

# Annual Retailer Training

**The purpose of the Missouri WIC program is in our Mission Statement:** 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

Federal regulation requires retailer training on certain aspects of WIC each year. There will not be an annual retailer face-to-face training for FY 2020; however, this newsletter will provide necessary information on the required training topics.

In this newsletter, you will find information on WIC check procedures, eWIC transactions, and other information to help you be a successful Missouri authorized WIC retailer.

All staff who assist WIC customers or process WIC checks and eWIC cards must be properly trained to ensure the success of an authorized WIC retailer.

## Partial WIC Formula Redemption Form

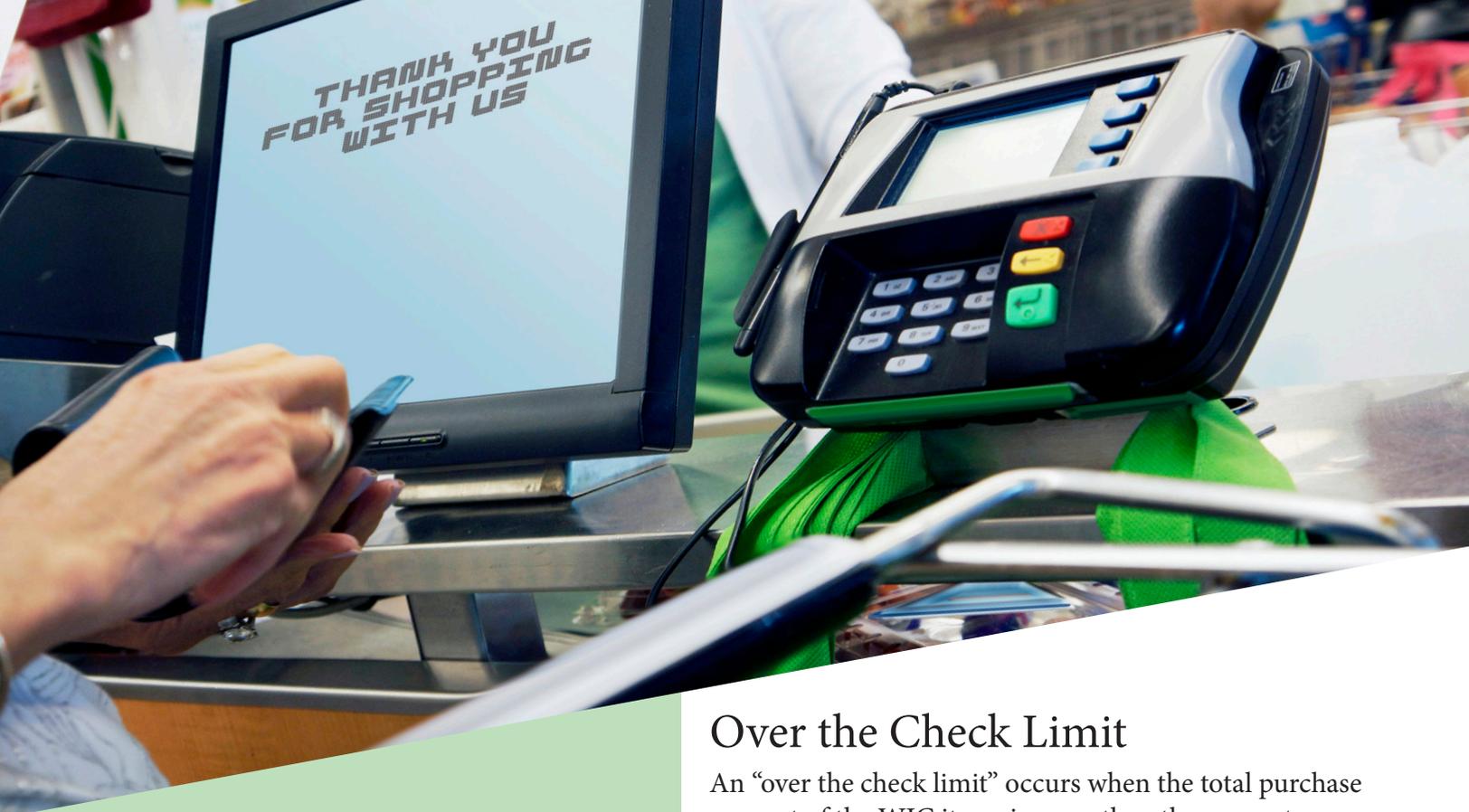
The Partial WIC Formula Redemption form is used when a WIC customer is not able to purchase the entire quantity of formula issued on their WIC formula check. When a customer presents a formula check, but does not present the entire quantity issued on the check at the register, cashiers should ask why the customer is not purchasing the full amount of formula at checkout. If the store does not have enough stock to fulfill the amount of formula issued on the check, the customer may be able to obtain the remaining quantity of formula later. Cashiers should offer to complete the Partial WIC Formula Redemption form or refer the customer to a manager who can complete the form. The form is located in Appendix G of the “WIC Retailer Manual” and copies should be made and placed where they can be completed as needed by customers.

Store staff should complete the top portion of the form and provide it to the WIC customer. The customer must take this form to their local agency, where staff will determine if a WIC check can be issued for the remaining balance of formula the customer did not receive.

This form is NEVER to be cashed as a WIC check. If a customer presents a Partial WIC Formula Redemption form as payment, tell the customer that the store cannot accept the form and direct them to their local agency. Instructions for this form are located in Section III, Page 31 of the October 1, 2018 “WIC Retailer Manual.” Please be sure to fully complete this form and use the most recent form dated “02-18.”

Partial WIC Formula Redemption forms will go away once all WIC checks that have been issued at local agencies have expired.

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# Authorized Formula Wholesalers and Distributors

Retailers may only order formula from authorized wholesalers or distributors registered with the U. S. Food and Drug Administration. A listing of current registered distributors can be found on the WIC program's website at <https://health.mo.gov/living/families/wic/pdf/distributorswholesalers.pdf>.

## Over the Check Limit

An “over the check limit” occurs when the total purchase amount of the WIC items is more than the amount indicated in the MAXIMUM-PURCHASE-PRICE-MUST-NOT-EXCEED box preprinted on a “regular” check (i.e., non-Cash Value Voucher). When an “over the check limit” occurs, verify the items on the WIC receipt are the correct brand, size, type, and variety.

If all items are correct, the retailer has two options: either reduce the amount of the sale below the amount indicated on the WIC check or send the WIC check to the state agency on appeal. If you choose the appeal process, you will need to complete the Approval Request for Non-Paid WIC Checks form found in the “WIC Retailer Manual” in Appendix F. Instructions are on the form and more information can be found in Section IV of the “WIC Retailer Manual.”

REMEMBER: WIC customers must always be allowed the full amount of WIC foods even if the sale amount exceeds the maximum amount printed on the WIC check.

## Use of WIC Acronym

Unauthorized use of the WIC acronym and logo is prohibited. Retailers are not permitted to utilize the WIC acronym or logo in any type of sales advertisement, store name, or on social media. The WIC acronym is patented by the United States Department of Agriculture (USDA). Use of the WIC acronym or logo is in violation of the WIC Retailer Agreement.

# WIC Check Procedures



Cashiers must review each WIC check presented for a transaction to make sure it is complete and not altered. **DO NOT ACCEPT ALTERED CHECKS.** Cashiers may not accept checks prior to the **FIRST-DATE-TO-USE** or after the **LAST-DATE-TO-USE**.

**TIP:** Scanning WIC authorized food items in the order listed on the check makes verification of items easier at the time of the transaction and in the cash office upon review of receipts and WIC checks.

## When beginning a WIC transaction, the cashier should:

- View the WIC ID folder and verify that it is signed.
- Ensure the purchase date is on or between the **FIRST-DATE-TO-USE** and **LAST-DATE-TO-USE**.

## After scanning the authorized food items, cashiers should:

- Write the purchase date **LEGIBLY** with **BLUE** or **BLACK INK** only.
- **LEGIBLY** write the amount of the transaction, minus taxes on the check, in the **PAY EXACTLY** box.
- Obtain the WIC customer's signature and verify it matches the WIC ID folder as the **FINAL** step in the WIC check procedure.
- Retain receipts with WIC checks according to Section III, Page 34, of the "WIC Retailer Manual."

## When reviewing a WIC receipt and check, cash office staff should verify:

- The date the WIC check was accepted is on or between the **FIRST-DATE-TO-USE** and **LAST-DATE-TO-USE** and this date matches the date on the receipt.

- The amount of the purchase is listed and matches the receipt.
- Food items purchased are the correct type, size, variety, and quantity.
- The customer has signed the check.

**TIP:** It is helpful if cashiers write WIC check numbers on the receipts. This is beneficial when trying to review for discrepancies and when WIC monitoring staff have questions about a WIC receipt.

Discrepancies on WIC checks must be corrected prior to deposit. To make corrections, draw a single line through the incorrect information, write in the correct information, and initial. This should be completed on both the receipt and the WIC check. **DO NOT** scribble or use a Sharpie or white-out on WIC checks.

If a WIC customer leaves the store and has not signed the WIC check, or has left their WIC ID folder or other items at the store, the store can call the local agency's phone number printed on the WIC check. The local agency, as a courtesy, can contact the WIC customer to see if they will return to the store to sign the check. The local agency can also contact the WIC customer to determine the best method for retrieving items left at the store.

**DO NOT** deposit an unsigned WIC check, as this is a fatal error and it will not be paid. It is considered fraud for someone other than the WIC customer to sign the WIC check.

*It is helpful if cashiers write WIC check numbers on the receipts.*



## Cash Value Vouchers (CVV) AKA Fruit and Vegetable Checks

Cash Value Vouchers, also known as CVVs or Fruit and Vegetable Checks, are WIC checks that have a set dollar amount printed on them in \$4, \$9, \$11, and \$16.50 increments. The \$4 WIC check will state FOR FRUITS AND/OR VEGETABLES (FRESH ONLY). The other dollar increments will have FRESH AND/OR FROZEN FRUITS/VEGETABLES printed in the description portion of the check allowing customers to choose either fresh or frozen fruits or vegetables.

If a customer buys more than the amount indicated on the check, they can pay for the difference either with another CVV, Supplemental Nutrition Assistance Program (SNAP) EBT card, cash, check, debit, or credit card. If they use another CVV or a SNAP card, no sales tax is added to the difference. If they use another form of payment, sales tax is calculated on the difference.

If a customer purchases less than the amount indicated on the check, the customer can choose to purchase additional fruits or vegetables. The amount of the check should never be automatically written on the check. The customer does not receive any cash back, store credit, or similar reimbursement for not spending the entire amount.

If your system will allow, cashiers can process multiple checks in one transaction. Be sure to write the WIC check numbers on the WIC receipts.

## Dates of Use

It is very important cashiers and cash office staff review WIC checks to verify that the purchase date is on or between the eligible dates indicated on the WIC check.

Any time a cashier accepts a WIC check prior to the FIRST-DATE-TO-USE or after the LAST-DATE-TO-USE, a fatal error will occur and the WIC check will NOT be paid.

Remember, WIC customers receive benefits on a monthly basis and benefits can be issued for up to a three (3) month period. Customers may inadvertently try to use WIC checks that expired the previous month or are not yet eligible for redemption, so it is important for cashiers to verify that the date of purchase is within the dates to use. If a cashier accidentally writes an incorrect date of use on the WIC check, draw a single line through the incorrect date, write the correct date on the check, and initial. **Use blue or black ink only.**

When processing WIC checks, please keep in mind there may be instances where a WIC check has a shortened time for the dates of use. You only have 60 days from the FIRST-DATE-TO-USE to deposit WIC checks.

Retailers must continue to accept valid WIC checks until all WIC checks that have been issued at local agencies have expired. Retailers must maintain all WIC receipts for redeemed WIC checks for one (1) year after the redemption date of the last WIC check at the store.

## eWIC

Retailers must use a certified Point of Sale (POS) system to process eWIC transactions. The system can be an integrated system or a stand-beside POS system. Retailers will need to have a Level 3 certification completed before the store will be able to accept eWIC. Level 3 certifications are to ensure that the POS system is processing transactions correctly.

# Processing eWIC Transactions:



There are two (2) ways to process eWIC, either through an integrated system or a stand-beside system. Integrated systems allow for mixed basket, which means WIC food items do not have to be separated from non-WIC items. Stand-beside systems will require a dual scan and WIC food items will need to be separated from non-WIC items.

eWIC must be the first form of payment 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-eligible. eWIC transactions cannot be conducted in a separate liquor department of the store or in self-checkout lanes.

Retailers must provide eWIC cardholders the capability to complete a balance inquiry while in the store without requiring a purchase to be made. Retailer employees are not allowed to redeem WIC benefits that are issued to themselves or any relative.

Only one (1) eWIC card can be used during each eWIC sales transaction.

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

If an eWIC card is left at the store, retailers are to call the toll-free number provided on the back of the eWIC card to report that the card was left at the store. The card will be identified in our data system as lost and the family will have to return to their local agency to have the card replaced. After the call has been made to the toll-free number and card reported left at the store, the retailer is to destroy the card. Cards should not be kept by the store.

For more information regarding the eWIC transaction process refer to Section 3.3, Page 27 of the “eWIC Retailer Manual.”

## Stand-Beside eWIC Transaction Process >>>>>>

1. WIC customer must separate WIC item(s) from non-WIC items.
2. WIC customer will insert the eWIC card into the stand-beside before the cashier scans the WIC food items with the device.
3. WIC customer will enter PIN.
4. Cashier will scan WIC food item(s) into the Electronic Cash Register (ECR), scan WIC food item(s) into the stand-beside device, weigh any produce last, and enter price of produce into the stand-beside device.
5. Two (2) 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. Redemption Receipt – shows what benefits are being redeemed during the transaction. The customer should review the receipt before confirming the eWIC transaction.
6. WIC customer will select the “Yes” or “No” on the stand-beside device.
7. If the “Yes” key was selected an “Ending Balance” receipt will print. This receipt will be provided to the customer. A receipt will also print from the ECR system which will be provided to the customer.

# Integrated eWIC Transaction Process

1. Cashier will scan WIC food items and non-WIC food items.
2. Cashier will press the TOTAL key, then apply any coupons and discounts presented by the customer.
3. WIC customer will tell or show the cashier their eWIC card. Cashier will press the correct key for an eWIC transaction.
4. WIC customer will be prompted to insert eWIC card into the PIN payment terminal, enter their PIN, and press the “Enter” key.
5. Two (2) receipts will print and the cashier must hand them to the customer.
  - a. Beginning Balance Receipt – shows the benefits the customer has available at the beginning of the transaction.
  - b. Redemption Receipt – shows what benefits are being redeemed during the transaction. The customer should review the receipt before confirming the eWIC transaction.
6. WIC customer will be prompted to press “Okay,” “Yes,” “Enter,” or “No” (Cancel) key.
  - a. “Okay,” “Yes,” or “Enter” – the transaction will be approved.
  - b. “No” (Cancel) – the purchase will be opened up so the cashier can remove the items, if needed.
7. After the transaction is approved and there is not a balance remaining, an Ending Balance Receipt and a Shopping Receipt will print. Both receipts are given to the customer. If there is a balance remaining, other forms of payment need to be used to pay the balance.



If a store cuts (e.g., halves, quarters, slices) and packages fresh produce for resale, the store must “map” the UPC to an appropriate PLU code. NOTE: To be WIC-eligible, store packaged produce must weigh five (5) ounces or more or it is considered an individual serving. Individual servings are not eligible for reimbursement. Ascorbic acid is considered a preservative. If ascorbic acid is added to fresh fruit or vegetables, the fresh fruit or vegetable is ineligible for reimbursement.

Manufacturers often change package sizes, labels, UPCs, names of their products, or other product criteria. The WIC state agency attempts to stay as current as possible when changes take place; however, the WIC state agency is not always notified in time to make retailers and WIC customers aware of changes before the updated product appears on store shelves.

If you see package changes, please contact the WIC state agency at [wicfoods@health.mo.gov](mailto:wicfoods@health.mo.gov) or 573-751-6204.

## PLUs, UPCs, and Package Changes

A listing of approved Price Look-Up codes (PLUs) and Universal Product Codes (UPCs) has been added to the WIC website and is available in Appendix C of the “eWIC Retailer Manual.” Items such as nuts and ornamental produce (e.g., herbs and spices) are not included in the PLU listing, as they are ineligible. If a store produces its own version of sauces (e.g., guacamole, pico de gallo), these food products are not eligible and should not be included in the store’s Approved Product List (APL).

# Mapping



Retailers will need to conduct mapping of UPCs so eligible fresh produce will scan correctly. For instance, if your store packages produce, you will need to “map” or “link” the UPC listed on the package to a PLU code. The PLU database is located on the International Federation for Produce Standards website at <http://www.ifpsglobal.com/>. A copy of the Missouri WIC PLUs for Mapping can be found on our website at <https://health.mo.gov/living/families/wic/wicretailer/foodlist/> and in Appendix C of the “eWIC Retailer Manual.”

Retailers using a stand-beside POS device will map all WIC-eligible fresh fruit and vegetables to the generic PLU 4469 or to the generic organic PLU 94469.

Larger corporations do the mapping at the corporate level; store staff has no involvement.

Stores that have a POS provider usually have to do fresh produce mapping at the store level. Retailers are required to map (link) fresh WIC-eligible fruit and vegetables to an approved International Federation for Produce Standards (IFPS) Price Look-Up (PLU) code. This includes individual pieces, containers, and bags of fresh fruit and vegetables.

For more information regarding mapping refer to Section 6.5, Page 69 of the “eWIC Retailer Manual.”

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# Retailer Compliance

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Retailers should be familiar with the WIC Approved Food List and be aware of package changes and updates to prevent the purchase of unauthorized items and avoid WIC customer complaints for disallowing the purchase of an allowable food item.

The state agency has systems in place to detect retailers who knowingly or unknowingly commit violations or defraud the program. As an authorized WIC retailer, it is your responsibility to know and understand state and federal sanctions which can be imposed.

The state agency monitors retailer compliance in three (3) ways: covert monitoring completed by a contracted investigator, overt monitoring conducted by state staff, and receipt desk audits.

- Covert monitoring is completed by investigative contractor staff who go to the store and purchase WIC-approved foods or attempt to purchase non-approved food items with a WIC check or an eWIC card. A report of the transaction is submitted to the state agency. The retailer will be notified in writing of the monitoring visit and whether or not any concerns were found.
- Overt monitoring is completed by state agency staff who make a visit to the store to verify the store meets selection criteria and stocking levels of a full service grocery store, as well as the minimum WIC stocking requirements. A receipt review and observation of a WIC transaction or interview of cashiers regarding the WIC transaction process will also be completed. State staff conduct a review of the storage area of the store to determine if the back room and coolers are clean with no debris or food items on the floor.
- Receipt desk audits may be conducted when a high-risk retailer sells their store, repeatedly sells unapproved food items, or when state staff arrive to monitor a store and no one can present receipts for review. Receipts should be kept together by month, day, and year.



When issues are found during a complaint, investigation, monitoring visit, or receipt review, state and/or federal violation(s) are issued.

The classes of violations are outlined in Section V of the “eWIC Retailer Manual.” Federal violations are “A” and “B” violations followed by a designated number. A new class of state violations were developed for eWIC. The new class is Class “E.” The violation numbers are #34 through #62. State violations are “C,” “D,” and “E” violations followed by a designated number.

Any retailer who receives multiple violations of the same letter and number designation must submit a Corrective Action Plan (CAP) and may have to pay a fine, pay a reimbursement, and attend mandatory training in Jefferson City. Penalties vary, such as the amount of fines and time for corrective action to occur, depending on the violation and the number of times the violation has been issued to the retailer. Please review Section V of your “eWIC Retailer Manual” for more information.

In addition to the compliance with state and federal sanctions, the retailer must also comply with the nondiscrimination provisions of regulation 7 CFR, Subtitle A, parts 15, 15a, and 15b. The form to file a complaint of discrimination is located on the Missouri WIC program’s website at <https://health.mo.gov/living/families/wic/frauddatalinks/nondiscrimination/>.

The United States Department of Agriculture (USDA) and the Missouri WIC program share information on issues such as program disqualification and termination, trafficking, and fraud. If you are authorized under the Supplemental Nutrition Assistance Program (SNAP) and are disqualified from SNAP, you may be disqualified as a Missouri authorized WIC retailer. In accordance with current law, such WIC program disqualification is not subject to administrative or judicial review.

# Appeals

The WIC state agency uses a uniform appeal process to evaluate and respond to all appeal requests from retailers or applicants. The retailer or applicant has the right to appeal the following adverse actions: denial of authorization, termination for cause, disqualification, fines, and imposition of a Civil Money Penalty (CMP) in lieu of disqualification.

To appeal, retailers must provide the state agency with a written request for a hearing within 15 days of the receipt of the notice of adverse action. The written request shall describe the action being appealed. The letter must contain:

- Business name and address.
- Clearly identified actions being appealed.
- Basis for the appeal and the remedy being sought.
- Written information to support the appeal.
- Date of the state agency letter of notification of the action.
- Name and title of the state agency staff who signed the letter.
- Signature of the authorized representative of the business.

More information regarding appeals is located in Section II, Page 20 of the “eWIC Retailer Manual.”

Retailers may also appeal denial of payments for checks and appeal for late submission of claims for eWIC transactions. Retailers have 90 days from the FIRST-DATE-TO-USE printed on the WIC check to submit the check for appeal. Retailers should use the Approval Request For Non-Paid WIC Checks form, located in Appendix F in the “WIC Retailer Manual.” Appeal requests must include the original WIC check and receipt, and copies of everything submitted to the state agency should be retained. Retailers have 90 days from the date printed on the eWIC receipt to submit the receipt for appeal. Retailers should use the Approval Request For eWIC Transactions form, located in Appendix E in the “eWIC Retailer Manual.” Appeal requests must include a copy of the transaction log, electronic receipt, and copies of everything submitted to the state agency should be retained.



## Complaints

The state agency is interested in specific problems, concerns, or suggestions retailers may have with WIC transactions, WIC customers, WIC checks, eWIC cards, and local agencies.

Retailers may write a letter or submit a copy of the Retailer Concern form located in Appendix F of the “eWIC Retailer Manual.”

WIC customers may also complete complaints pertaining to retailers. Local agencies can provide assistance in completing the complaint form and submitting it to the state agency or WIC customers may write, call, or email the state agency. The Retailer Unit will contact the retailer regarding the nature of the complaint and to obtain additional information.





## WIC Retailer Agreement

Per the WIC Retailer Agreement, authorized WIC retailers must notify the state agency at least 60 days before a store closure or change in location, contact, or ownership.

Reauthorizations for WIC retailers will be conducted during the third (i.e., final) year of the agreement period. The state agency will email owners or corporate parents the necessary documents for continued participation as an authorized WIC retailer.

### *Customer Incentives*

The state agency may not authorize or make payments to retailers that provide prohibited incentive items or other free merchandise, except food or merchandise of nominal value, unless the retailer provides proof that the retailer obtained the incentive items or merchandise at no cost. If you would like to seek approval to distribute incentive items, please contact the Retailer Unit.

### *Update Regarding eWIC*

As we transition to eWIC, please note the following:

- The WIC Approved Food List will not be changing. Updates may occur to the current list when there are package changes or when products are discontinued by the manufacturer.
- Rollout areas and dates can be found on our website at [wic.mo.gov](http://wic.mo.gov).
- It is important to notify the state agency if your store notices changes in packaging, UPCs, or product names on any WIC-eligible item. If you notice a change, please contact the WIC state agency and ask for the UPC Coordinator at 573-751-6204.

Missouri will utilize smart card technology for eWIC. A smart card has a chip on the card which will contain the WIC customer's food benefits. It is very important that the store's cash register system or Point of Sale (POS) is certified for eWIC.

Once the POS is certified for eWIC, your store will receive and shall display the following door decal.



## WICShopper Application

WICShopper is an application that can be downloaded from Google Play or the iPhone App Store. The application will provide the ability to find local agency and retailer locations, access to nutrition education, the Missouri WIC Approved Food List, and other features.

WICShopper has a feature that allows WIC customers and retailers to scan a food item's UPC barcode to see if the food item is WIC-eligible in Missouri. This will help WIC customers and retailers to identify if an item is WIC-approved before a WIC customer brings it to the register. However, at this time, the WICShopper is not connected to the customer's eWIC card. Therefore, a WIC-approved food will scan but it may not be a benefit on the customer's eWIC card. Scanning the food items will help in identifying to the retailer where to put WIC shelf tags.

### *Additional Information for eWIC*

Retailers must inform the state agency if their bank information changes. Forgetting to inform state agency staff will cause claims to be rejected.

Retailers must inform the state agency if any upgrades occur on their POS system. A new Level 3 certification will be required to make sure the system is communicating properly.

# Missouri WIC Authorized Food and Minimum Stocking Level

WIC-Approved Food Item	Tier 1 Minimum Stocking Level (Peer Group I and II)	Tier 2 Minimum Stocking Level (Peer Group III and IV)
Enfamil Infant Formula Powder	12 cans	24 cans
Enfamil A.R., Gentlease, Prosobee, and Reguline Powder	12 can minimum of one formula or a combination of the formula listed	18 can minimum of one formula or a combination of the formula listed
Whole and 2% White Milk (Any Brand)	6 gallons	12 gallons
Skim and 1% Milk (Any Brand)	6 gallons	24 gallons
Eggs (Store Brand, Large, Grade A and AA)	12 dozen	12 dozen
Cheese (Store Brand 8 oz or 16 oz Block and Shredded)	3 varieties, 9 lbs	3 varieties, 12 lbs
Yogurt	Where available-no minimum	6 containers
Soy Milk	Where available-no minimum	Recommend 6 half gallons
Tofu	Where available-no minimum	Where available-no minimum
Dry Milk (nonfat), Lactose Free Milk (nonfat, low-fat, reduced fat, and whole), Buttermilk, Evaporated Milk (fat-free, low-fat, and whole), Goat Milk (nonfat and whole)	Where available-no minimum	Where available-no minimum
Infant Fruit	3 varieties, 36 total containers (twin packs count as two)	3 varieties, 96 total containers (twin packs count as two)
Infant Vegetables	3 varieties, 36 total containers (twin packs count as two)	3 varieties, 96 total containers (twin packs count as two)
Infant Meat	2 varieties, 12 jars	3 varieties, 48 jars
Infant Cereal	2 varieties, 6 boxes/containers	2 varieties, 6 boxes/containers
Cold Cereal	3 varieties, 18 boxes (one variety must be whole grain)	3 varieties, 24 boxes (one variety must be whole grain)
Hot Cereal	6 boxes/bags	6 boxes/bags
Ready-To-Serve Juice (64 oz)	3 varieties, 12 containers	3 varieties, 18 containers
Frozen Juice Concentrate	2 varieties, 12 cans	3 varieties, 18 cans
Tuna, Salmon, Sardines	2 types of fish, 12 cans	2 types of fish, 12 cans
Peanut Butter (Store Brand/Generic of creamy, crunchy, regular, or smooth)	6 jars	12 jars
Dried Beans and Peas (Store Brand)	3 varieties, 6 bags	3 varieties, 12 bags
Canned Beans (Bush's Best 16 oz)	2 varieties, 24 cans	3 varieties, 24 cans
Whole Grain Bread, Tortillas, Brown Rice, Whole Wheat Pasta	2 of the 4 whole grain types, 12 units	3 of the 4 whole grain types, 36 units

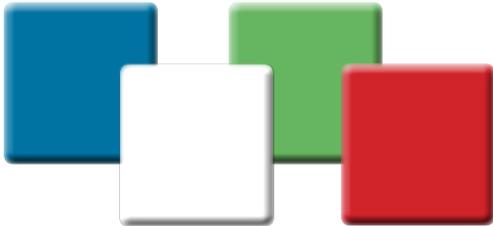
Fresh Fruit	4 varieties, 5 lbs per variety	5 varieties, 10 lbs per variety
Fresh Vegetables	4 varieties, 5 lbs per variety	5 varieties, 10 lbs per variety
Frozen Fruit	2 varieties, 12 bags/containers	3 varieties, 36 bags/containers
Frozen Vegetables	3 varieties, 24 bags/containers	5 varieties, 60 bags/containers

# How Can We Help?



Missouri Department of Health and Senior Services  
 WIC and Nutrition Services  
 P. O. Box 570  
 930 Wildwood Drive  
 Jefferson City, MO 65102-0570  
 Phone: 573-751-6204  
 Fax: 573-526-1470  
 E-mail: [MOWICVendorGroup@health.mo.gov](mailto:MOWICVendorGroup@health.mo.gov)

The WIC state agency staff are available Monday through Friday, 8:00 a.m. to 5:00 p.m., to provide responses to questions and concerns and to provide technical assistance.



This newsletter serves as your **Mandatory Annual Training for 2020**, so the Missouri WIC state agency must have proof you have read the enclosed information. Therefore, there are a few questions that must be answered and submitted within **two (2) weeks** of receipt of this newsletter. The manager, assistant manager, customer support manager, or head cashier would be an appropriate individual to complete the questions. You can submit this portion of the page by fax at 573-526-1470, email at brandi.drummond@health.mo.gov, or mail it to the address indicated above to the attention of the Retailer Unit. You must score 75% or more to pass.

1. What is it called when the total purchase amount of the WIC items is more than the amount indicated in the MAXIMUM-PURCHASE-PRICE-MUST-NOT-EXCEED box preprinted on a “regular” check?
2. What steps must be taken by the cash office staff when it comes to verifying and reviewing WIC receipts and checks before depositing them to the bank?
  - 1) \_\_\_\_\_
  - 2) \_\_\_\_\_
  - 3) \_\_\_\_\_
  - 4) \_\_\_\_\_
3. The Partial WIC Formula Redemption forms will no longer be used once all WIC checks that have been issued at local agencies have expired.

TRUE      FALSE

4. What color of ink is to be used when writing on WIC checks? \_\_\_\_\_
5. Retailers must provide eWIC cardholders the capability to complete a \_\_\_\_\_ while in the store without requiring a purchase to be made.
6. What should retailers do if an eWIC card is left at their store? \_\_\_\_\_
7. What are the two (2) receipts that will print once the customer enters their eWIC card into the PIN pad terminal and enters their four (4)-digit PIN number?
  - 1) \_\_\_\_\_
  - 2) \_\_\_\_\_
8. More than one (1) eWIC card can be used during a WIC transaction. TRUE    FALSE

Printed Name \_\_\_\_\_ Signature \_\_\_\_\_

Title \_\_\_\_\_ Date \_\_\_\_\_ Vendor # (not Store #) \_\_\_\_\_

Store Name and Address \_\_\_\_\_

This institution is an equal opportunity provider.