

Appendix J

MISSOURI WIC PROGRAM

SPECIAL FORMULA SALES TRANSACTION PROCEDURES

The following are the instructions for performing a special ordered formula transaction.

- 1. REVIEW THE DATES OF USE:**
 - a. Is TODAY'S DATE within the FIRST and LAST DATES TO USE?
 - b. **IF NO, DO NOT ACCEPT THE CHECK.**
 - c. IF YES, continue the WIC sales transaction.
- 2. REVIEW THE WIC CHECK WITH THE TYPE AND THE AMOUNT OF FORMULA BEING PURCHASED.**
 - a. What is the brand and type of special ordered formula?
 - b. What is the quantity of formula being issued?
 - c. Does the brand, type and quantity of formula match what is issued on the WIC check?
 - d. **IF NO, find out if the store has the correct brand, type and quantity available.** (See Section 3, pages 5, 6 and 7 of the WIC Retailer Manual for more information.)
 - e. IF YES, continue the WIC sales transaction.
- 3. REVIEW THE PRICE OF THE SPECIAL FORMULA:**
 - a. What is the maximum price amount on the check?
 - b. Allowing the quantity listed on the check, does the total price of the special formula exceed the maximum price amount listed on the check?
 - c. If NO, ring the sales as a regular WIC transaction and give the WIC customer all of the formula.
 - d. **If YES, the total exceeds the maximum price on the check, YOU MUST FOLLOW THE NEXT STEPS BELOW.**
- 4. FOR SPECIAL FORMULA PRICES EXCEEDING THE MAXIMUM PRICE ON THE CHECK:**
 - a. Take the maximum price amount of the check and divide that amount by the quantity listed on the check.
 - b. This dollar amount will be the maximum amount the store may charge for each unit of the special formula.
 - c. You will have to do a price override to enter this amount instead of your stores retail price for each unit.
 - d. By using this method you will ensure that the WIC participant receives ALL of the special formula listed on the check.
- 5. AFTER THE PRICE HAS BEEN ADJUSTED:**
 - a. After the price override has been done and the sale totaled, follow the regular steps of a WIC transaction.
 - b. Enter the Date of the Sale.
 - c. Enter the sales amount on the check.
 - d. Have the WIC customer sign the WIC check and verify their signature of the WIC ID folder.
 - e. Conclude the sale, and retain the WIC receipt with the WIC check.

Remember that the prices for special ordered formulas are the WHOLESALE PRICE plus 10% and NOT your store's RETAIL PRICE. See Section 6, page 3 of the WIC Retailer Manual.

REMEMBER YOU ARE REQUIRED BY CONTRACTUAL AGREEMENT TO ALLOW THE WIC CUSTOMER EVERY ITEM ON THE CHECK EVEN IF THE TOTAL SALE AMOUNT OF THOSE ITEMS EXCEED THE MAXIMUM PRICE AMOUNT LISTED ON THE CHECK!!!! FAILURE TO ALLOW THE WIC CUSTOMER ALL OF THE ITEMS WILL RESULT IN A VIOLATION AND A FINE.

SPECIAL FORMULA SALES TRANSACTION PROCEDURES



Step 1: Date of Use

- Today's date is NOT between the First and Last Date to use. DO NOT ACCEPT THE WIC CHECK.
- Today's date is between the First and Last Date to use. Go to Step 2.

Step 2: Formula

Compare name, type and quantity being purchased with what is printed on the WIC check.

- If the name and type **do not** match ask for a manager for assistance. You are not allowed to substitute a formula.
 - If the correct formula is not available the WIC sale cannot be completed. The correct formula will have to be ordered for the customer.
- If the quantity (number) being purchased is less than the number issued on the check, please ask if the total quantity is available.
 - If the quantity (number) is available continue with the sale. Go to Step 3.
 - If the quantity (number) is **NOT** available complete a Partial Formula Redemption Form. Go to Step 3.

Step 3: Price

Does the total sale amount exceed the maximum price of the check?

- If no, complete the WIC sales transaction. Go to Step 5.
- If Yes, Go to Step 4.

Step 4: Adjust Price

- Divide the maximum price amount by the quantity issued on the check.
For example: $\$250.00/12 = \20.83
- Complete the transaction using this adjusted price, allowing the full quantity issued on the check. Go to Step 5.
See Section 3 and 4 of the WIC Retailer Manual regarding WIC check appeals.

Step 5: Complete WIC Sales Transaction

- Enter the Date of the Sale.
- Enter the total sale amount on the check.
- Have the customer sign the WIC check and verify signature with the WIC ID Folder.
- Conclude sale and retain the WIC receipt with the WIC check.

Please refer to Sections 3, 4 and 6 in the WIC Retailer Manual for more details.