

2023 Missouri WIC Annual Retailer Training Newsletter

Purpose of WIC

The purpose of the Missouri WIC program is to improve the nutritional health status of financially eligible women, infants and children in Missouri who are at nutritional risk by providing nutrition education, breastfeeding promotion and support, supplemental foods and referrals to health care.



Introduction

WIC federal regulations require retailer training on certain aspects of WIC each year. There will not be an annual retailer face-to-face training for federal fiscal year 2023; however, this newsletter will provide important information on the required training topics.

This newsletter contains information on WIC procedures, WIC transactions, retailer compliance, mapping produce and other important WIC information.

Store Manager and/or Store Trainer Responsibility

Review this newsletter, then complete and return the attached crossword puzzle. This information must then be shared with store staff. **All staff who assist WIC customers or process eWIC cards must be properly trained to ensure the success of authorized WIC retailers.**



Retailer Responsibilities

WIC retailers play an important role in the health community. WIC benefits include a food prescription designed to supplement the WIC participant's unique nutritional needs. The retailer provides foods that ensure the WIC participant receives what is prescribed in their food benefit package. The retailer agrees to comply with requirements in the WIC Retailer Agreement and the Missouri WIC Retailer Manual. Both are located in the retailer section of the WIC website, <https://health.mo.gov/living/families/wic/>.

In addition to other important tasks, retailers ensure that participants:

- Can identify WIC foods with the use of **shelf tags**.
- Are provided their WIC Beginning Balance, Utilization, and Ending Balance receipts and given the opportunity to **review** them.
- Are provided the opportunity to complete a **Balance Inquiry** (BI) while in the store without requiring a purchase to be made.
- Can request to order food items that are not normally stocked. The retailers will order these items within **72 hours** if available through the retailer's wholesaler.



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Infant Formula

Authorized retailers must obtain their infant formula from an approved source found on the Missouri WIC program formula list. This list is available on the Missouri WIC website at <https://health.mo.gov/living/families/wic/wicretailer/foodlist/>.

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. Authorized WIC retailers cannot offer incentive items to WIC customers that are not offered to non-WIC customers. Offering incentive items solely to WIC customers is **prohibited** by WIC federal regulations.

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 WIC logo.



WIC Retailer Agreement

Retailers must notify, in writing, the Missouri WIC program **sixty (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 include:

- Store name.
- Store location.
- Category change (store without pharmacy, store with pharmacy, pharmacy only).
- Ownership name.
- Change in ownership.
 - WIC Retailer Agreements are not guaranteed to the new owner. New owners **MUST meet ALL** the selection criteria requirements in order to become authorized. The determination to issue a WIC Retailer Agreement to a retailer applicant will be made solely by the Missouri WIC program.



Training Cards/Training

Retailers must properly train all cashiers conducting WIC transactions.



Retailers were provided two training cards that allow cashiers to put the store's point of sale (POS) system in training mode.

Please contact your POS provider with questions about training mode. Failure to properly train store personnel can result in a violation.

Please contact MO WIC if you would like hands-on training for cashiers. We can provide the training in-store or in our Jefferson City office. Please email us at MOWICVendorGroup@health.mo.gov or call us at 573-751-6204.


Missouri WIC-Approved Food and Minimum Stocking Level

The stocking levels are outlined in Appendix A of the Retailer Manual.

<u>WIC-Approved Food Item</u>	<u>Tier 1 Minimum Stocking Level</u>	<u>Tier 2 Minimum Stocking Level</u>
<u>Infant Formula:</u> Similac Advance 12.4 oz Similac Sensitive 12.4 oz Similac Total Comfort 12.4 oz Similac Soy Isomil 12.4 oz	12 cans total (one variety or in any combination of one or more of the approved infant formula).	24 cans total (one variety or in any combination of one or more of the approved infant formula).
<u>Infant Food-Fruit:</u> Gerber, Tippy Toes and Beach Nut Jars, twin packs and variety packs	Three varieties and a total of 18 containers.	Three varieties and a total of 36 containers.
<u>Infant Food-Vegetable:</u> Gerber, Tippy Toes and Beach Nut Jars, twin packs and variety packs	Three varieties and a total of 18 containers.	Three varieties and a total of 36 containers.
<u>Infant Meat:</u> Gerber, Tippy Toes and Beach Nut 2.5 oz variety and multiple packs Beef, ham, chicken and turkey	Upon request.	Three varieties and 30 jars total.
<u>Infant Cereal:</u> Gerber and Beach Nut 8 oz or 16 oz	One variety and six containers.	Two varieties and six boxes, containers or a combination total.
<u>Juice:</u> Any approved brand 64 oz	Three flavor varieties and 12 containers total.	Three flavor varieties and 18 containers total.
<u>Cereal-Cold:</u> Any approved brand 12 oz-36 oz box or bag	Three varieties and 18 boxes, bags or a combination total. At least one variety must be a whole grain.	Three varieties and 24 boxes, bags or a combination total. At least one variety must be a whole grain.
<u>Cereal-Hot:</u> Any approved brand 11.8 oz-36 oz	One variety and six boxes, bags or a combination total.	One variety and six boxes, bags or a combination total.
<u>Fish:</u> Tuna 5 oz can or multiple packs-water only Sardines 3.75 oz can or multiple packs-water, tomato or mustard sauce Salmon 5 oz can-water only	One variety of fish and 12 cans total.	Two varieties of fish and 18 cans total.
<u>Canned Beans:</u> Canned beans 15 oz or 16 oz can	Two varieties and 24 cans total.	Three varieties and 24 cans total.

Missouri WIC-Approved Food and Minimum Stocking Level

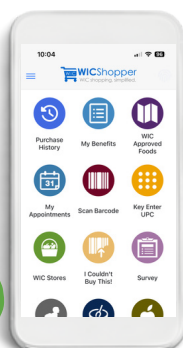
The stocking levels are outlined in Appendix A of the Retailer Manual.

<u>WIC-Approved Food Item</u>	<u>Tier 1 Minimum Stocking Level</u>	<u>Tier 2 Minimum Stocking Level</u>
<u>Dried Beans/Peas:</u> Dried beans 16 oz or 32 oz bags	Two varieties and six packages total.	Three varieties and 12 packages total.
<u>Peanut Butter:</u> Any approved brand 16 oz or 18 oz Creamy or crunchy	One variety and six jars total.	One variety and 12 jars total.
<u>Whole Grain Types:</u> Whole grain/whole wheat bread Any brand 12 oz, 16 oz, 20 oz or 24 oz Whole wheat pasta Any brand 12 oz or 16 oz box/package Soft corn and whole wheat tortillas Any brand 12 oz or 16 oz Brown rice Store brand 14 oz box (instant), 16 oz or 32 oz package	Two of the four whole grain types and six units total.	Two of the four whole grain types and 18 units total.
		
<u>Cheese:</u> Store brand-8 oz, 16 oz, or 32 oz Block, shredded, sliced, string/sticks or bars	Three varieties and nine pounds total.	Three varieties and 12 pounds total.
<u>Yogurt:</u> Any brand-32 oz Multiple packs (totaling 16 oz or 32 oz) Any flavor and Greek	Upon request.	Six-32 oz. or multiple packs. Two-16 oz. multiple packs as one container.
<u>Eggs:</u> Any brand Large/medium-A or AA Brown or white-1 dozen	12 dozen.	12 dozen.
<u>Tofu:</u> Azumaya or Nasoya-16 oz	Upon request.	Upon request.
<u>Frozen Juice:</u> Frozen juice concentrate-approved brands 11.5 fluid oz or 12 fluid oz	Two flavor varieties and 12 containers total.	Three flavor varieties and 18 containers total.

Missouri WIC-Approved Food and Minimum Stocking Level

The stocking levels are outlined in Appendix A of the Retailer Manual.

<u>WIC-Approved Food Item</u>	<u>Tier 1 Minimum Stocking Level</u>	<u>Tier 2 Minimum Stocking Level</u>
<u>Milk:</u> Whole milk-any brand Gallon, half gallon or quart Skim, low-fat 1% and reduced-fat 2% Any brand-gallon, half gallon, or quart Cultured buttermilk Half gallon or quart Nonfat dry milk Store brand 1lb 9.6 oz or 25.6 oz package (makes 8 quarts) 9.6 oz package (makes 3 quarts) Evaporated milk Store brand-12 oz Lactose free milk Any brand-Whole, 2%, 1% and skim Half gallon and multiple packs Goat milk-any brand Evaporated 12 fluid oz Powdered 12 oz and fluid 1 quart Soy milk-approved brands Half gallon Original and vanilla	Must equal six gallons total. Must equal six gallons total. Upon request. Upon request. Upon request. Upon request. Upon request. Upon request. Upon request.	Must equal 12 gallons total. Must equal 18 gallons total. Upon request. Upon request. Upon request. Upon request. Upon request. Six half gallons.
<u>Frozen Fruits and Vegetables:</u> Frozen fruits Any brand-any package size Frozen vegetables Any brand-Any package size	Two varieties. Three varieties.	Two varieties. Three varieties.
<u>Fresh Fruit and Vegetables:</u> Fresh fruits Any brand-any package size Fresh vegetables Any brand-any package size	Five varieties. Five varieties.	Five varieties. Five varieties.



WICShopper App

The WICShopper app is a great resource that can be used to see if an item is WIC-approved.

You can scan or key enter item barcodes to identify WIC-approved foods. This can help the **retailer** identify where to place WIC-approved shelf tags.

Install the app from the Google or Apple app stores.



Processing WIC Transactions

- There are two ways to process eWIC:
 - Integrated system-allows for a mixed basket. WIC food items do not have to be separated from non-WIC items.
 - Stand-beside system-requires a dual scan and WIC food items must be separated from non-WIC items.
- eWIC must be the first form of payment for food items, as it is the most restrictive tender type.
- After eWIC, the customer can choose to use SNAP, credit, debit, check, gift cards or cash to pay for the items that are not WIC-approved.
- WIC transactions cannot be conducted in a separate liquor section of the store, in self-checkout lanes or at gas station locations.
- Retailers must allow WIC customers to leave the store with all food items that are identified as being deducted from the eWIC 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 cardholder at the retailer's physical location.
- Retailers must provide eWIC cardholders the opportunity to complete a Balance Inquiry (BI) while in the store without requiring a purchase to be made.**
- WIC customers are allowed to purchase combinations of approved sizes of food items.**
 - One example is the allowance of quarts, half gallons and gallons of milk up to the maximum number of gallons of milk listed as a benefit on the card. This can take place during a single transaction or multiple transactions.**



- Cashiers cannot use the quantity key to scan identical Universal Product Codes (UPCs) during a WIC transaction. Each item must be scanned separately.
- Cashiers cannot approve or cancel the WIC transaction for the WIC customer. **Only the WIC customer may touch the PIN pad during the transaction.**
- 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 eWIC card.
- Retailers cannot require a form of identification during the WIC transaction.

- In another example, a BI receipt shows there are 2.5 gallons of whole milk available on the card. The customer can purchase any combination of quarts, half gallons and gallons up to the 2.5 gallons benefit.

MO EWIC OFFICE P.O. Box 570 930 Wildwood Dr. Jefferson City, MO			
GROCERY			
HILAND 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: MO		
QTY	UDM	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)	
		HILAND WHOLE MILK	

EBT WIC Ending Balance			
PAN: *****5484	State: MO		
QTY	UDM	Description	
0.25	GAL	Whole Milk (White)	
These benefits expire at MIDNIGHT on 01/31/2023			

- Only one eWIC card can be used during each WIC sales transaction.



- Cashiers are not permitted to enter the PIN into the payment terminal on behalf of the WIC customer.**
- Retailers cannot confiscate eWIC cards.
- Retailers cannot retain eWIC cards at a retailer location. If an eWIC card is found at a retailer location, the retailer must call the 800 number on the back of the card, report the card as lost, then destroy the card.**
- Retailers cannot scan a UPC or Price Look-Up (PLU) code that is not affixed to the actual item being purchased by the WIC customer.



Processing WIC Transactions continued

- If the eWIC 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.
 - Therefore, it's important for the eWIC card to remain in the PIN pad until the PIN pad advises the customer to remove the card.
- Retailers cannot 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.



Two Types of Point of Sale Systems



Stand-beside WIC transaction process



1. WIC customer **must** separate WIC items from non-WIC items.
2. WIC customer will insert their eWIC card into the stand-beside device before the cashier scans the WIC food items with the device.
3. WIC customer will enter their eWIC PIN.
4. Cashier will scan WIC food items into the electronic cash register (ECR), scan WIC food items into the stand-beside device, weigh and scan any produce last and enter the price of the produce into the stand-beside device.
5. Two receipts will print from the stand-beside device.

Both receipts will go to the customer.

- a. **Beginning Balance receipt**-shows the benefits the customer has available at the beginning of the transaction.
 - b. **Utilization receipt**-shows the benefits being redeemed during the transaction. The customer should review the receipt before confirming the WIC transaction.
6. WIC customer will select "Yes" or "No" on the stand-beside device.
 - a. "Yes"-the transaction will be approved. An Ending Balance receipt will print. This receipt will go to the customer. A receipt will also print from the ECR system, which will go to the customer.
 - b. "No"-the purchase will be opened up so the cashier can remove items, if needed.

Integrated WIC transaction process

1. Cashier will scan WIC food items and non-WIC food items. This is called a mixed basket.
2. Cashier will press the TOTAL key, then apply any coupons and discounts presented by the customer.
3. WIC customer will tell the cashier they are using WIC benefits or show the cashier their eWIC card. Cashier will press the correct key for a WIC transaction.
4. WIC customer will be prompted to insert their eWIC card into the PIN pad, enter their PIN and press the "Enter" key.
5. Two receipts will print and the cashier will hand them to the customer.
 - a. **Beginning Balance receipt**-shows the benefits the customer has available at the beginning of the transaction.
 - b. **Utilization receipt**-shows the benefits being redeemed during the transaction. The customer should review the receipt before confirming the WIC transaction.
6. WIC customer will be prompted to press "Enter" or "No" (cancel) key. The name for these keys may vary on each POS system.
 - a. "Enter"-the transaction will be approved.
 - b. "No"(cancel)-the purchase will be opened up so the cashier can remove items, if needed.

Enter=  No (cancel)= 

7. After the transaction is approved and there is not a balance remaining, an Ending Balance receipt and a Store Shopping receipt will print. **Both receipts will be given to the customer.** If there is a balance remaining, other forms of payment will be needed to pay the balance.

Items Not Scanning

If the customer has an item that they believe is WIC-approved but it is not showing on the benefit utilization receipt, it may be because:

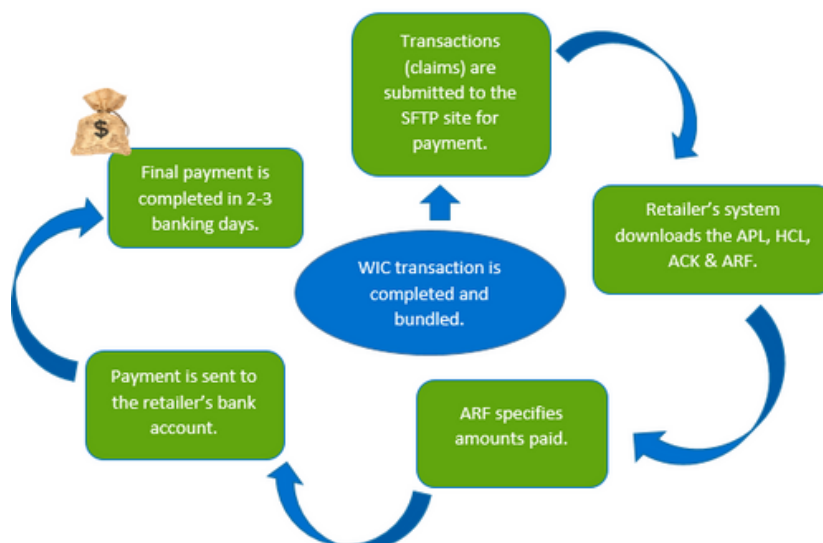
- The item is not an approved item in the WIC APL.
- The customer does not have a benefit available for the item.
- The item is not flagged as a WIC item in the POS (system dependent).
- The WIC-approved fresh fruit or vegetable UPC may not be mapped to a PLU.

(See page 14-15 for more information on mapping.)



Claim Files

- In order to receive payment for WIC transactions, the POS system creates a claim file containing all the data about each transaction. Using the bank account information provided on the direct deposit form from the WIC retailer application, payments are made electronically through an automated clearing house or ACH network. Please notify the WIC state agency of any bank account changes.
- The retailer agrees to submit claim files for payment at least once every 48 hours.
 - It is best to send claims within 24 hours.
 - Payment consideration is based on the time of the first WIC transaction for each date being submitted.
 - Payment will be considered for transactions that are less than 48 hours from the time of the first transaction included in the claim file.
 - Claims submitted after 48 hours will be processed, however no payment will occur. If unable to submit a claim file within 48 hours, contact the Missouri WIC program before submitting the claim file. Claim files that process resulting in no payment to the retailer must be submitted to the state agency for payment dispute.
- 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**.
 - HCL-provides retailers with a file to validate cards prior to completing a purchase.
 - ARF-provides retailers with the transactions that were processed and settled.
 - ACK-tells retailers if a file was rejected for transmission errors or claim file errors, or was accepted for processing.
 - APL-creates and updates a list of WIC-approved products at the retailer.
 - Failure to do so may result in loss of payment to the retailer if a Missouri eWIC card that is on the HCL is used to conduct a transaction, or if a WIC customer is allowed to purchase a food item that is no longer on the APL.



Appeals

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:

- A dispute **must** be received by the Missouri WIC program within **sixty days of the claim file transaction date**.
- The **Appeal Form**, which is located on our website, <https://health.mo.gov/living/families/wic/wicretailer/appforms/>, must be submitted to MOVICVendorGroup@health.mo.gov to be considered for payment.

For more information regarding the WIC transaction process, claim files information and the appeal process, refer to the WIC Retailer Manual located on our website: <https://health.mo.gov/living/families/wic/wicretailer/manual/>.

Adding Items to the Approved Product List (APL)

If you believe an item should be WIC-approved and is not included on the APL, email the Missouri WIC state agency at WICFoods@health.mo.gov to request the item be added to the APL. The email must include clear pictures of the label, the UPC, the size and the ingredients found in the item.

Complaint Process

A retailer may submit a Retailer Concern Form with any 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 at <https://health.mo.gov/living/families/wic/wicretailer/retailer-concern-form.php>

Retailer Compliance

The WIC Retailer Agreement requires the retailer to allow the Missouri WIC program or its designee to monitor the retailer for compliance.

There are three methods used for monitoring authorized WIC retailer compliance with the Retailer Agreement:

- **Overt monitoring** occurs when state agency personnel visit the store unannounced to inspect the store, ensure stocking requirements are met, check retailer prices, conduct or observe a WIC transaction and conduct an interview with a cashier and the store manager. Monitoring revisits are necessary if there are any findings during the initial visit in order to verify any required corrections have been completed.
- **Covert monitoring** is conducted by individuals outside of the state agency, who do not announce that they are conducting a monitoring activity. The individual conducting the monitoring completes a WIC purchase as any WIC customer would. Following the purchase, the individual submits an investigative monitoring report to the WIC state agency.
- **eWIC sales audit** is conducted by state agency personnel. These audits generally review 30 to 90 days of WIC sales transactions and retailer invoices for WIC-approved food.

Important items to have posted

Shelf tags:



Door decal:



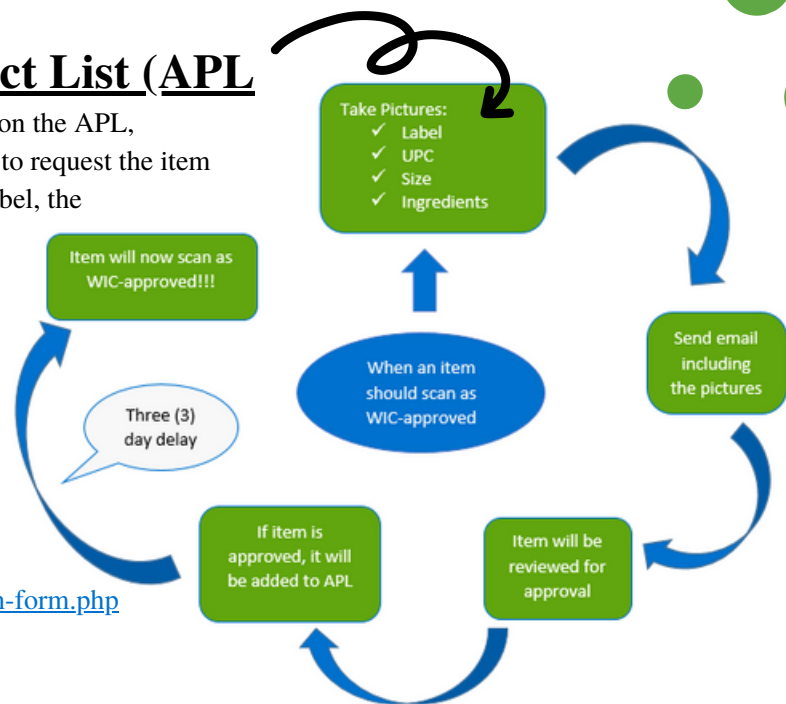
Store hours:



Retailer Violations

Retailer violations may be intentional or unintentional. The WIC program has two levels of violations: those that result in Missouri state sanctions and those that result in federally mandated sanctions. **The violations are listed on pages 37-41 in the Retailer Manual and pages 26-30 in the Managers and Cashiers Manual.** Examples of state violations are: failing to scan WIC-eligible items individually, failing to meet the minimum stocking requirements for WIC-approved foods, failing to put up Missouri WIC-approved shelf tags and failing to provide necessary receipts for the WIC participant to approve or cancel the WIC transaction.

Imposed sanctions may include warning letters, corrective action plans, mandatory training sessions, administrative fines, monetary claims, Civil Money Penalties (CMP), suspensions, terminations or disqualification or any combination of sanctions. Refer to the WIC Retailer Manual for more information.



Mapping Fresh Fruit and Vegetable UPCs

What is produce mapping?

Produce mapping is the process of matching UPCs of fresh fruits and vegetables to PLU codes. Retailers are **required** to map fresh produce.

The PLU database is located on the International Federation for Produce Standards (IFPS) website at <https://www.ifpsglobal.com/>. A copy of the Missouri WIC PLUs for mapping is on the Missouri WIC website at <https://health.mo.gov/living/families/wic/wicretailer/foodlist/>. The codes “4469” and “94469”, known as the generic WIC PLU codes, are included in the Missouri WIC APL and are to be used by retailers who have **stand-beside devices only**.

Who completes mapping for a store?

Larger corporations do the mapping at the corporate level, but it's the responsibility of each individual store to notify corporate of items that are not mapped. Stores that have a POS provider usually have to do fresh produce mapping at the store level.

When stores receive new produce items or seasonal produce they are responsible for making sure these items are mapped so WIC participants can redeem their benefits at the register.

Why is produce mapping necessary?

- Mapping fresh produce UPCs to like PLUs, for example, mapping a bag of oranges with a UPC to a PLU for oranges, ensures that participants are able to purchase those items with their eWIC cards.
- Some of the UPCs are regional or retailer-generated and cannot be added to the APL.
- **If mapping is not completed or correct, eligible fresh fruits and vegetables will not be available for purchase with WIC benefits.**
- It is very difficult for Missouri WIC to keep track of all the different produce UPCs, so retailers need to make sure that all WIC-approved produce can be purchased with an eWIC card by mapping the UPCs.

What produce items must be mapped? What should not be mapped?

- All fresh, plain fruits and vegetables, including precut items with UPCs like in-store or commissary cut fresh fruits and vegetables, should be mapped.
- Fresh, plain fruits and vegetables in bags or clamshells, such as clamshells of strawberries, or brand name packaged items like a bag of Dole romaine lettuce, should be mapped.
- Fresh, plain fruits and vegetables with PLUs that are not standard IFPS PLUs should be mapped.
- A store **does not map** frozen produce or other approved WIC food UPCs. Missouri WIC has other WIC food UPCs on the Approved Product List and it is not necessary to map these items.
- Fruit and vegetable party trays with sauces or dips are not WIC-approved and **should not** be mapped.



UPC "014668130016"-map to 4-digit code "4060"



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

Who can help with mapping?

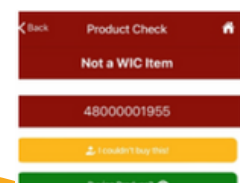
- The retailer's POS provider can provide instructions on produce mapping.
- Missouri WIC staff can tell you if an item needs to be mapped.

Does the WICShopper app show approved fresh produce?

When scanning a barcode for fresh fruit and vegetables, you may get the “Not a WIC Item” message. The majority of fresh fruits and vegetables, either whole, precut or sliced without sauce or dips are WIC-approved.



Scan Barcode



Ordering Supplies

To order supplies, (food lists, door decals, WIC shelf tags or manuals) please go to our website at <https://stateofmissouri.wufoo.com/forms/mlpd63ok1i6044j/> and complete the retailer resource order form.

WIC State Agency Staff

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WIC state agency staff are available Monday through Friday, 8 a.m. to 5 p.m., to provide responses to questions and concerns and to provide technical assistance. If the store would be interested in technical assistance training on WIC, please contact us and we would be happy to set up some dates.



This institution is an equal opportunity provider.

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WIC and Nutrition Services
P.O. Box 570
Jefferson City, MO 65102-0570
Phone: 573-751-6204
Fax: 573-526-1470
Email: MOWICVendorGroup@health.mo.gov



MISSOURI DEPARTMENT OF
**HEALTH &
SENIOR SERVICES**

In order for this newsletter to serve as your mandatory annual training for federal fiscal year 2023, the Missouri WIC state agency must have proof you have read the enclosed information. The manager, assistant manager, customer support manager or head cashier would be an appropriate individual to complete the crossword puzzle. The individual who completes the entire crossword must mail it in the provided pre-paid envelope to WIC and Nutrition Services at the address below to receive credit for completing the mandatory annual training for federal fiscal year 2023. Credit for completing the training will not be given unless the entire crossword puzzle is complete and 80% of it is correct.

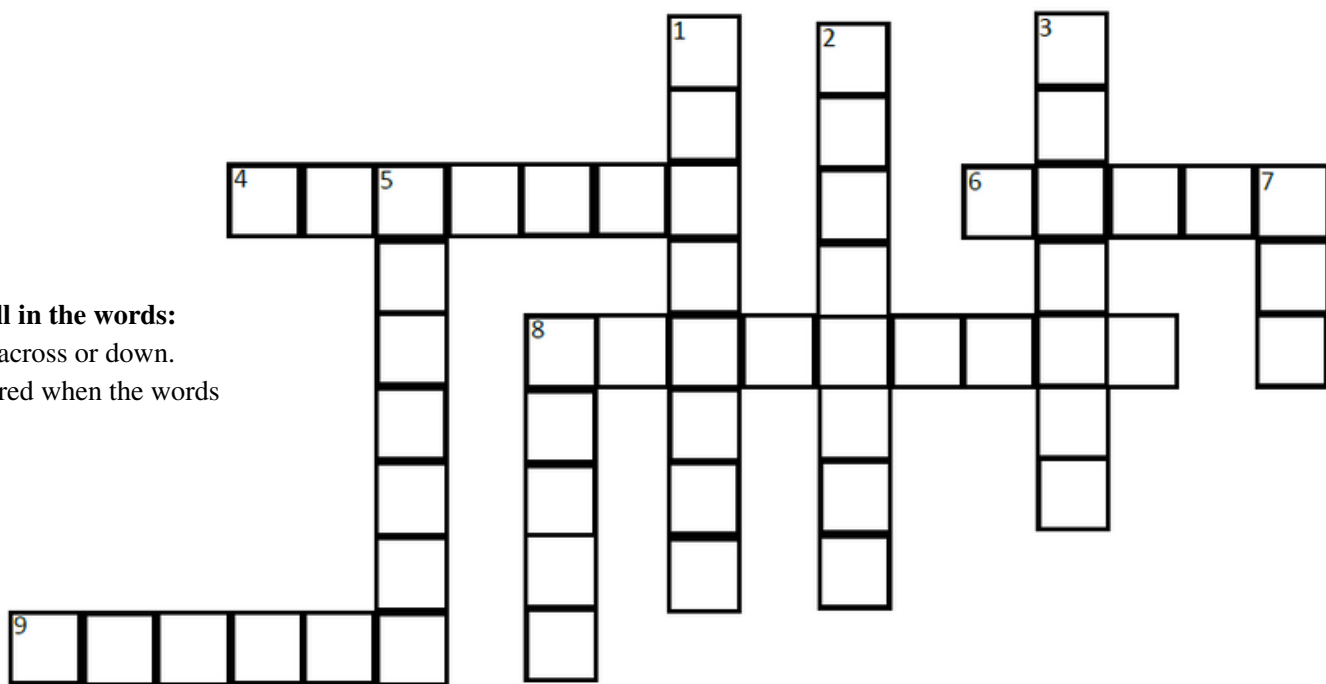
Printed Name: _____

Signature: _____

Title: _____ Date: _____

Vendor ID # (not store #): _____

Store Name and Address:



Use the clues to fill in the words:

- Words can go across or down.
- Letters are shared when the words intersect.

Down:

1. Retailers must provide ____ to all cashiers conducting WIC transactions.
2. Cashiers are not allowed to use the ____ key to scan UPCs during a WIC transaction.
3. Retailers must provide eWIC cardholders the opportunity to complete a ____ inquiry while in the store without requiring a purchase to be made.
5. WIC customers can ____ retailers to order food items that are not normally stocked.
7. Retailers are required to ____ fresh fruits and vegetables to PLU codes.
8. Changes including: store name change, store location, category change, ownership name change and change in ownership need to be given to the MO WIC program ____ days in advance.

Across:

4. Authorized retailers must obtain their infant ____ from an approved source found on the MO WIC program formula list.
6. The retailer agrees to submit ____ files for payment at least once every 48 hours.
8. Imposed ____ may include warning letters, corrective action plans, mandatory training sessions, administrative fines, monetary claims, CMP, suspensions, terminations or disqualification or any combination of sanctions.
9. ____ monitoring is conducted by individuals outside of the state agency, and do not announce that they are conducting a monitoring activity.