucher.

- J. Remember to check the WIC ID card every time a WIC voucher is used. The customer's signature at the check-out must match one of the signatures on the ID card.
- K. To make a price correction, draw a line through the incorrect price and enter the correct price in the space above the error. Do not use white-out.
- L. You are required to maintain a minimum food stock for WIC allowed foods at all times.
- M. If your stamp is lost or stolen, contact the state WIC office.
- N. The vendor may not ask a customer for payment of a bank rejected voucher for any reason - - all requests for voucher payment should be made to the state WIC office.
- O. The vendor may not contact a customer for a signature after the customer has left the store. If the cashier failed to get the signature at the time of the sale, contact the state WIC office for assistance.
- P. Do not use red ink when stamping your WIC Vendor number on vouchers. Write the purchase price CLEARLY on the voucher in ink.
- Q. There are NO cash refunds, returns, or exchanges on WIC purchases. Be especially aware of WIC customers trying to return formula. We request that you write "WIC" on register receipts.
- R. The price of all WIC foods must be displayed for easy viewing either on the product or on the shelf.
- S. The vendor must honor manufacturer's coupons if a WIC customer presents them with a WIC food purchase.
- T. Milk in refundable containers may be purchased with WIC vouchers but the cost of the deposit may NOT be included in the total on the voucher. The WIC customer must pay the deposit separately.
- U. Charge WIC customers the same prices as you do non-WIC customers.
- V. Be sure employees and staff have been trained in the procedures for accepting WIC vouchers. Errors can be costly to the store.
- W. Employees who accept WIC vouchers must be able to transact a WIC voucher properly.

- X. WIC customers cannot be singled out for special treatment or abusive treatment. If a customer is not using his/her vouchers correctly, needs training in WIC procedures, or is verbally abusing the cashier, get as much information as possible about the customer and fill out a customer incident report.
- Y. The prices your store charges for WIC allowed foods must be competitive with all other WIC authorized stores. The maximum price allowed for WIC items can be found in the vendor Web Site. www.health.state.mn.us/divs.fh.wic.vendor.index.html
- Z. If you sell your business, transfer ownership, or close, you must notify the state WIC office and return your WIC vendor stamp. Your WIC authorization is not transferable. A new owner must apply for their own WIC authorization. New owners using an old owner's authorization will not be eligible for a WIC authorization.

If you have any questions, please call Theresa Graham at (651) 201-4417, or check the staff directory under Exhibit H, (business hours: 8:00 a.m. – 4:30 p.m.).

EXHIBIT F

MINNESOTA WIC ALLOWED FOODS LIST

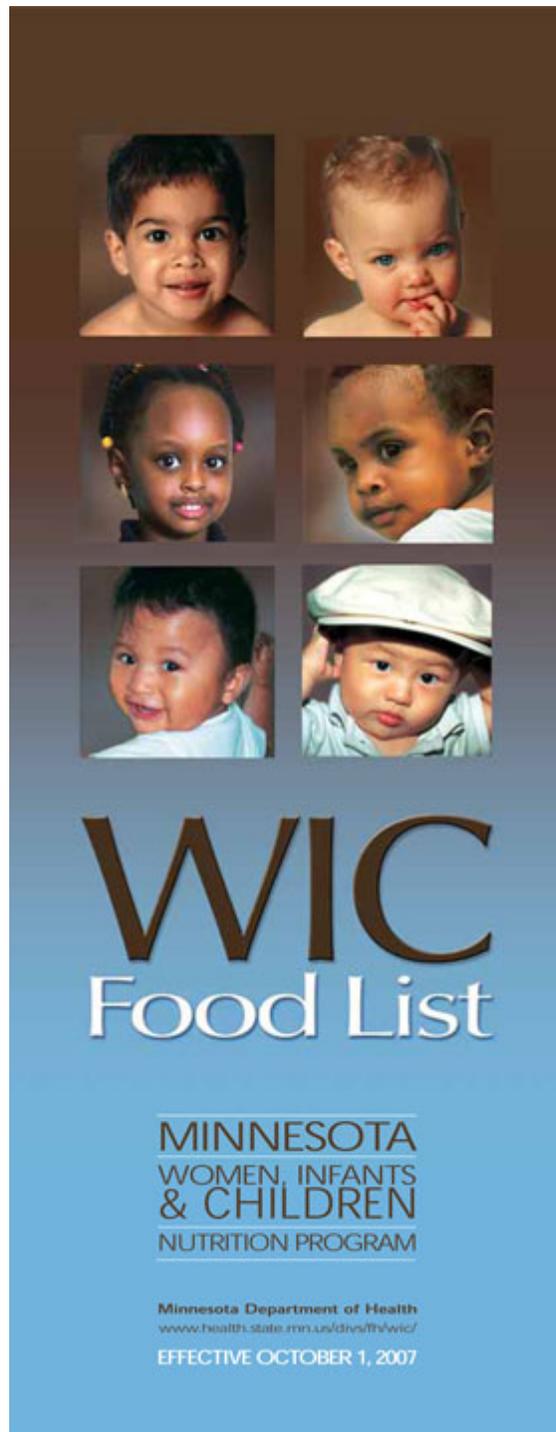


EXHIBIT G

Minimum WIC Food Stock Requirements - Tier 1

A retail food vendor in Anoka, Dakota, Hennepin or Ramsey County must have in stock and available for purchase the following WIC foods:

A) Infant Formula

- 1) **31** cans of 13-ounce concentrated Similac Advance with Iron (blue can); **and**
- 2) **15** cans of 12.9 oz. Similac Advance powdered formula (blue can); **and**
- 3) **10** cans of 12.9 oz. Similac Advance Isomil powdered formula (purple can).

B) **48 ounces** of WIC-allowed plain, dry, infant cereal (no added fruit).

C) **15 gallons** of unsweetened, unflavored, WIC-allowed fluid cow's milk in gallon or half-gallon containers in any combination of skim or nonfat, 1%, 2%, or whole.

D) **Six pounds** of WIC-allowed domestic cheese in packages of at least one-half pound (8 ounces) each, in any combination of at least **three varieties**.

E) **Six** one-dozen containers of WIC-allowed fresh eggs (any size).

F) **Four 14-16 ounce** packages of WIC-allowed dried beans, peas or lentils without any added ingredients.

G) **Twelve boxes** of WIC-allowed cereal in any combination of at least **six varieties**.

H) Juice

- 1) **Eighteen** containers of any combination of the following: (a) 11.5 to 12-ounce containers of WIC-allowed pure and unsweetened frozen or non-frozen concentrate 100 percent citrus juice (orange, grapefruit or orange/grapefruit); or (b) 46-ounce containers of WIC-allowed pure and unsweetened 100 percent citrus juice;

AND

- 2) **Six** containers of any combination of the following, as long as at least six containers are 100 percent citrus juice, (orange, grapefruit or orange-grapefruit):
 - (1) 11.5 to 12 ounce. containers of WIC-allowed pure and unsweetened frozen or non-frozen concentrate 100 percent juice; or
 - (2) 46 ounce containers of WIC-allowed pure and unsweetened 100 percent juice.

I) **Four 14-16 ounce** containers of WIC-allowed peanut butter which does not contain any other food product such as jelly, jam, or chocolate.

J) **Two pounds** (in one pound or two pound containers only) of WIC-allowed fresh or frozen carrots, or canned carrots packed in water.

K) **Four six ounce** containers of WIC-allowed canned tuna fish.

Minimum WIC Food Stock Requirements - Tier 2

Retail food vendors in counties with a population of less than 250,000 must have in stock and available for purchase the following WIC foods:

A) Infant Formula

10 cans of 12.9 ounce Similac Advance powdered infant formula, (blue can)

B) **24 ounces** of WIC-allowed plain, dry, infant cereal (no added fruit).

(C) **10 gallons** of unsweetened, unflavored, WIC-allowed fluid cow's milk in gallon or half-gallon containers in any combination of skim or nonfat, 1%, 2%, or whole.

(D) **Four pounds** of WIC-allowed domestic cheese in packages of at least one-half pound (8 ounces) each, in any combination of at least **two varieties**.

(E) **Four** one-dozen containers of WIC-allowed fresh eggs (any size).

(F) **Three 14-16 ounce packages** of WIC-allowed dried beans, peas or lentils without any added ingredients.

(G) **Nine boxes or bags (8 ounces or larger)** WIC-allowed cereal in any combination of at least **five varieties**.

(H) Juice

1) **Three** containers of any combination of the following: (a) 11.5 to 12-ounce containers of WIC-allowed pure and unsweetened frozen or non-frozen concentrate 100 percent citrus juice (orange, grapefruit or orange/grapefruit); or (b) 46-ounce containers of WIC-allowed pure and unsweetened 100 percent citrus juice;

AND

2) **Twelve** containers of any combination of the following, as long as at least four containers are 100 percent citrus juice (orange, grapefruit or orange-grapefruit):
(1) 11.5 to 12 ounce containers of WIC allowed pure and unsweetened frozen or non-frozen concentrate 100 percentage juice.
(2) 46 ounce containers of WIC allowed pure and unsweetened 100 percent juice

(I) **Three 16 or 18 ounce containers** of WIC-allowed peanut butter which does not contain any other food product such as jelly, jam, or chocolate.

(J) **Two pounds** (in one pound or two pound containers only) of WIC-allowed fresh or frozen carrots, or canned carrots packed in water.

(K) **Four 6 ounce containers** of WIC-allowed canned tuna fish.

EXHIBIT H

WIC VENDOR PROGRAM STAFF DIRECTORY

**THE MINNESOTA DEPARTMENT OF HEALTH WIC
PROGRAM - VENDOR UNIT**

Toll Free: 1-800-657-3942

Twin Cities: 651-201-4404

WIC FAX NUMBER: 651-215-8951

TDD 651-215-8980

WIC VENDOR STAFF DIRECT NUMBERS:

Theresa Graham (Vendor Specialist):	651-201-4417
Mark Peine (Vendor Contract Manager):	651-215-9694
Erin White (Vendor Contract Manager):	651-201-4415
Mary Rogness (Vendor Compliance Manager):	651-201-4418
Monica Denson (Program Integrity Specialist):	651-201-4416
Rick Chiat (Vendor Supervisor):	651-201-4401

Mailing Address:

WIC PROGRAM

P.O. Box 64882

St. Paul, MN 55164-0882

Delivery Address:

WIC PROGRAM

85 East Seventh Place

Suite 220

St. Paul, MN 55101

***Because access to the WIC office is restricted, walk-ins cannot be accommodated and appointments are required.**

<p><u>Theresa Graham</u></p>	<ul style="list-style-type: none"> * General Questions * Questions about rejected vouchers * Questions about the WIC allowed food list * Request any vendor materials * Obtain a vendor application packet 	<p>651-201-4417</p>
<p><u>Mark Peine</u></p>	<ul style="list-style-type: none"> * Any questions about the application process or the status of your application * Questions about your vendor agreement * Pricing questions 	<p>651-215-9694</p>
<p><u>Erin White</u></p>	<ul style="list-style-type: none"> * Any questions about the application process or the status of your application * Questions about your vendor agreement * Training requests * Pricing Questions 	<p>651-201-4415</p>
<p><u>Mary Rogness</u></p>	<ul style="list-style-type: none"> * To report participant or vendor fraud or abuse * Questions about the WIC rules or regulations * Questions about your store's compliance with the rules * Questions about a violation notice you may have received 	<p>651-201-4418</p>
<p><u>Monica Denson</u></p>	<ul style="list-style-type: none"> * To file a complaint about a WIC customer * To report participant or vendor fraud or abuse * Questions about an overpriced voucher, which has been sent to you for repayment 	<p>651-201-4416</p>
<p><u>Rick Chiat</u></p>	<ul style="list-style-type: none"> * If other vendor staff are unavailable to answer your questions * If you have concerns about the WIC Program or suggestions for improvement 	<p>651-204-4401</p>

EXHIBIT I

WIC VENDOR WEB-SITE ADDRESS:

www.health.state.mn.us/divs/fh/wic/vendor/index.html