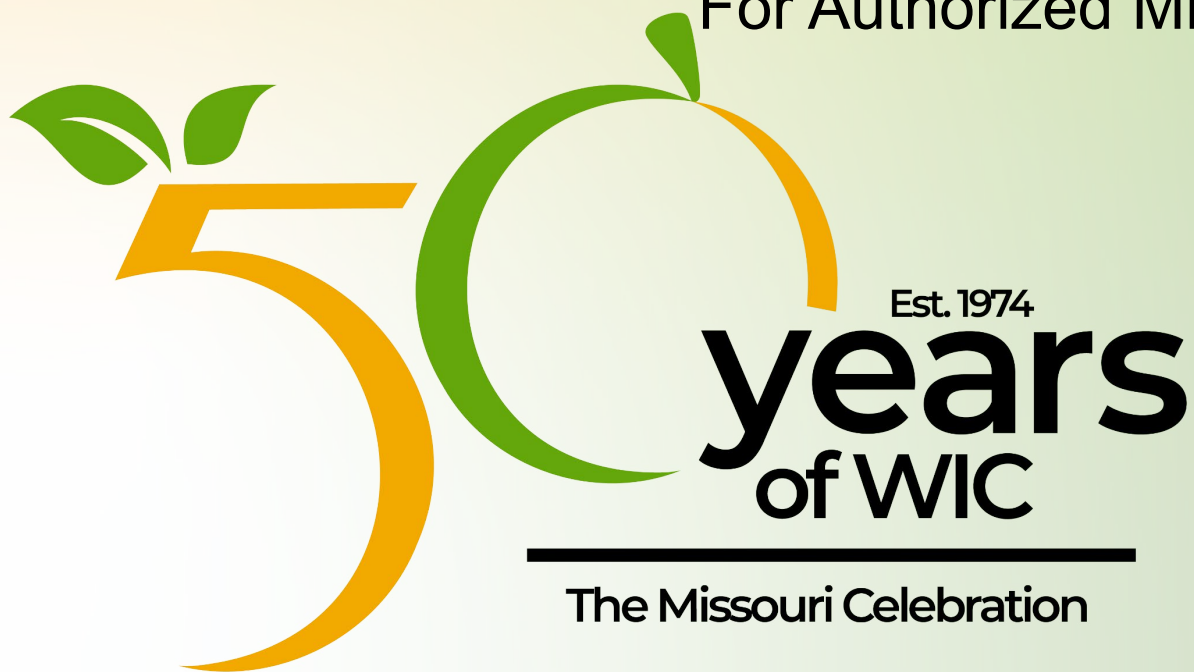


2024 Annual Training

For Authorized Missouri WIC Retailers



This institution is an
equal opportunity provider.

Overview of the training



- Purpose of WIC.
- WIC agreement.
- Training cashiers.
- WIC stocking requirements.
- WIC mapping fresh produce.
- WIC transaction procedures.
- WIC compliance.
- Claim files.
- Changes to the Missouri WIC program.

Civil rights

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age or reprisal or retaliation for prior civil rights activity.

<https://www.fns.usda.gov/civil-rights>

WIC provides

- Supplemental food.
- Health care referrals.
- Nutrition education.
- Breastfeeding promotion and support.



Eligibility



- Pregnant women.
- New mothers.
- Breastfeeding and postpartum women.
- Infants.
- Children up to 5 years of age.
- Live (or work) in Missouri.
- Meet income guidelines.

Enrollment

Who can apply for benefits for eligible individuals in their care?

- Mothers.
- Fathers.
- Grandparent.
- Guardians.
- Foster parents.



Customer incentives

- Per WIC federal regulations, authorized WIC retailers must offer WIC customers the same courtesies that are offered to non-WIC customers and vice versa.
- Authorized WIC retailers may not treat WIC customers differently from non-WIC customers by excluding them from in-store promotions.

Coupons, store specials and loyalty card discounts

WIC customers must be offered the same courtesies offered to other customers, including but not limited to, in-store promotions, such as:

- Buy one, get one free (BOGO).
- Buy one, get one at a reduced price.
- Transaction discount (\$ or % off an entire transaction).
- Store loyalty or rewards cards.
- “Cents off” discount coupons.



Use of the WIC acronym



- Retailers are not authorized to use the WIC acronym or WIC logo in advertising and other promotional materials, in close facsimiles or in the store name.
- Retailers who use the WIC acronym or WIC logo will receive a violation and be required to remove the WIC acronym or logo.

WIC Retailer Agreement

- Retailers must notify, in writing, the Missouri WIC program **60 days in advance** of any store changes that affect the retailer agreement.
- Any changes will make the WIC Retailer Agreement null and void.
- The Missouri WIC Retailer Agreement is not transferable.
- Changes will require a new application be sent to the Missouri WIC program.

Changes in the WIC Retailer Agreement

Changes include:

- Store name.
- Store location.
- Category change.
- Ownership name.
- Change in ownership.

WIC Retailer Agreements are not guaranteed to the new owner. New owners **MUST meet ALL** the selection criteria requirements to become authorized.

Training cashiers

- Retailers must properly train all cashiers conducting WIC transactions.
- Failure to properly train store personnel can result in a violation.
- Point of sale systems have a training mode function.
- Training cards are available to use during training.



Training mode

Please contact your POS provider with questions about the training mode.



Online trainings

Missouri WIC
WIC Families ▼
Retailers, Pharmacies, and WIC Approved Food ▲
Retailers, Pharmacies and WIC Approved Food
Retailer Application and Forms
Manuals
WIC Approved Food
Product Submissions for WIC-Approved Food
Retailer Training
MO WIC Scoop
Retailer Frequently Asked Questions

- New/mandatory training.
- Mapping training.
- Technical assistance training.



Technical assistance training

A hands-on training where we will come to you!

- Register on our [website](#).
- Email us at MOVICVendorGroup@health.mo.gov.
- Call us at 573-751-6204.

Retailer Training

[DHSS Home](#) » [Healthy Living](#) » [Healthy Families](#) » [WIC](#) » [WICretailer](#) » training

Annual Training



eLearning Training



Technical Assistance Training



The Missouri WIC retailer team is offering you and your employees a hands-on WIC Technical Assistance (TA) training! Training will be held regionally or at your store, depending on the interest in your area. The goal is to equip your cashiers, managers, price coordinators and scanning coordinators with the skills to successfully complete WIC transactions and other WIC-related items. These skills will ensure that WIC shoppers have a great shopping experience!



Infant formula



- Infant formulas must be purchased from approved WIC manufacturers, distributors or wholesalers.
- Approved distributors, wholesalers and manufacturers are posted at WIC.Mo.Gov on the retailer page, under retailer application and forms.

Stocking requirements

Tier 1 stocking requirements:

- Less than \$65,000 in WIC redemptions.
- Stocking requirements that say “upon request”:
 - Retailers will order these items within 72 hours if available through retailer’s wholesaler.

Tier 2 stocking requirements:

- \$65,000 and more in WIC redemptions.
- Stocking requirements that say “upon request”:
 - Retailers will order these items within 72 hours if available through retailer’s wholesaler.

Missouri WIC- approved foods

Located on:

- Approved Product List (APL).
- Approved Food List.
- WICShopper app.



Approved Product List

- Contains the approved Universal Product Codes (UPCs) and Price Look-Up codes (PLUs), item descriptions, corresponding category and subcategory information and effective dates of authorization.
- Located at WIC.Mo.Gov on the retailer page under WIC-approved food.

Collecting UPCs

Missouri WIC
WIC Families ▼
Retailers, Pharmacies, and WIC Approved Food ▲
Retailers, Pharmacies and WIC Approved Food
Retailer Application and Forms
Manuals
WIC Approved Food
Product Submissions for WIC-Approved Food
Retailer Training
MO WIC Scoop
Retailer Frequently Asked Questions
Health Care Providers ▼
Partner Organizations ▼
Breastfeeding ▼

- WIC staff actively collect UPCs of food items not currently listed on the Missouri WIC APL.
- Instructions for submitting products for the Missouri WIC APL are on WIC.Mo.Gov on the retailer page.



WIC Approved Food List

- Allowed food brands, sizes and products.
- Not allowed foods.

WIC Approved Food List

Canned Beans

Allowed:

- Any brand of plain variety beans
- Any brand of fat-free refried beans
- 15-16 oz can
- Regular or low sodium

Not Allowed:

- Baked
- Soup or mixed
- Organic
- Seasoned



Food categories listed with “any brand” allowed:

- Does not mean that any brand will be on the APL.
- Manufacturers must submit their food products for consideration.

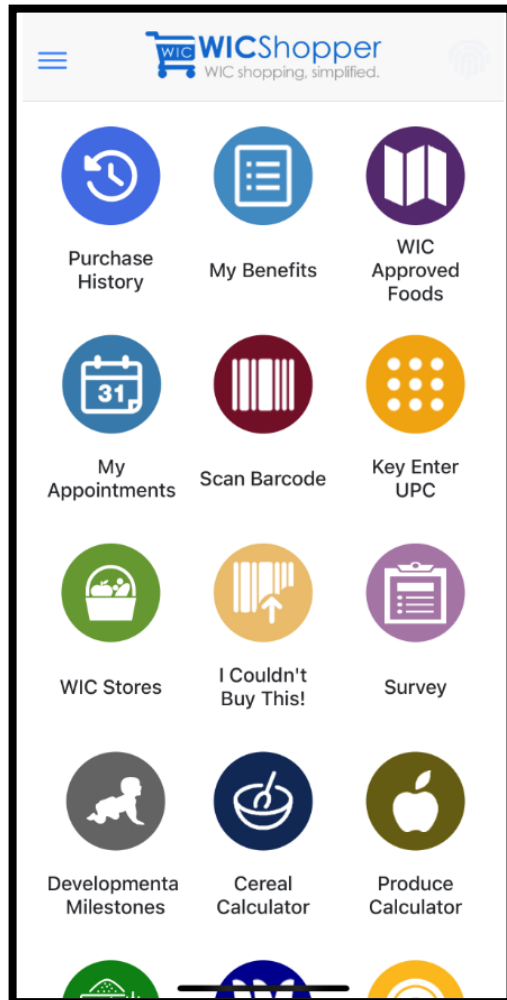
WIC Approved Food List

Troubleshooting:

- Keep a WIC Approved Food List at each register.
- Use the list when a customer asks why a food item isn't showing up on their redemption receipt.



WICShopper app



A great resource to check if an item is WIC-approved.

- Install the app.
- Select Missouri as your WIC state agency.
- Scan the item's barcode to identify WIC-approved foods.
 - Helps identify where to place WIC-approved shelf tags.



WICShopper app

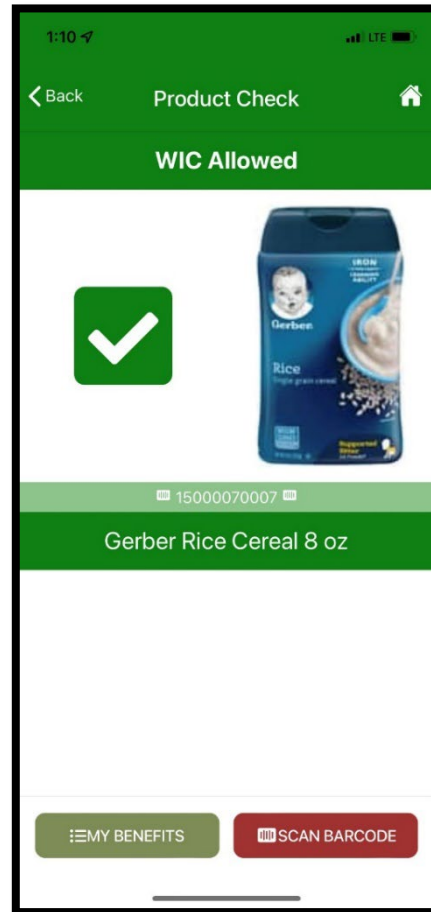
From
WICShopper
app



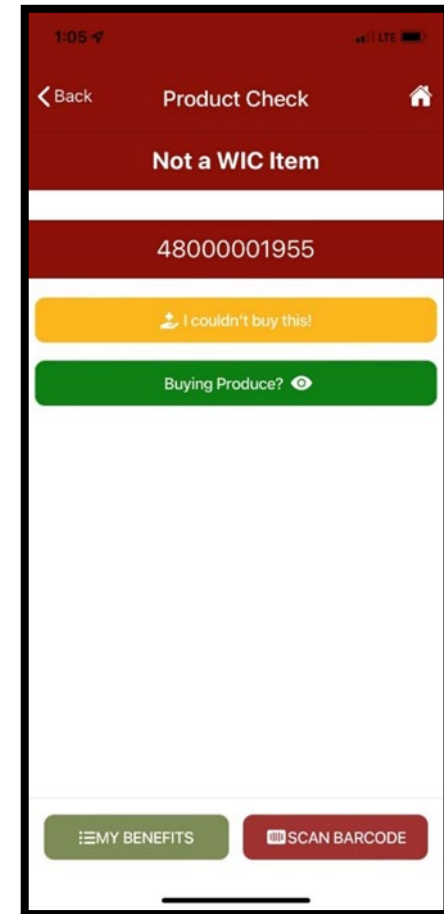
Scan Barcode



Scan barcode



or



Activity 1



Using the WIC Approved Food List, place the WIC shelf tags under the WIC-approved foods.



WIC mapping of fresh produce



What is WIC mapping?

- Process of matching UPCs of fresh fruits and vegetables to PLU codes.
- A copy of the Missouri WIC PLUs for mapping is located at WIC.Mo.Gov on the retailer page, under the WIC approved food tab.
- The codes “4469” and “94469”, known as the generic WIC PLU codes, are included in the Missouri WIC APL and are to be used **only** by retailers who have **stand-beside devices**.

Who completes WIC mapping for the store?



- Larger corporations complete the mapping at the corporate level.
- Independent and locally-owned stores must complete WIC mapping at the store level.

WIC mapping of fresh produce

- WIC Operating Rules prohibit WIC state agencies from including UPCs in the APL.
- There are too many UPCs to track effectively.
- Fresh produce items, packaging and product identifiers change frequently.



Why is WIC mapping necessary?



- If fresh produce is not mapped or mapped incorrectly, eligible fresh fruits and vegetables will not be available for purchase with WIC benefits.
- Some UPCs are regional or retailer-generated and cannot be added to the APL.

What fresh produce must be mapped?

- All fresh, plain fruits and vegetables, including precut items with UPCs.
 - For example, in-store or commissary cut fresh fruits and vegetables.
- Fresh, plain fruits and vegetables with PLUs that are not standard International Federation for Produce Standard (IFPS) PLUs.



What fresh produce must be mapped?



- Fresh, plain fruits and vegetables in bags or clamshells. For example,
- Clamshells of strawberries.
 - Bag of Dole romaine lettuce.

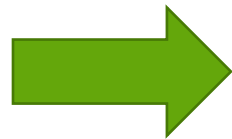
What items should not be mapped?

- A store does not map frozen produce or other WIC-approved foods.
- Fruit and vegetable party trays with sauces or dips are not WIC-approved and should not be mapped.



WIC mapping mixed containers

For mixed fresh produce items, choose one of the product-specific PLUs for one of the fruit or vegetables in the package for mapping.



This mixture of fruit can be mapped to either “blackberries-PLU 4239,” “raspberries-PLU 4244,” “strawberries-PLU 3355” or “blueberries-PLU 4240.”

WIC mapping training



For more information about mapping fresh produce, please take the WIC mapping training on [WIC.Mo.Gov](https://www.wic.mo.gov) on the retailer page, under the retailer training tab.

WIC transactions



WIC transaction procedures

- WIC must be the first form of payment for food items, as it is the most restrictive tender type.
- After WIC, the customer can choose to use SNAP, credit, debit, check, gift cards or cash to pay for items not WIC-approved.
- WIC transactions **cannot** be conducted in a separate liquor section of the store, self-checkout lanes or gas station locations.

WIC transaction procedures

- Retailers must allow WIC customers to leave the store with all food items that are deducted from the WIC card.
- Retailer employees are not allowed to act as the cashier when redeeming WIC benefits issued to themselves or any relative.
- All WIC transactions must occur face-to-face with the customer at the retailer's fixed location.
- Only one WIC card can be used during each WIC transaction.

WIC transaction procedures

MD EWIC OFFICE
P.O. Box 570
930 Wildwood Dr.
Jefferson City, MO

GROCERY

HITLAND WHOLE MILK	\$4.69	T F
KROGER WHOLE MILK	\$4.59	T F
SCHNUCKS WHOLE MILK	\$4.94	M F
BALANCE DUE	\$14.22	
EBT WIC	\$14.22	
CHANGE	\$0.00	

Total number of items sold = 3

EBT WIC Beginning Balance
PAN: *****5484 State: MD
QTY UOM Description

2.50 GAL Whole Milk (White)

These benefits expire at MIDNIGHT on
01/31/2023

EBT WIC Benefits Redemption
1.00 GAL Whole Milk (White)
KROGER WHOLE MILK
0.50 GAL Whole Milk (White)
SCHNUCKS WHOLE MILK
0.25 GAL Whole Milk (White)
HITLAND WHOLE MILK

EBT WIC Ending Balance
PAN: *****5484 State: MD
QTY UOM Description

0.75 GAL Whole Milk (White)

These benefits expire at MIDNIGHT on
01/31/2023

WIC customers are allowed to purchase combinations of approved sizes of WIC food items.

- For example, quarts, half gallons and gallons of milk up to the maximum number of gallons listed as a benefit on the WIC card.

WIC transaction procedures

- Cashiers are not permitted to enter the PIN into the payment terminal on behalf of the WIC customer.
- Cashiers are not allowed to use the quantity key to scan identical UPCs, during a WIC transaction. **Each item must be scanned separately.**
- Cashiers cannot accept, approve, reject or cancel the WIC transaction for the WIC customer.
 - Only the WIC customer may touch the PIN pad during the transaction.

WIC transaction procedures



- Retailers cannot charge a WIC customer any fee associated with WIC transactions.
- Retailers cannot require a minimum purchase amount or quantity.
- Retailers cannot require WIC customers to purchase the full balance of benefits available on the WIC card.

WIC transaction procedures

- Retailers are not to require a form of identification during the WIC transaction.
- Retailers are not allowed to confiscate WIC cards.
- Retailers are not allowed to retain WIC cards at a retailer location.
 - If a WIC card is found at a retailer location:
 - Call the 800 number on the back of the card.
 - Report the card as lost.
 - Destroy the card.



WIC transaction procedures

- Retailers are **not allowed** to scan a UPC or PLU code that is not affixed to the actual item being purchased by the WIC customer.
- Retailers are **not allowed** to remove a UPC or PLU code from a WIC-approved food item, affix the code to a non-WIC approved item and then scan the item.

NO



Balance Inquiry (BI)

- Retailers must allow WIC customers to complete a BI without requiring a purchase.
- The BI identifies what benefits are on the customer's WIC card.
 - Used as their shopping list.
 - Used to troubleshoot register errors.
 - See if items were taken off the card when a register locks up in the middle of a transaction.



Integrated systems

- Integrated POS systems can conduct “**mixed basket**” transactions.
 - Includes both WIC-approved and non-WIC items.
 - Requires more than one tender type.
 - POS system automatically separates the WIC-approved items.
- WIC customers will not have to separate their WIC and non-WIC items at the cash register.
- Stand-beside devices will be reviewed later in the training.

Cashier procedures



- The cashier will:
 - Scan all items.
 - Total the sale.
 - Select the WIC tender key as the form of payment.
- The PIN pad will instruct the WIC customer:
 - When to insert their WIC card.
 - When to enter their PIN.

WIC transaction receipts

Two receipts will print and the cashier must hand them to the customer.

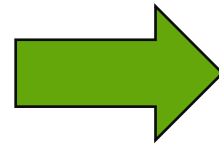
- **Beginning Balance Receipt**-Shows the WIC customer's benefits available at the transaction's beginning.
- **Redemption Receipt**-Shows the benefits being redeemed during the transaction.
 - WIC customers should review this receipt before confirming the WIC transaction.

WIC transactions procedures

- The customer will press the “Yes” or “No” key on the PIN pad.
- The PIN pad will tell the customer when to remove the WIC card.
- If another form of payment is needed for non-WIC items, that form of payment is processed next.
- The ending balance and store receipt will print and be given to the customer.

WIC transactions procedures

- If the WIC card is removed from the PIN pad before the WIC transaction is finalized, the transaction will fail.
 - This could cause the register to lock up.
 - This could cause the benefits to be removed from the WIC card.
- The WIC card must remain in the PIN pad until the PIN pad advises the customer to remove the WIC card.



WIC tender voids (benefit reversal)

- If there is a balance remaining, the WIC tender can be voided, and the benefit is restored on the WIC card. This is called a “benefit reversal.”
- This must be completed at the same register and during the same sales transaction.
- The customer will be prompted to reinsert the WIC card and enter their PIN. The WIC tender void can then be completed.



Paying for non-WIC food items

A balance due will exist if:

- The purchase includes non-WIC items.
- The WIC customer believes an item was WIC-approved and it is not.
- The WIC card does not have enough benefits to purchase all WIC items.
- Fruits and vegetables purchase goes over the allotted WIC price.
 - These are the only WIC-approved food items that can be split with another tender type.

Approved cash register signs

- “Missouri WIC cards accepted at this register” signs can be posted on each lane available for WIC transactions.
- All authorized Missouri WIC retailers must have a minimum of one manned lane that accepts WIC transactions open during the store business hours.

**Missouri WIC cards
accepted at this register.**



This institution is an equal opportunity provider.

Upgrade or change to POS system

- Notify Missouri WIC if your store upgrades or changes its POS system.
- A level III certification, or live shopping in-store test, is required.



Activity 2

Let's play bingo.

- You will be asked questions. Place a chip on the answer to each question.
- A “bingo” pattern is a line of four words vertical, horizontal or diagonal in a row on the bingo card.
- If you get bingo, tell the trainer.



Question 1

Who can provide instructions on WIC produce mapping?

Question 2

What is the process of matching
UPCs of fresh fruits and vegetables
to PLU codes?

Question 3

What shows the benefits being redeemed during the transaction?

Question 4

A WIC-approved food item that is allowed to be purchased in different combinations of approved sizes.

Question 5

WIC transactions cannot be conducted in this part of a store.

Question 6

Cashiers must complete this to help WIC customers know what benefits are on their WIC card.

Question 7

Cashiers are not allowed to use the _____ to scan UPCs during a WIC transaction.

Question 8

Retailers are not allowed to remove a _____ or _____ code from a WIC-approved food item, affix the code to a non-WIC approved item and then scan the item.

Question 9

Cashiers must hand all of these to the WIC customer.

Question 10

_____ are placed under
WIC-approved food items.



Compliance

Overt monitoring

- Conducted by state agency personnel.
- Store inspection and price survey.
- Check stocking levels of WIC-approved food items.
- Observation of a WIC transaction.
- Exit interview.

Covert monitoring

- WIC-approved food purchase and investigative report.

WIC sales audit

- Conducted by state agency personnel.

Violations

Missouri WIC	
WIC Families	▼
Retailers, Pharmacies, and WIC Approved Food	▲
Retailers, Pharmacies and WIC Approved Food	
Retailer Application and Forms	
Manuals	
WIC Approved Food	
Product Submissions for WIC-Approved Food	
Retailer Training	
MO WIC Scoop	
Retailer Frequently Asked Questions	
Health Care Providers	▼

Retailer federal and state violations can be found in the Retailer Manual and at WIC.Mo.Gov on the retailer page.



State violations

The corrective actions required for state violations and the increasing severity when those violations are not corrected:

- **Initial occurrence of a state violation:**
 - A written warning notice is issued.
 - A corrective action plan (CAP) must be completed by the retailer.
- **1st occurrence of the same violation within a federal fiscal year.**
 - 1-3 violations=Retailer will submit a CAP & \$25 fine.
 - 4+ violations=Retailer will submit a CAP & \$50 fine.

State violations

- **2nd occurrence of the same violation within a federal fiscal year.**
 - 1-3 violations=Retailer will submit a CAP, \$50 fine and attend mandatory training.
 - 4+ violations=Retailer will submit a CAP, \$100 fine and attend mandatory training.
- **3rd occurrence of the same violation within a federal fiscal year.**
 - One year disqualification or civil money penalty imposed.

Corrective action plan

- Violation requires a CAP-must address:
 - How the retailer has retrained staff.
 - How the store will correct the actions that resulted in the violation.
 - More than one violation may need to be addressed.
 - The CAP must be submitted within the time frame stated in the violation notification.
- Failure to submit the required CAP will result in an immediate \$50 fine without further notice or warning. A \$100 fine will be issued for any subsequent failure to submit a CAP.



Civil money penalty (CMP)

- CMPs may be imposed if the state agency determines disqualification from the program would result in inadequate participant access to authorized WIC retailers.
- 10% of a retailer's average monthly WIC redemptions multiplied by the number of months the retailer would have been disqualified will determine the amount of the CMP.
- The CMP formula is dictated by federal regulations.

Civil money penalty (CMP)

- If violations warrant permanent disqualification, the CMP shall be \$16,865 per violation if convicted of trafficking and \$16,451 per violation if convicted of selling firearms, ammunition, explosive, or controlled substances in exchange for food instruments.
- The maximum penalty up to \$67,461 per investigation may be imposed when multiple violations are found.
- These amounts were updated February 15, 2022, and could change as additional notification is received from USDA.

Termination for noncompliance

Examples of noncompliance include but are not limited to:

- Exceeding the allowable prices for the pricing peer group.
- Failing to meet the minimum square footage requirements.
- Failing to meet the minimum stocking requirements to be considered a full-service grocery store.
- Failing to meet any other WIC program selection criteria or WIC retailer agreement requirements.

Termination for noncompliance

- Having a pattern of providing false or misleading sales transaction information to the WIC program for reimbursement.
 - A pattern is defined as four or more previously rejected WIC card transactions for payment that have been altered.
 - Findings from a WIC sales transaction audit during the period the retailer is under the agreement.
- Failing to pay claims for improperly transacted WIC card purchases or WIC sales transaction audits.

Termination for noncompliance

To remain authorized in the Missouri WIC program, the retailer must have a minimum of \$300 monthly in WIC sales revenue.

- Failure to maintain this monthly level may result in removal from the program.
- Reapplication to be an authorized WIC retailer cannot happen for one year from the date of the agreement termination.

Note: Pharmacies are exempt from this requirement.

Termination for noncompliance

No WIC sales activity for 60 days may result in termination from the program.

- Removal from the WIC program due to WIC sales inactivity means retailers cannot reapply to be an authorized WIC retailer for one year from the agreement termination date.

Note: Pharmacies are exempt from this requirement.



Termination for noncompliance

False or misleading sales information:

- The Missouri WIC program will immediately terminate the WIC Retailer Agreement, disqualifying the retailer, for a pattern of providing false or misleading sales transaction information to the WIC program.
 - A pattern for this violation is three or more covert monitoring investigative reports where false information has been supplied.
 - Includes fraudulent WIC sales transactions that were submitted for payment.

Termination for noncompliance

False or misleading sales information:

- A pattern may also be established due to the retailer resubmitting four or more previously rejected WIC card transactions for payment that have been altered, or as the result of the findings from a WIC sales transaction audit.
- For any instance of a retailer resubmitting a previously rejected WIC card transaction for payment that has had its date of sale or the amount of sale altered, the retailer will receive a warning and a fine of \$50. The state penalty for these patterns of violations is a one-year disqualification.

Claim files



Claim files

- **Retailers must submit WIC card claim files for payment at least every 48 hours.**
- The Missouri WIC program shall have no obligation to pay any WIC card redemptions submitted outside of this timeframe.
- Payments are made through an Automated Clearing House (ACH) network to the bank account provided by the retailer on the direct deposit form.
- **Retailers must notify the WIC state agency of any bank account changes.** A new direct deposit form can be located here: WIC.Mo.Gov on the retailer page, under Retailer Application and Forms.



Claim files



Retailers will download the Approved Product List (APL), Hot Card List (HCL), Auto Reconciliation File (ARF), and Acknowledgement (ACK) files at least **every 48 hours**.

- Failure to do so may result in loss of payment to the retailer
 - If a Missouri WIC card that is on the HCL is used to conduct a transaction.
 - If a WIC customer is allowed to purchase a food item that is no longer on the APL.

Claim files

- Retailer management is required to ensure submission of claim files to the Missouri WIC program's banking contractor.
- Regular business practices should be established for submitting claim files:
 - Preferably within 24 hours of the transaction date.
 - Claim files submitted before 6:00 a.m. Central Standard Time (CST) will be processed that day.

Claim files

- The retailer's POS system submits the claim file to the Missouri WIC program's banking contractor and includes the details of each WIC transaction.
- An Auto Reconciliation File (ARF) is created if the claim file is accepted and processed.
 - A claim file may be processed with transaction and individual item-level errors. When this occurs, there is a reduction in payment to the retailer, which is reflected in the ARF.

Claim files



If the file claim is not accepted and cannot be processed an Acknowledgement (ACK) file is created.

- The retailer will not be paid for any portion.
- Changes must be made to correct errors.
- Claim file may be resubmitted for payment.

Hot Card List and Approved Product List

- A current HCL and an APL are downloaded into the retailer's system from the Missouri WIC program's banking contractor.
- The HCL contains cards that have been inactivated for any reason, including loss, theft or administrative action.
- The APL contains a listing of the WIC-approved food items (UPCs and PLU codes) approved by the Missouri WIC program.

Payment

- Each banking business day the Missouri WIC program's banking contractor initiates the payment process for each retailer.
- The retailer's claim file information creates an ACH credit for that day.
- Claim files received before 6:00 a.m. CST will be processed following submission on the next banking day. Claim files submitted after 6:00 a.m. CST will be processed according to settlement processes.

Claim file errors

- Late submission.
 - If a claim has not been submitted within the 48-hour timeframe, contact the Missouri WIC program on how to proceed.
- Invalid electronic signature.
- Other transaction errors.
- Late claim file submission is a Missouri state violation.
- Late claim file submission causes an over-redemption of WIC benefits the retailer will be responsible for paying the amount of the over-redemption.

Claim file errors



If you receive an acknowledgment file from the banking processor that reflects a reduction or no payment and you would like to submit an appeal for payment consideration:

- The Missouri WIC program must receive a dispute within **sixty (60) days of the claim file transaction date**.
- The Appeal Form is located at WIC.Mo.Gov on the retailer page.
- The Appeal Form must be submitted to MOWICVendorGroup@health.mo.gov to be considered for payment.

Claim file not submitted

1. Contact the Missouri WIC program at:
MOWICVendorGroup@health.mo.gov.
2. State agency staff will review the request to see whether the claim file was received.
 - a. Contact POS provider.
 - b. Obtain the claim file name.
 - c. Provide the claim file name to the state agency staff.

Complaint Process

Retailers may submit a Retailer Concern Form:

- For problems, concerns, or suggestions to the Missouri WIC program or WIC local agency.
- The form may be submitted by email to:
MOWICVendorGroup@health.mo.gov.

The form can be found on our website located at: WIC.Mo.Gov on the retailer page, under retailer application and forms.

Ordering WIC supplies

Order supplies through WIC.Mo.Gov. Click on Retailer Resource Order Form.

- Door decals.
- WIC shelf tags.
- Retailer Guide for Managers and Cashiers.
- Approved Food List.
- Register quick guide.



Changes to the MO WIC program

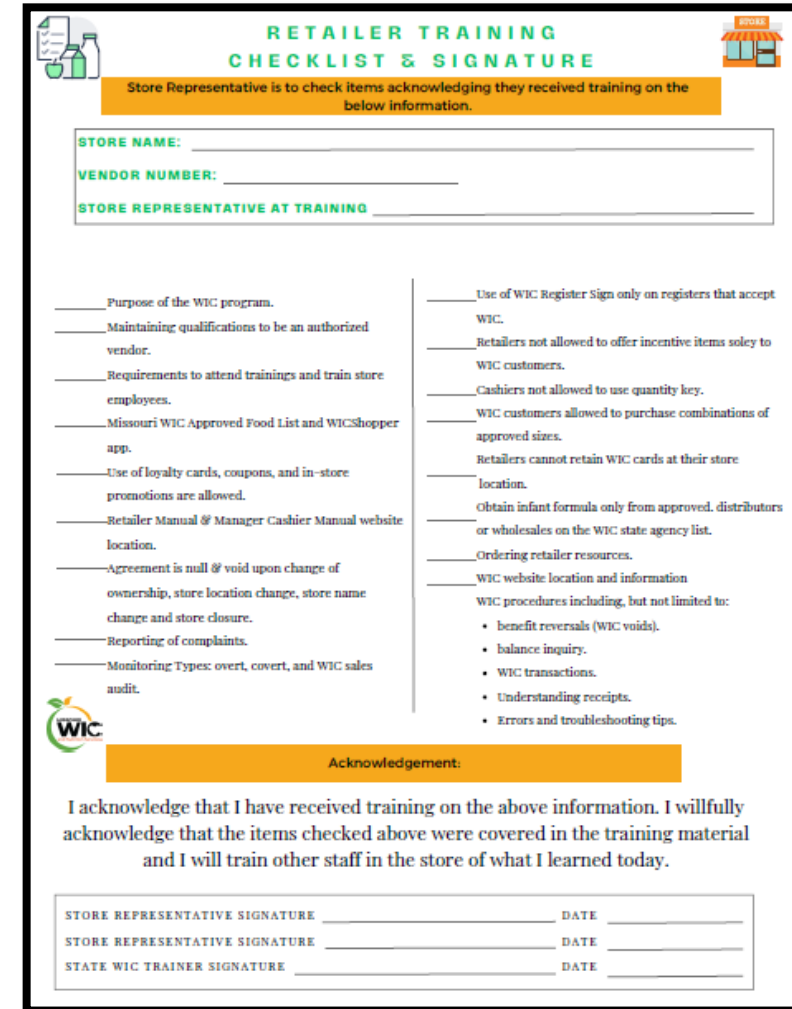
Missouri WIC will soon become an online state.

- Missouri WIC will be working with your POS provider on this process.
- Changes you will see when Missouri WIC goes online:
 - No more claim files.
 - Retailers will be paid automatically.
 - Customers will swipe their WIC card instead of inserting the card in the PIN pad.



Training forms

- Retailer Training Checklist and Signature form.
- Retailer Train the Trainer form.
 - Document training you provide to your employees.
 - Train your employees within one month of your training.



RETAILER TRAINING CHECKLIST & SIGNATURE

Store Representative is to check items acknowledging they received training on the below information.

STORE NAME: _____
VENDOR NUMBER: _____
STORE REPRESENTATIVE AT TRAINING _____

<input type="checkbox"/> Purpose of the WIC program.	<input type="checkbox"/> Use of WIC Register Sign only on registers that accept WIC.
<input type="checkbox"/> Maintaining qualifications to be an authorized vendor.	<input type="checkbox"/> Retailers not allowed to offer incentive items solely to WIC customers.
<input type="checkbox"/> Requirements to attend trainings and train store employees.	<input type="checkbox"/> Cashiers not allowed to use quantity key.
<input type="checkbox"/> Missouri WIC Approved Food List and WICshopper app.	<input type="checkbox"/> WIC customers allowed to purchase combinations of approved sizes.
<input type="checkbox"/> Use of loyalty cards, coupons, and in-store promotions are allowed.	<input type="checkbox"/> Retailers cannot retain WIC cards at their store location.
<input type="checkbox"/> Retailer Manual @ Manager Cashier Manual website location.	<input type="checkbox"/> Obtain infant formula only from approved distributors or wholesales on the WIC state agency list.
<input type="checkbox"/> Agreement is null & void upon change of ownership, store location change, store name change and store closure.	<input type="checkbox"/> Ordering retailer resources.
<input type="checkbox"/> Reporting of complaints.	<input type="checkbox"/> WIC website location and information
<input type="checkbox"/> Monitoring Types: overt, covert, and WIC sales audit.	<input type="checkbox"/> WIC procedures including, but not limited to: <ul style="list-style-type: none">• benefit reversals (WIC voids).• balance inquiry.• WIC transactions.• Understanding receipts.• Errors and troubleshooting tips.

WIC

Acknowledgement:

I acknowledge that I have received training on the above information. I willfully acknowledge that the items checked above were covered in the training material and I will train other staff in the store of what I learned today.

STORE REPRESENTATIVE SIGNATURE _____ DATE _____
STORE REPRESENTATIVE SIGNATURE _____ DATE _____
STATE WIC TRAINER SIGNATURE _____ DATE _____

Questions



Contact information

Missouri Department of Health and
Senior Services, WIC and Nutrition
Services

P.O. Box 570
Jefferson City, MO 65102-0570

Phone: 573-751-6204

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Stand-beside device



WIC transactions using a stand-beside device.



Stand-beside device

1. The WIC customer separates WIC-approved items from non-WIC items.
2. The customer inserts the WIC card into the stand-beside device before scanning the items.
3. The customer enters their PIN.

Stand-beside device

4. The cashier will then:
 - a. Scan all items into the electronic cash register system.
 - b. Scan WIC-approved food products with the stand-beside device.
 - c. Weigh and scan produce last
 - a. Enter 4-digit or 5-digit PLU (4469/94469).
 - d. Enter the price of the produce into the stand-beside device.

Stand-beside device

5. Two receipts will print:

- Beginning Balance Receipt-shows the benefits the customer has available at the beginning of the transaction.
- Redemption Receipt-shows the benefits being redeemed during the transaction.
- The customer should review the receipts before confirming the WIC transaction.

Welcome to My Grocery Store!
125 Oak Street
Mytown, MO

Beginning Benefit Balance

PAN: 0590 State: MO

QTY	UoM	Description
1.00	DOZ	EGGS
1.00	GAL	MILK - REDUCED FAT
1.00	CTR	LEGUMES
14.50	OZ	BREAKFAST CEREAL
2.00	CTR	11.5-12 OZ FROZEN JUICE
11.00	\$\$\$	FRUIT & VEGETABLE CASH VA

Redeemed WIC Items

PAN: 0590 State: MO

QTY	UoM	Description
0.00	DOZ	EGGS
0.00	GAL	MILK - REDUCED FAT
1.00	CTR	LEGUMES
14.50	OZ	BREAKFAST CEREAL
2.00	CTR	11.5-12 OZ FROZEN JUICE
6.31	\$\$\$	FRUIT & VEGETABLE CASH VA

Stand-beside device

If the customer has an item that they believe is WIC-approved, but it is not shown on the Redemption Receipt, it may be because:

- The item is not an approved item in the WIC APL.
- The customer does not have that food item benefit available on their card.



Stand-beside device

- The customer will be prompted to press OK, YES, ENTER or NO (Cancel) on the PIN pad.
 - OK, YES or ENTER–The transaction will be approved.
 - NO (Cancel)–The transaction will be opened so the cashier can remove items, if needed.
- If the customer presses the OK, YES or ENTER key on the PIN pad, the transaction will be approved and an “Ending Balance” receipt will print and should be given to the customer.

Thank you!

