



Helpful WIC Hints

There are two types of food instruments (FIs):

Printed: Everything is printed from a computer

Pre-printed: Computer and handwritten

- ☐ Family Name and Family ID (F-ID) number
- ☐ First Date to Spend and Last Date to Spend

- Q.** What if the food instrument lists 1 gallon of milk and the WIC customer has 2 half-gallons of milk?
A. Politely let the WIC customer know that is not allowed and replace the 2 half-gallons with 1 gallon.
- Q.** Does the WIC customer have to get everything listed?
A. No, the WIC customer can get all items listed or only a few items listed. However, do not give any change for food instruments. Charge only for items actually provided.
- Q.** Can the WIC customer get extra milk instead of cheese?
A. No, substitutions are not allowed.
- Q.** What if I am out of the formula listed on the food instrument; may I substitute?
A. No, formula is a food prescription and it is very important that the correct brand and type be given.
- Q.** Does the State WIC Agency provide “WIC Approved” shelf tags?
A. No. If you choose to produce your own, please make sure that they are clearly placed only under WIC supplemental foods to avoid customer confusion.
- Q.** May I produce “WIC Accepted Here” signs?
A. No. The WIC acronym and its logo are not allowed to be used in advertisement. Acceptable signs to display can be ordered through your Local WIC Agency.
- Q.** If I go over the MAP, is that the same as vendor overcharging?
A. No. Vendor overcharging is when a vendor charges a WIC customer more than their current shelf price or charges the WIC customer more than a non-WIC customer. This is a federal violation, which may result in disqualification. Going over the MAP means that a vendor charged more than the maximum allowable price for their peer group. This will result in payment at the MAP via ACH. A vendor can charge less than the MAP and still overcharge a WIC customer and vice versa.
- Q.** If a WIC customer presents a food instrument for contract infant formula, can I accept it at my pharmacy?
A. No. Pharmacies are only allowed to transact exempt infant formula or WIC eligible medical foods.
- Q.** A WIC customer has a food instrument with infant fruits and vegetables listed on it. Can I give them any size container as long as it adds up to the number of ounces listed on the food instrument?
A. No. Infant fruits and vegetables are only WIC-approved in the following sizes: 4-ounce container, 2-pack with 3.5-ounce containers, and 2-pack with 4-ounce containers. Infant meats are only WIC approved in the 2.5-ounce container. For more information about the number of jars, which can be purchased, based on the ounces listed on a food instrument, see the flyer entitled “*Shopping for Infant Foods with WIC Food Instruments.*” It can be obtained from your Local WIC Agency.
- Q.** If I sell my store, can I give the new owner my vendor stamp?
A. No. You must turn in your vendor stamp to the Local WIC Agency. Due to a change in ownership, your Vendor Agreement will be terminated. The new owner must apply for WIC authorization in order to accept WIC food instruments or cash-value vouchers.

Routine Monitoring, Compliance Investigations and Sanctions

- **Please read your Vendor Manual carefully. Ask questions if you do not understand any part.** It is very important that you understand routine monitoring, compliance investigations and the sanction system.
- Federal WIC regulations require the State WIC Agency to monitor its vendors for compliance with WIC Program requirements. Vendors are primarily monitored for program compliance through routine monitoring. They may also be monitored through compliance investigations (inventory audits and compliance buys). If violations are found, sanctions may be assessed.
- All routine monitoring visits will be **unannounced**. During that visit:
 - Any food instruments/cash-value vouchers on hand will be reviewed;
 - Minimum inventory, valid expiration dates, and current shelf prices marked will be checked;
 - If shortages are identified, you will need to restock; vendors are required to meet minimum inventory requirements at all times;
 - Vendor should check all WIC supplemental foods for valid expiration dates and any found out of date must be pulled from the shelf immediately so customers will not purchase them; and
 - If deficiencies are found, a vendor may receive a Notice of Violation detailing violations committed and the Local WIC Agency will re-monitor the vendor.
- An inventory audit is the examination of a vendor's food invoices, receipts, copies of purchase orders, and any other proofs of purchase to determine whether a vendor has purchased sufficient quantities of supplemental foods to provide participants the quantities specified on food instruments redeemed by the vendor during a given period of time.
- A compliance buy investigation is a covert, on-site investigation in which a representative of the WIC Program poses as a participant, parent or caretaker of an infant or child participant, or proxy, transacts one or more food instruments or cash-value vouchers, and does not reveal during the visits that he or she is a Program representative.
- Sanctions from routine monitoring and compliance investigations can result in disqualification from the WIC Program and may lead to disqualification from the SNAP Program.

For questions and technical assistance contact:

