



## Renewal Training for Currently Authorized WIC Program Vendors 2025



1

---

---

---


---

---

---

---

---



## Training Overview and Goals

- Review how to maintain vendor status
  - ✓ Selection criteria
  - ✓ Competitive pricing and limits
- WIC Approved Foods List
- Minimum Variety and Inventory
- Transactions
- eWIC procedures
- Preventing Fraud and Program Compliance
  - ✓ Monitoring, Inventory Audits, Violations & Sanctions, Claims, Handling Customer Service Issues
- Completing required forms

2

---

---

---


---

---

---

---

---



## What is WIC?

- The Special Supplemental Nutrition Program for **W**omen, **I**nfants and **C**hildren
- Federally funded by the United States Department of Agriculture (USDA)
- State-administered by the NC Department of Health and Human Services
- WIC clinical services provided by contracted public health agencies
- NC WIC-authorized vendors are contracted with the NC Department of Health and Human Services and Local WIC Agencies

3

---

---

---

---

---

---

---

---



## What is eWIC?

- eWIC is the term used for EBT (Electronic Benefit Transfer) by the North Carolina WIC Program
- EBT is a method that permits access to WIC food benefits using a plastic card

---

---

---

---

---


---

---

4

## WIC Works!

- In NC, every WIC dollar spent on a pregnant woman saves multiple dollars in newborn health care costs
- Children on WIC have better diets; particularly for vitamin C, thiamin, protein, niacin and vitamin B<sub>6</sub>

---

---

---

---

---

---

---

5

## Maintaining Vendor Status

- Meet all current selection criteria
- Follow all Program policies
- Meet competitive pricing and price limits
- Attend annual vendor training
- Train all staff to properly transact eWIC benefits
- Complete vendor-related forms
  - ✓ NC WIC Vendor Information Update
  - ✓ eWIC Update for Non-Corporate Vendors
  - ✓ Verification of Attendance

---

---

---

---

---

---

---

6



## Selection Criteria

- Established by U.S. Department of Agriculture and NC WIC Program
  - ✓ 20 items
- Listed in the Vendor Manual

7

---

---

---

---

---

---

---

---

## NC Peer Group System

#	STORE TYPE	LOCATION	DESCRIPTION
5	Pharmacy	Statewide	Free-standing pharmacy that sells a limited variety of foods
6	Convenience Store	Statewide	Retailer with a limited assortment of grocery items
7	Mass Merchandiser and Commissary Independent Grocery	Statewide	Retailer that sells a wide variety of merchandise but also carries groceries and has store locations in most or all states Grocery store operated by US Defense Commissary on a military base
8	Independent Grocery	Urban	Retailer that primarily sells groceries with fewer than 11 store locations
9	Independent Grocery	Non-urban	Retailer that primarily sells groceries with fewer than 11 store locations
10	Regional Grocery Chain	Urban	Retailer that primarily sells groceries with at least 11 store locations and operates in 2 or more states
11	Regional Grocery Chain	Non-urban	Retailer that primarily sells groceries with at least 11 store locations and operates in 2 or more states

8

---

---

---

---

---

---

---

---

## Competitive Pricing and Price Limitations

- Peer group structure
  - ✓ Peer groups have NTEs for WIC supplemental foods and contract formula
  - ✓ No longer published by the State WIC Agency

9

---

---

---

---

---

---

---

---



## Minimum Redemption

- Except for Free-standing pharmacies, a vendor must redeem at least \$2,000 annually in WIC supplemental food sales
  - ✓ If not, the Vendor Agreement will be terminated
  - ✓ The store must wait 180 days to reapply

10

---

---

---

---

---

---

---

---

## Purchasing and Providing Infant Formula from a State-approved Source

- Vendors must purchase all infant formula, exempt infant formula and WIC-eligible nutritionals only from the sources on the State WIC Agency's list of approved sources
- Vendors must provide only such infant formula, exempt infant formula and WIC-eligible nutritionals to WIC customers
- Authorized vendors will have their WIC Vendor Agreement terminated for failure to comply with this requirement
- A list of State-approved sources can be obtained from your Local WIC Agency or found at <https://www.ncdhhs.gov/wicvendorsconnection>

11

---

---

---

---

---

---

---

---

## Not-to-Exceed (NTE) Prices

- NTEs are set at 2 standard deviations above the average price for supplemental foods within a vendor peer group.
  - ✓ Calculated for each UPC for each WIC supplemental food
  - ✓ Based on redemption of all vendors in the peer group
  - ✓ Obtained from the eWIC system
  - ✓ Different NTEs for different sizes of the same food even if it is the same brand
- Foods and Contract Formula

12

---

---

---

---


---

---

---

---





## NTEs vs. Current Shelf Price

- Vendors **must** charge current shelf price
- Vendors **DO NOT** have to charge the NTE
- Charges for WIC transactions must be less than or equal to charges to regular customers
- Vendors **cannot** set their prices at the NTE and charge other customers less
  - This is a federal violation for which a vendor can be disqualified

13

---

---

---

---

---

---

---

---



## WIC Approved Foods With No NTE

- NTEs do not apply to exempt infant formula or WIC-eligible nutritionals
- Open market system (shelf price)
- Exempt infant formula and WIC-eligible nutritionals can be found at <https://www.ncdhhs.gov/wicvendorsconnection>
- NTEs do not apply to fruits and vegetables purchasable with cash-value benefits (CVBs)

14

---

---

---


---

---

---

---

---



## What about exchanges?

- **Identical items only** when:
  - ✓ Defective
  - ✓ spoiled or
  - ✓ has exceeded its “best if used by” or “sell by” date on the date of purchase

15

---

---

---

---

---

---

---

---



## Annual Vendor Training

Vendors, their store manager or other authorized store representative are required to attend vendor training

Failure to attend annual training by September 30th of each year will result in termination of the WIC Vendor Agreement

16

---

---

---

---

---

---

---

---

## Predominantly WIC Vendor (PWV)

- In North Carolina, the WIC Program classifies vendors that derive more than 50% of their annual food sales revenue from WIC food benefits (excluding CVBs) as Predominately WIC Vendors or PWVs
- PWVs cannot be authorized NC WIC vendors
  - ✓ If a vendor applicant is expected to be a PWV, the application will be denied
  - ✓ If a vendor becomes a PWV anytime during authorization, the Vendor Agreement will be terminated
  - ✓ Must wait 90 days to reapply
- State Rule 10A NCAC 43D.0706-Vendor Peer Groups
- Terms of Vendor Agreement): Section I Number 3(n)

17

---

---

---

---

---

---

---

---

## Predominantly WIC Vendor (PWV) continued

- State WIC Agencies are required to identify vendors that derive more than 50% of their annual food sales revenue from WIC food benefits
- The USDA classifies these vendors as Above 50% Vendors
- In North Carolina, these stores are called Predominantly WIC vendors (PWVs)
- State WIC Agency collects data to determine total SNAP – eligible food sales as part of the PWV identification process

18

---

---

---

---

---

---

---

---



## PWV Identification

PWV Identification is reviewed after six months of authorization as well as annually

19

---

---

---

---

---

---

---

---

## PWV Identification continued

- Request sales records, financial statements, reports, tax documents or other verifiable documentation
- State Agency may require vendor to sign a release of information form from the Department of Revenue to verify SNAP eligible food sales-known as the "GEN-93"
- Very important for vendors to be aware that this information may be requested each year for the previous federal fiscal year

20

---

---

---

---

---

---

---

---

### GEN-93 FORM

- Release of Tax Information Form
- Authorizes the Nutrition Services Vendor Unit to acquire the vendor's E-500 forms directly from Department of Revenue (DOR)
- Must be completed accurately matching what DOR has on file for store
- Must be notarized

21

---

---

---

---


---

---

---

---





## SNAP-eligible Food Sales Records

- Vendors must maintain a record of all SNAP-eligible food sales
- SNAP-eligible food sales are sales of those foods that can be purchased with SNAP (Food Stamp) benefits
- Vendors are required to provide the State WIC Agency, upon request, a statement of the total amount of revenue derived from SNAP-eligible food sales and written documentation to support the dollar amount of sales claimed
- Food Sales
  - ✓ The sale of all foods that could be purchased with SNAP benefits
  - ✓ Food Sales Fact Sheet

22

---

---

---


---

---

---

---

---



## Appropriate Documentation

- Each year select vendors are asked to submit SNAP eligible food sales as part of PWV determination
- Request sales records, financial statements, reports, tax documents or other verifiable documentation
- Keep a monthly copy in files

23

---

---

---


---

---

---

---

---



## Verifiable Documentation of SNAP-eligible Food Sales

- Ledger Totals
  - ✓ Daily, Weekly or Monthly Cash Register Receipts totaled in a ledger (**DO NOT send actual cash register receipts**)
  - ✓ Some registers have the ability to separate out different types of items
  - ✓ It is highly recommended that Vendors maintain this type of system. Makes this annual process easier
- Sales and Use Tax returns are not always sufficient for documenting complete SNAP eligible food sales
  - ✓ These returns may be used along with ledger totals to verify a vendor's documentation of SNAP eligible food sales

24

---

---

---

---


---

---

---

---





### SAMPLE LEDGER

Date	Grocery (Food only 2% rate)	Non-food items	Food items	Total of Food & Non-Food	WIC	SNAP
1/1/21	\$450	\$250	\$450	\$650	\$500	\$200
1/1/21	\$800	\$150	\$15	\$965	\$100	\$100
1/2/21	\$405	\$500	\$100	\$1005	\$100	\$300
1/4/21	\$15		\$100	\$100	\$500	\$150
"	\$200		\$10	\$200	\$300	\$300
"	\$2,800	\$1,000	\$15	\$3,805	\$1550	\$1250
"	\$1,000	\$2000	\$55	\$3005	\$750	\$1000
1/24/21	\$105	\$1000	\$30	\$1035	\$500	\$100
Totals	\$6,400	\$6,650	\$600	\$13,650	\$6,300	\$5,600

25

---

---

---

---

---


---

---

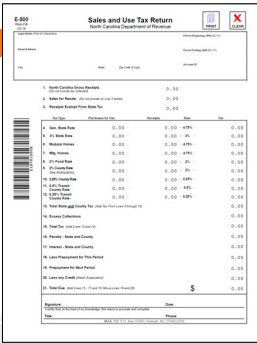
---

---

---



### Different Types of Documentation



- Sales and Use Tax Return
  - ✓ If your store files electronically, it is recommended that you keep a copy for your records as this documentation may be requested as additional documentation
  - ✓ Additional information may still be requested from the State WIC Agency if these forms are submitted as documentation

26

---

---

---

---

---


---

---

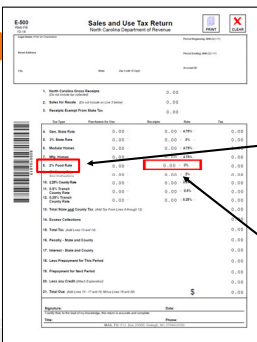
---

---

---



### Type of Tax Rates



- Tax Type Column
  - ✓ Line 8
    - 2% Food Rate
    - Any food sold that only requires a tax of 2%
- Receipts Column
  - ✓ Line 8
    - Dollar (\$) total of food sold at the 2% food rate

27

---

---

---

---

---

---

---

---

---

---



### Types of Tax Rates - continued

- Tax Type Column
  - Line 4
  - ✓ General State Rate
- Receipts Column
  - ✓ Current % 4.75
  - ✓ Food items may also be reported in this column
- SNAP eligible food sales possibly included

28

---

---

---

---

---

---

---

---

## Submitting False Information

Vendors must not submit false, erroneous, or misleading information to the State or Local WIC Agency

Failure to comply will lead to denial of a vendor applicant's authorization or termination of an authorized vendor's WIC Vendor Agreement

The store must wait 1 year to become eligible to reapply for WIC vendor authorization

29

---

---

---

---

---

---

---

---

## eWIC Payments Through the Banking System

30

---

---

---

---

---

---

---

---



## Automated Clearing House (ACH)

- Vendors will receive payment for all eWIC transactions processed in their store through an Automated Clearinghouse (ACH) system in which payments are directly deposited into their bank account
- Each approved food has an NTE
- If a vendor submits an item price that is above the NTE, their payment will be decreased to the NTE amount for the item

31

---

---

---

---

---

---

---

## Vendor Bank Accounts

- Vendors (with stand-beside devices because FIS pays them directly) must submit their most current banking information to the eWIC contractor, FIS, (or third-party processor) to ensure payment for eWIC transactions.
- Current vendors (with stand-beside devices because FIS pays them directly) must contact the eWIC contractor with any changes in a vendor's bank account.
- Vendors can contact FIS at 1-800-894-0050 Monday- Friday from 8:00 AM to 5:00 PM CT for account changes or updates



32

---

---

---

---

---

---

---

## FIS Retailer Helpdesk

- FIS Retailer Helpdesk for stand-beside device assistance:
  - ✓ Retailer Helpdesk: 1-844-230-0836 (available 24/7)
  - ✓ Email: [merchant.services.support@fisglobal.com](mailto:merchant.services.support@fisglobal.com)

33

---

---

---


---

---

---

---





## Vendor Reimbursement Policy

- Vendors may not ask the WIC customer:
  - ✓ To make up the difference in price for eWIC transactions
- Vendors are responsible for keeping their prices at or below the NTE for their peer group

34

---

---


---

---

---

---

---



## Paying Above the Maximum

- Customer can pay for an amount that exceeds the CVB maximum
  - ✓ Example: \$10.00 CVB
  - ✓ Total cost of WIC fruits and vegetables is \$10.25 Customer can pay 25¢ plus tax on the 25¢ or use other acceptable methods to pay for the outstanding balance, e.g SNAP which is not taxable
  - ✓ Vendor submits an eWIC transaction for \$10.00 in CVBs

35

---

---

---

---

---

---

---



## Questions



36

---

---

---

---

---

---

---





## WIC Approved Foods

<https://www.ncdhhs.gov/ncwicfoods>

37

---

---

---

---

---

---

---

---



### WIC Approved Foods

- NC WIC Program Authorized Product List (APL) Updates
- UPC Submission Process
- WIC Approved Food Categories
- Minimum Inventory Requirements



38

---

---

---


---

---

---

---

---



### Authorized Product List (APL)

Approved Foods Nutrition Criteria

Universal Product Code (UPC) Submission

NC WIC APL

<https://www.ncdhhs.gov/ncwicfoods>

39

---

---

---

---

---

---

---

---



## Supplemental Foods for Infant Food Packages I, II, and III

Supplemental Food Category	Fully formula fed (FF)		Partially (mostly) breastfed (BF/FF)		Fully breastfed (BF)	
	Food Packages I-FF & III-FF A: 0-3 months B: 4-5 months FNB = 884 fl oz.	Food Packages II-FF & III-FF 6-11 months FNB = 624 fl oz.	Food Packages I-BF/FF & III-BF/FF (A: 0 to 3 months) B: 3-5 months C: 6-11 months FNB = 444 fl oz.	Food Packages II-BF/FF & III-BF/FF 6-11 months FNB = 312 fl oz.	Food Package I-BF 0-5 months	Food Package II-BF 6-11 months
WIC Formula	A: FNB = 884 fl oz. B: FNB = 884 fl oz.	FNB = 624 fl oz.	A: 4304 fl oz. B: FNB = 364 fl oz. C: FNB = 444 fl oz.	FNB = 312 fl oz.		
Infant Cereal		24 oz.		24 oz.		24 oz.
Infant food fruits and vegetables		128 oz.		128 oz.		256 oz.
Infant food meat						77.5 oz.

FNB: Full Nutrition Benefit

40

## Supplemental Foods for Children and Women Food Packages IV, V, VI and VII

Supplemental Food Category	Children	Women		
	Food Package IV: 1-4 years	Food Package V: Pregnant and Partially Breastfeeding	Food Package VI: Postpartum	Food Package VII: Fully Breastfeeding
Juicy, single strength	128 oz.	144 oz.	96 oz.	144 oz.
Milk, fluid	36 qt.	22 qt.	36 qt.	24 qt.
Breakfast cereal	36 oz.	36 oz.	36 oz.	36 oz.
Cheese	N/A	N/A	N/A	1 lb.
Eggs	1 dozen	1 dozen	1 dozen	2 dozen
Fresh fruits and vegetables	\$26.00 in cash-value benefits	\$47.00 in cash-value benefits	\$47.00 in cash-value benefits	\$52.00 in cash-value benefits
Whole wheat or whole grain bread	1 lb.	1 lb.	N/A	1 lb.
Fish (canned)	N/A	N/A	N/A	30 oz.
Mature Legumes and/or peanut butter	1 lb. dry or 64 oz. canned or 18 oz.	1 lb. dry or 64 oz. canned or 18 oz.	1 lb. dry or 64 oz. canned or 18 oz.	1 lb. dry or 64 oz. canned and 18 oz.

41

## Milk

### Criteria for Approval

- ✓ Pasteurized cow's milk
- ✓ Skim/1%/2%/Whole
- ✓ Lactose-reduced/free
- ✓ Ultra High Temperature (UHT)
- ✓ Evaporated
- ✓ Gallons, half gallons, quarts and cans\*
- ✓ Regular or organic

Evaporated milk only

**Approved**

- ✓ Pasteurized, unflavored
- ✓ 1 gallon
- ✓ 1/2 gallon
- ✓ 1 quart
- ✓ 1/2 quart
- ✓ 1 pint
- ✓ 1/2 pint
- ✓ 1 cup
- ✓ 1/2 cup
- ✓ 1/4 cup
- ✓ 1/8 cup
- ✓ 1/16 cup
- ✓ 1/32 cup
- ✓ 1/64 cup
- ✓ 1/128 cup
- ✓ 1/256 cup
- ✓ 1/512 cup
- ✓ 1/1024 cup
- ✓ 1/2048 cup
- ✓ 1/4096 cup
- ✓ 1/8192 cup
- ✓ 1/16384 cup
- ✓ 1/32768 cup
- ✓ 1/65536 cup
- ✓ 1/131072 cup
- ✓ 1/262144 cup
- ✓ 1/524288 cup
- ✓ 1/1048576 cup
- ✓ 1/2097152 cup
- ✓ 1/4194304 cup
- ✓ 1/8388608 cup
- ✓ 1/16777216 cup
- ✓ 1/33554432 cup
- ✓ 1/67108864 cup
- ✓ 1/134217728 cup
- ✓ 1/268435456 cup
- ✓ 1/536870912 cup
- ✓ 1/1073741824 cup
- ✓ 1/2147483648 cup
- ✓ 1/4294967296 cup
- ✓ 1/8589934592 cup
- ✓ 1/17179869184 cup
- ✓ 1/34359738368 cup
- ✓ 1/68719476736 cup
- ✓ 1/137438953472 cup
- ✓ 1/274877906944 cup
- ✓ 1/549755813888 cup
- ✓ 1/1099511627776 cup
- ✓ 1/2199023255552 cup
- ✓ 1/4398046511104 cup
- ✓ 1/8796093022208 cup
- ✓ 1/17592186044416 cup
- ✓ 1/35184372088832 cup
- ✓ 1/70368744177664 cup
- ✓ 1/140737488355328 cup
- ✓ 1/281474976710656 cup
- ✓ 1/562949953421312 cup
- ✓ 1/1125899906842624 cup
- ✓ 1/2251799813685248 cup
- ✓ 1/4503599627370496 cup
- ✓ 1/9007199254740992 cup
- ✓ 1/18014398509481984 cup
- ✓ 1/36028797018963968 cup
- ✓ 1/72057594037927936 cup
- ✓ 1/144115188075855872 cup
- ✓ 1/288230376151711744 cup
- ✓ 1/576460752303423488 cup
- ✓ 1/1152921504606846976 cup
- ✓ 1/2305843009213693952 cup
- ✓ 1/4611686018427387904 cup
- ✓ 1/9223372036854775808 cup
- ✓ 1/18446744073709551616 cup
- ✓ 1/36893488147419103232 cup
- ✓ 1/73786976294838206464 cup
- ✓ 1/147573952589676412928 cup
- ✓ 1/295147905179352825856 cup
- ✓ 1/590295810358705651712 cup
- ✓ 1/1180591620717411303424 cup
- ✓ 1/2361183241434822606848 cup
- ✓ 1/4722366482869645213696 cup
- ✓ 1/9444732965739290427392 cup
- ✓ 1/18889465931478580854784 cup
- ✓ 1/37778931862957161709568 cup
- ✓ 1/75557863725914323419136 cup
- ✓ 1/151115727451828646838272 cup
- ✓ 1/302231454903657293676544 cup
- ✓ 1/604462909807314587353088 cup
- ✓ 1/1208925819614629174706176 cup
- ✓ 1/2417851639229258349412352 cup
- ✓ 1/4835703278458516698824704 cup
- ✓ 1/9671406556917033397649408 cup
- ✓ 1/19342813113834066795298816 cup
- ✓ 1/38685626227668133590597632 cup
- ✓ 1/77371252455336267181195264 cup
- ✓ 1/154742504910672534362390528 cup
- ✓ 1/309485009821345068724781056 cup
- ✓ 1/618970019642690137449562112 cup
- ✓ 1/1237940039285380274899124224 cup
- ✓ 1/2475880078570760549798248448 cup
- ✓ 1/4951760157141521099596496896 cup
- ✓ 1/9903520314283042199192993792 cup
- ✓ 1/19807040628566084398385987584 cup
- ✓ 1/39614081257132168796771975168 cup
- ✓ 1/79228162514264337593543950336 cup
- ✓ 1/158456325028528675187087900672 cup
- ✓ 1/316912650057057350374175801344 cup
- ✓ 1/633825300114114700748351602688 cup
- ✓ 1/1267650600228229401496703205376 cup
- ✓ 1/2535301200456458802993406410752 cup
- ✓ 1/5070602400912917605986812821504 cup
- ✓ 1/10141204801825835211973625643008 cup
- ✓ 1/20282409603651670423947251286016 cup
- ✓ 1/40564819207303340847894502572032 cup
- ✓ 1/81129638414606681695789005144064 cup
- ✓ 1/162259276829213363391578010288128 cup
- ✓ 1/324518553658426726783156020576256 cup
- ✓ 1/649037107316853453566312041152512 cup
- ✓ 1/1298074214633706907132624082305024 cup
- ✓ 1/2596148429267413814265248164610048 cup
- ✓ 1/5192296858534827628530496329220096 cup
- ✓ 1/10384593717069655257060992658440192 cup
- ✓ 1/20769187434139310514121985316880384 cup
- ✓ 1/41538374868278621028243970633760768 cup
- ✓ 1/83076749736557242056487941267521536 cup
- ✓ 1/166153499473114484112975882535043072 cup
- ✓ 1/332306998946228968225951765070086144 cup
- ✓ 1/664613997892457936451903530140172288 cup
- ✓ 1/1329227995784915872903807060280344576 cup
- ✓ 1/2658455991569831745807614120560689152 cup
- ✓ 1/5316911983139663491615228241121378304 cup
- ✓ 1/10633823966279326983230456482242756608 cup
- ✓ 1/21267647932558653966460912964485513216 cup
- ✓ 1/42535295865117307932921825928971026432 cup
- ✓ 1/85070591730234615865843651857942052864 cup
- ✓ 1/170141183460469231731687303715884105728 cup
- ✓ 1/340282366920938463463374607431768211456 cup
- ✓ 1/680564733841876926926749214863536422912 cup
- ✓ 1/1361129467683753853853498429727072845824 cup
- ✓ 1/2722258935367507707706996859454145691648 cup
- ✓ 1/5444517870735015415413993718908291383296 cup
- ✓ 1/10889035741470030830827987437816582766592 cup
- ✓ 1/21778071482940061661655974875633165533184 cup
- ✓ 1/43556142965880123323311949751266331066368 cup
- ✓ 1/87112285931760246646623899502532662132736 cup
- ✓ 1/174224571863520493293247799005065324265472 cup
- ✓ 1/348449143727040986586495598010130648530944 cup
- ✓ 1/696898287454081973172991196020261291061888 cup
- ✓ 1/1393796574908163946345982392040522582123776 cup
- ✓ 1/2787593149816327892691964784081045164247552 cup
- ✓ 1/5575186299632655785383929568162090328495104 cup
- ✓ 1/11150372599265311570767859136324180656990208 cup
- ✓ 1/22300745198530623141535718272648361313980416 cup
- ✓ 1/44601490397061246283071436545296722627960832 cup
- ✓ 1/89202980794122492566142873090593445255921664 cup
- ✓ 1/178405961588244985132285746181186890511843328 cup
- ✓ 1/356811923176489970264571492362373781023686656 cup
- ✓ 1/713623846352979940529142984724747562047373312 cup
- ✓ 1/1427247692705959881058285969449495124094746624 cup
- ✓ 1/2854495385411919762116571938898990248189493248 cup
- ✓ 1/5708990770823839524233143877797980496378986496 cup
- ✓ 1/11417981541647679048466287755595960992757972992 cup
- ✓ 1/22835963083295358096932575511191921985515945984 cup
- ✓ 1/45671926166590716193865151022383843971031891968 cup
- ✓ 1/91343852333181432387730302044767687942063783936 cup
- ✓ 1/182687704666362864775460604089535375884127567872 cup
- ✓ 1/365375409332725729550921208179070751768255135744 cup
- ✓ 1/730750818665451459101842416358141503536510271488 cup
- ✓ 1/1461501637330902918203684832716283007073020542976 cup
- ✓ 1/2923003274661805836407369665432566014146041085952 cup
- ✓ 1/5846006549323611672814739330865132028292082171904 cup
- ✓ 1/11692013098647223345629478661730264056584164343808 cup
- ✓ 1/23384026197294446691258957323460528113168328687616 cup
- ✓ 1/46768052394588893382517914646921056226336657375232 cup
- ✓ 1/93536104789177786765035829293842112452673314750464 cup
- ✓ 1/187072209578355573530071658587684224905346629500928 cup
- ✓ 1/374144419156711147060143317175368449810693259001856 cup
- ✓ 1/748288838313422294120286634350736899621386518003712 cup
- ✓ 1/1496577676626844588240573268701473799242773036007424 cup
- ✓ 1/2993155353253689176481146537402947598485546072014848 cup
- ✓ 1/5986310706507378352962293074805895196971092144029696 cup
- ✓ 1/11972621413014756705924586149611790393942184288059392 cup
- ✓ 1/23945242826029513411849172299223580787884368576118784 cup
- ✓ 1/47890485652059026823698344598447161575768737152237568 cup
- ✓ 1/95780971304118053647396689196894323151537474304475136 cup
- ✓ 1/191561942608236107294793378393788646303074948608950272 cup
- ✓ 1/383123885216472214589586756787577292606149897217900544 cup
- ✓ 1/766247770432944429179173513575154585212299794435801088 cup
- ✓ 1/1532495540865888858358347027150309170424599588871602176 cup
- ✓ 1/3064991081731777716716694054300618340849199177743204352 cup
- ✓ 1/6129982163463555433433388108601236681698398355486408704 cup
- ✓ 1/12259964326927110866866776217202473363396796710972817408 cup
- ✓ 1/24519928653854221733733552434404946726793593421945634816 cup
- ✓ 1/49039857307708443467467104868809893453587186843891269632 cup
- ✓ 1/98079714615416886934934209737619786907174373687782539264 cup
- ✓ 1/196159429228833773869868419475239573814348747375565078528 cup
- ✓ 1/392318858457667547739736838950479147628697494751130157056 cup
- ✓ 1/784637716915335095479473677900958295257394989502260314112 cup
- ✓ 1/1569275433830670190958947355801916590514789979004520628224 cup
- ✓ 1/3138550867661340381917894711603833181029579958009041256448 cup
- ✓ 1/6277101735322680763835789423207666362059159916018082512896 cup
- ✓ 1/12554203470645361527671578846415332724118319832036165025792 cup
- ✓ 1/25108406941290723055343157692830665448236639664072330051584 cup
- ✓ 1/50216813882581446110686315385661330896473279328144660103168 cup
- ✓ 1/100433627765162892221372630771322661792946558656289320206336 cup
- ✓ 1/200867255530325784442745261542645323585893117312578640412672 cup
- ✓ 1/401734511060651568885490523085290647171786234625157280825344 cup
- ✓ 1/803469022121303137770981046170581294343572469250314561650688 cup
- ✓ 1/1606938044242606275541962092341162588687144938500629123301376 cup
- ✓ 1/3213876088485212551083924184682325177374289877001258246602752 cup
- ✓ 1/6427752176970425102167848369364650354748579754002516493205504 cup
- ✓ 1/12855504353940850204335696738729300709497159508005032986411008 cup
- ✓ 1/25711008707881700408671393477458601418994319016010065972822016 cup
- ✓ 1/51422017415763400817342786954917202837988638032020131945644032 cup
- ✓ 1/102844034831526801634685573909834405675977276064040263891288064 cup
- ✓ 1/205688069663053603269371147819668811351954552128080527782576128 cup
- ✓ 1/411376139326107206538742295639337622703909104256161055565152256 cup
- ✓ 1/822752278652214413077484591278675245407818208512322111130304512 cup
- ✓ 1/1645504573304428826154969182557350490815636417024644222260609024 cup
- ✓ 1/3291009146608857652309938365114700981631272834049288444521218048 cup
- ✓ 1/6582018293217715304619876730229401963262545668098576889042436096 cup
- ✓ 1/13164036586435430609239753460458803926525091336197153778084872192 cup
- ✓ 1/26328073172870861218479506920917607853050182672394307556169744384 cup
- ✓ 1/52656146345741722436959013841835215706100365344788615112339488768 cup
- ✓ 1/10531229269148344487391802768367043141220073068957723022467897536 cup
- ✓ 1/21062458538296688974783605536734086282440146137915446044935795072 cup
- ✓ 1/42124917076593377949567211073468172564880292275830892089871590144 cup
- ✓ 1/84249834153186755899134422146936345129760584551661784179743180288 cup
- ✓ 1/168499668306373511798268844293872690259521169103323568359486360576 cup
- ✓ 1/336999336612747023596537688587745380519042338206647136718972721152 cup
- ✓ 1/673998673225494047193075377175490761038084676413294273437945442304 cup
- ✓ 1/1347997346450988094386150754350981522076169352826588546875890884608 cup
- ✓ 1/2695994692901976188772301508701963044152338705653177093751781769216 cup
- ✓ 1/5391989385803952377544603017403926088304677411306354187503563538432 cup
- ✓ 1/10783978771607904755089206034807852176609354822612708375007127076864 cup
- ✓ 1/21567957543215809510178412069615704353218709645225416750014253153728 cup
- ✓ 1/4313591508643161902035682413923140870643741929045083350002850630



## Milk

Unit of Measure

= GAL (Gallon)

Gallon

1.0 Gal.

Half Gallon

0.5 + 0.25 = 0.75 Gal.

Quart

0.5 Gal.

Quart

0.25 Gal.

12 oz.

0.19 Gal.

5 cans

= appx.

1 Gallon

43

---

---

---

---

---

---

---

---

## Cheese

Criteria for Approval

- ✓ Equivalent to one pound (16 oz.)
  - Package sizes of 8 oz. or 16 oz.
- ✓ Low-sodium varieties
- ✓ Reduced-fat/cholesterol varieties
- ✓ Regular or organic
- ✓ Types:
  - Cheddar (Mild, Medium, Sharp, Extra Sharp)
  - Colby
  - Pasteurized Processed American
  - Monterey Jack
  - Mozzarella
  - Muenster
  - Provolone
  - Swiss

44

---

---

---

---

---

---

---

---

## Cheese

Unit of Measure

= LB (Pound)

One container = 16 oz. package or two 8 oz. packages

Approved forms:

- ✓ Block cheese
- ✓ Sliced cheese
- ✓ Shredded cheese
- ✓ String cheese
- ✓ Shaped or Cubed cheese
- ✓ Snack Cheese
- ✓ Diced Cheese
- ✓ Crumbled Cheese
- ✓ Grated Cheese

45

---

---

---

---

---

---

---

---

15







## Yogurt

Unit of Measure = CTR (Container)/Quart

One container = 32 oz. package or two 16 oz. packages

49

---

---

---

---

---

---

---

---

## Juice

Criteria for Approval

- ✓ Frozen or Shelf-stable Concentrate
  - 11.5 to 12 oz. containers
- ✓ Single Strength
  - 48 oz. and 64 oz. containers
- ✓ 100% fruit or vegetable juice or blends
  - unsweetened and pasteurized
- ✓ Fortified with Calcium, Vitamin D or Vitamin C
- ✓ Contains >30mg of Vitamin C per 100 mL
- ✓ Plastic, glass, cans or refrigerated paper cartons
- ✓ Regular or organic

50

---

---

---

---

---

---

---

---

## Juice

Unit of Measure = CTR (Container)

Food Packages: V, VI, VII, VII+ (III)  
Pregnant, Postpartum, and Breastfeeding Woman

One container = 48 fluid oz.

- 48 oz. single strength
- 11.5-12 oz. Concentrate

Food Package: IV (III)  
Child

One container = 64 fluid oz.

- 64 oz. single strength

51

---

---

---

---

---

---

---

---

17



## Cereal

Criteria for Approval

- ✓ 11.8 / 12 ounce or larger box or bag
- ✓ Ready to eat
- ✓ Instant and regular hot cereal
- ✓ ≤6 grams sugar per dry ounce
- ✓ Regular or organic

52

---

---

---

---

---

---

---

---

## Cereal

Unit of Measure = OZ (Ounce)

4/1/2023 thru 4/30/2023			
135264487	\$10.00	\$58	Fruit and Vegetables
135264487	3.25	GAL	Whole Milk
135264487	2	CTN	Cheese
135264487	4	CTN	Juice 64 oz Fluid
135264487	64	OZ	WW Bread or Whole Grains
135264487	3	DOZ	Pasta, Chunks & Lemon Shrimp
135264487	72	OZ	Breakfast Cereal

53

---

---

---

---

---

---

---

---

## Bread/Whole Grains

- ✓ Whole wheat tortillas
- ✓ Soft corn tortillas
- ✓ Whole grain/whole wheat bread/Buns/Rolls
- ✓ Brown rice
- ✓ Whole wheat pasta
- ✓ Whole grain Barley
- ✓ Bulgur
- ✓ Oats

54

---

---

---

---

---

---

---

---

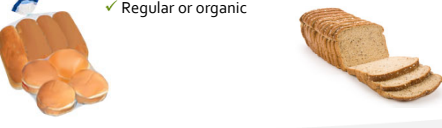
18




## Bread/Buns/Rolls

Criteria for Approval

- ✓ 16 ounce loaf
- ✓ 100% whole-grain and/or whole-wheat bread/Buns/Rolls
- ✓ Regular or organic





55

---

---

---

---

---

---

---


---

## Tortillas

Criteria for Approval

- ✓ 16 ounce package
- ✓ Soft corn tortillas (yellow or white)
- ✓ Whole wheat tortillas
- ✓ Regular or organic





56

---

---

---

---

---

---

---


---

## Brown Rice

Criteria for Approval

- ✓ 14 to 16 ounce bag or box
- ✓ Plain, whole grain brown rice
- ✓ Instant, quick or regular cooking
- ✓ Regular or organic





57

---

---

---

---

---

---

---

---

19



# Whole Wheat Pasta

Criteria for Approval

✓ 16 ounce packages

✓ 100% whole grain and/or whole wheat

✓ All shapes

✓ Regular or organic

58

---

---

---

---

---

---

---

---

# Whole Grain Barley/Bulgur/Oats

Criteria for Approval

✓ 14 to 16 ounce bag or box

✓ Plain, whole grain barley/bulgur/oats

✓ Instant, quick or regular cooking

✓ No added sugars, fats, oils, or salt

✓ Regular or organic

59

---

---

---

---

---

---

---

---

# Whole Grains

Unit of Measure

= OZ (Ounce)

16 oz Rice

16 oz Tortilla

16 oz Loaf

16 oz Pasta

16 oz Oatmeal

+

+

+

+

+

80 oz

3/25/2018 thru 4/24/2018	135264538	\$27.00	\$85	Fruit and Vegetables
	135264538	3.75	GAL	Whole Milk
	135264538	1	CTR	Cheese
	135264538	3.25	GAL	Lactose Free Skim & 1% HGL
	135264538	4	CTR	Tolu 14-16oz Pkg
	135264538	4	CTR	Julius 84 oz Fljdg
	135264538	80	OZ	WW Bread or Whole Grains

60

---

---

---

---

---

---

---

---

20



## Eggs

- ✓ One dozen chicken eggs, all sizes and grades
- ✓ Brown eggs
- ✓ Specialty eggs such as low-cholesterol, cage free, stress-free, free-range, vitamin enriched, antibiotic-free, vegetarian-fed-hen, no-growth-hormones, fertile
- ✓ Regular or organic



= DOZ  
(Dozen)



61

[illegible]

## Beans, Peas, and Lentils

- ✓ Dry
  - (Any type) plain, unseasoned mature
  - 16-ounce bag or box
  - Regular or organic
- ✓ Canned
  - (Any type) plain, unseasoned mature
  - Regular or low sodium
  - 15 to 16-ounce can
  - Regular or organic



62

---

---

---

---

---

---

## Beans, Peas, and Lentils

## Food Benefits

**Mature**

- Black Beans
- Butter Beans
- Lima Beans
- Garbanzo Beans
- Soybeans
- Lentils
- Split Peas

**VS**

### Cash-value Vegetable Benefits (CVB)

- Green Beans
- Green Peas
- Snap Peas
- Snow Peas
- Snap Beans
- Garden Peas
- Wax Beans



63

[illegible]



## Peanut Butter

Criteria for Approval

- ✓ 16 to 18-ounce container
- ✓ Regular or less sugar, salted or unsalted
- ✓ Regular or reduced-fat varieties
- ✓ Plain, creamy, crunchy or chunky
- ✓ Regular, "natural", or organic

64

---

---

---

---

---

---

---

---

## Beans, Peas, Lentils, and Peanut Butter

Unit of Measure

= CTR (Container)

One container Beans/Peas or Peanut Butter =

16 oz dry

OR

4 cans (15-16 oz each)

OR

16-18 oz jar

\*Note: 1 can = 0.25 Container

65

---

---

---

---

---

---

---

---

## Fish

Criteria for Approval

- ✓ 5 to 6-ounce cans or foil packs
- ✓ Plain, unseasoned pink salmon
  - with or without bones
- ✓ Chunk-light tuna packed in water
- ✓ Regular or organic

Unit of Measure

= OZ (Ounce)

66

---

---

---

---

---

---

---

---

22



## Infant Formula

WIC participants must purchase what is specified on their food benefit account:

- ✓ Brand
- ✓ Size
- ✓ Type (Powder, Concentrate, RTF)
- ✓ Quantity

67

---

---

---

---

---

---

---

---

## NC WIC Program Contract Formula

Similac Advance®	<ul style="list-style-type: none"> <li>12.7 oz. Powder</li> <li>13.0 oz. Concentrate</li> <li>32.0 oz. Ready-to-Feed</li> </ul>
Similac Soy Isomil®	<ul style="list-style-type: none"> <li>12.4 oz. Powder</li> <li>13.0 oz. Concentrate</li> <li>32.0 oz. Ready-to-Feed</li> </ul>
Similac Sensitive®	<ul style="list-style-type: none"> <li>12.5 oz. Powder</li> <li>32.0 oz. Ready-to-Feed</li> </ul>
Similac Total Comfort®	<ul style="list-style-type: none"> <li>12.6 oz. Powder</li> </ul>

68

---

---

---

---

---

---

---

---

## Infant Cereal

**Criteria for Approval**

- ✓ 8-ounce box of plain, dry infant cereal
- ✓ Must contain minimum of 45 mgs of iron per 100 grams of dry cereal
- ✓ Regular or organic

**Unit of Measure = OZ (Ounce)**

69

---

---

---

---

---


---

---

---



# Infant Meats




## Criteria for Approval

- ✓ Plain meat with gravy or with broth
- ✓ 2.5-ounce containers, single or multi pack
- ✓ Regular or organic



## Unit of Measure

= OZ (Ounce)



70

---

---

---

---


---

---

---


---

# Infant Fruits & Vegetables





## Criteria for Approval

- ✓ Single ingredient fruit or blends of fruits
- ✓ Single ingredient vegetable or blends of vegetables
- ✓ Without added sugars, starches, or salt
- ✓ Combination of Infant fruits and vegetables
  - 2-ounce (2 pack),
  - 3.5-ounce or 4-ounce containers single or multi pack
- ✓ Regular or organic



## Unit of Measure

= OZ (Ounce)



71

---

---

---

---

---

---

---

---

# Shopping for Infant Foods

Food	Amount Listed	Is Equal To
Infant Fruits & Vegetables	128 OZ	32 2oz. 2-packs or 4-oz containers of infant fruits and vegetables. 18 3.5oz. 2-pack containers of infant fruits and vegetables. 16 4oz. 2-pack containers of Infant fruits and vegetables.
Infant Meats	77.5 OZ	31 2.5oz. containers of infant meats.

72

---

---

---

---

---

---

---

---

24



## Cash-Value Benefits

### Fruits and Vegetables

Q

Criteria for Approval

- ✓ Fresh, frozen or canned fruits and vegetables
- ✓ Regular or organic

S

Unit of Measure

= \$ Cash Value Benefit Dollar Amount

73

---

---

---

---

---

---

---

---

## Fruits

Q

Criteria for Approval

- ✓ Fresh, frozen, canned
- ✓ Whole or cut fruit without added sugar, fats, oils or salt

74

---

---

---

---

---

---

---

---

## Vegetables

Q

Criteria for Approval

- ✓ Fresh, frozen and canned
- ✓ Whole or cut without added sugar, fats or oils
- ✓ Vegetables can contain added salt

75

---

---

---

---

---

---

---

---



## Fruits and Vegetables

NOT Approved

- Dried herbs used for flavoring
- Infant fruits and vegetables\*
- Mature legumes (dry or canned beans, peas, lentils)\*
- Ornamental or decorative fruits or vegetables
- Catsup or other condiments
- Dried fruits or vegetables
- Salsa
- Sauerkraut

- Pickled vegetables, olives
- Fruit and/or vegetable juices\*
- Fruit baskets
- Fruit leathers and fruit roll-ups
- Fruit or vegetable items on party trays
- Fruit or vegetable items on salad bars

\* See other approved criteria: 'Infant fruits and vegetables'; 'Beans, Peas, Lentils' and 'Juice'.

76

---

---

---

---

---

---

---

---



77

---

---

---

---

---

---

---

---

## Produce Mapping

NC WIC Authorized Product List (APL):  
<https://www.ncdhhs.gov/ncwicfoods>

78

---

---

---

---


---

---

---

---





### Minimum Inventory Requirements

Food Category	Required Package Size	Required Quantity
Milk (Skim/1% Milk <b>AND</b> Whole Milk)	Gallons	Skim/1% milk = six (6) gallons Whole Milk =two (2) gallons  *2 types required*
Cheese	One (1) pound = 16 oz.	Two (2) pounds of one approved type
Juice (Single Strength*)  *concentrated juice does not have inventory requirement.	48 oz. container <b>AND</b> 64 oz. container  *2 sizes required*	48 oz. container = four (4) containers 64 oz. container = four (4) containers
Cereal	12+ oz. package	Six (6) packages *required to have 2 types whole grain cereal*

79

---

---


---

---

---

---

---



### Minimum Inventory Requirements

Food Category	Required Package Size	Required Quantity
Bread	16 oz. loaf of bread, 16 oz. package of tortillas	Two (2) loaves or packages <b>OR</b> One (1) loaf & one (1) package
Brown Rice	14 to 16 oz. package	Two (2) packages
Eggs	One (1) dozen	Two (2) packages
Beans, Peas, Lentils	One (1) pound dry beans, peas, lentils	Two (2) packages of dry beans, peas, lentils *Only one (1) approved type required*
Peanut Butter	16 to 18 oz. containers	Two (2) containers
Fish	5 to 6 oz. containers	Six (6) cans

80

---

---


---

---

---

---

---



### Minimum Inventory Requirements

Food Category	Required Package Size	Required Quantity
Infant Formula (contract milk-based <b>AND</b> soy-based powder infant formula)	11.0 – 14.0 oz. cans	Milk-based Infant Formula = Eight (8) cans Soy-based Infant Formula = Four (4) cans
Infant Cereal	8 oz. container	Six (6) boxes  *only one (1) approved type required*
Infant Fruits and Vegetables (Fruit <b>AND</b> vegetable)	3.5 to 4 oz. containers	64 ounces total (or ~16-18 containers)  *required to have one (1) type of fruit and one (1) type of vegetable*

81

---

---

---

---

---

---

---



## Minimum Inventory Requirements

Food Category	Required Package Size	Required Quantity
Fruit (CVB) (Canned Fruit)	14 to 16 oz. can	10 cans * Two (2) varieties required*
Vegetable (CVB) (Canned Vegetables)	14 to 16 oz. can	10 cans * Two (2) varieties required*

82

---

---

---

---

---

---

---

## North Carolina WIC Program Resources

**SHOPPING GUIDE**  
FOR HEALTHY FOODS  
September 2024



WIC shopping made easy!  
Download the ebEDGE™ app



Vendor Transaction Guide

83

---

---

---

---

---

---

---

## Summary



The NC WIC Program offers a variety of nutritious foods as part of the Authorized Product List (APL).



The APL includes all approved products meeting the nutrition criteria for WIC foods and submissions for new products are considered on a continual basis.



Each supplemental food category has a specified 'unit of measure'.



Required minimum inventory of approved products ensures products are available to WIC customers.

84

---

---

---

---

---

---

---

28





85

---

---

---

---

---

---

---

### eWIC Requirements

- Obtain card readers to support eWIC transactions within their store(s). The vendor must ensure that the card readers they obtain meet all eWIC requirements (Integrated systems)
- Cessation of operations, withdrawal from the WIC Program or disqualification from the WIC Program shall result in termination of the WIC Vendor Agreement by the State WIC Agency

86

---

---

---

---

---

---

---

### eWIC Requirements - continued

- Process eWIC transactions accurately, in a timely manner, and in accordance with the terms of the North Carolina WIC Vendor Agreement. Maintain compliance with the eWIC Processor Vendor Agreement, the FNS EBT operating rules, standards and technical requirements, WIC Program Rules, and state and federal regulations, and statutes
- Maintain a certified eWIC system that is available for WIC redemption processing during all hours the store is open;
- Request eWIC Processor re-certify the vendor's eWIC system if it is altered or revised in any manner that impacts eWIC redemption

87

---

---

---

---

---

---

---



## eWIC Requirements - continued

**Integrated Vendors:**

- There is no need for WIC customers to separate their items when transacting WIC benefits
- Do not make them separate their WIC items from non-WIC items
  - ✓ All items can be rung up together; however, the WIC customer must swipe their eWIC card first before any other tender type is applied to ensure that the proper items are deducted from the WIC customer's benefit balance before another tender type is used for purchase

88

---

---

---

---

---

---

---

## eWIC Requirements - continued

- Should a vendor that uses stand-beside device(s) to transact eWIC decide to upgrade to an integrated system, the vendor must:
  - Inform the eWIC processor before making **any** change, so that it can be determined if the system needs to be certified, and testing can be performed to establish connectivity
  - Inform the State WIC Agency so that Level III certification testing can be performed prior to use of the system in the store
- Testing performed with the eWIC processor for a new system that a vendor chooses to use does not supersede the Level III certification testing that must be performed by the State WIC Agency
- These procedures also apply to vendors who alter the integrated system that they currently use or decide to use a different integrated system altogether

89

---

---

---

---

---

---

---

## eWIC Requirements - continued

- The State WIC Agency, not the eWIC processor, must grant final approval before a new system or system that has been altered is used by a vendor
- Vendors must inform the State WIC Agency if their integrated cash register system will be altered or revised in any manner that impacts eWIC redemption. This is a requirement detailed in the Terms of Vendor Agreement. Failure to do so may result in the termination of their WIC Vendor Agreement

90

---

---

---

---

---

---

---



## eWIC Requirements - continued

- It is important to continue to follow policies and procedures to maintain authorization
- Federal regulations provide processes to support program integrity
- Review your Vendor Manual for more detailed information regarding federally and state mandated WIC Vendor policies and procedures

91

---

---

---

---

---

---

---

## Business Integrity Standards

- May not have any owners, officers or managers who have been convicted of or had a civil judgment entered against them in the last six years for any activity indicating a lack of business integrity
- Includes, but is not limited to fraud, antitrust violations, embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, making false claims, and obstruction of justice

92

---

---

---

---

---

---

---

## Violations and Sanctions

- A violation is an infraction of WIC Program regulations or other requirements
- A sanction is an administrative action taken as a result of a pattern of violations and may include:
  - Disqualification or civil money penalty in lieu of disqualification



93

---

---

---

---

---

---

---



## Violations

- Any intentional or unintentional action of a vendor's owners, officers, managers, agents or employees, **with or without knowledge of management**, that violates the WIC Vendor Agreement or federal or state statutes, regulations, policies or procedures governing the Program

94

---

---

---

---

---

---

---

---

## Types of Violations

- Federal violations for which vendors are subject to disqualification
  - ✓ Federal violations; carry longest disqualification periods
  - ✓ Found through compliance buys and inventory audits
- State violations for which vendors are subject to disqualification
  - ✓ Usually found during compliance buys and Local WIC Agency monitoring

95

---

---

---

---

---

---

---

---

## Vendor Violations and Sanctions

- 10A NCAC 43D.0710 includes language for eWIC transactions. The rule states a vendor shall be disqualified from the WIC Program for:
  - ✓ One year for three occurrences within a 12-month period of failure to properly transact WIC food benefits by manually entering the EBT card number or entering the PIN into the POS instead of the WIC customer, scanning the UPC or PLU codes from UPC codebooks or reference sheets when completing a WIC customer's EBT transaction, not entering the correct quantity and item price, or not providing the WIC customer with a receipt that shows the items purchased and the customer's remaining food benefit balance.

96

---

---

---

---

---

---

---

---



## Vendor Violations and Sanctions continued

- As a Reminder:
- 10A NCAC 43D.0708 (20)(j) states that the vendor must:
  - ✓ Scan or manually enter Universal Product Codes (UPC) only from approved supplemental foods being purchased by the WIC customer in the types, sizes, and quantities available on the WIC customer's EBT account. The vendor shall not scan codes from UPC codebooks or reference sheets;
- This requirement is also listed in the current Terms of Vendor Agreement
- 10A NCAC 43D.0710 has two state violations relating to the eWIC system
- Vendors may be disqualified from the WIC Program if they commit either of these state-established violations

97

---

---

---

---

---

---

---

## Vendor Violations and Sanctions continued

- The two violations for which a vendor can be disqualified are failure to make EBT point of sale equipment accessible to WIC customers and failure to comply with minimum lane coverage criteria. The pattern of occurrences and respective disqualification periods are:
- 180 days for three occurrences within a 12-month period of failure to make EBT point of sale equipment accessible to WIC customers to ensure that EBT transactions are completed in accordance with 10A NCAC 43D .0708(20)
- 90 days for three occurrences within a 12-month period of failure to comply with minimum lane coverage criteria required by 7 CFR 246.12(z)(2) and 10A NCAC 43D .0708(20)(c)

98

---

---

---

---

---

---

---

## Pattern of Occurrences

- The nature of the violation and the number of violations determine the sanction imposed
- Sanctions remain on a vendor's record for 12 months or until a vendor is disqualified
- A pattern of occurrences for the same violation may result in disqualification
- The number of occurrences needed to establish a pattern depends on the violation

99

---

---

---

---

---

---

---



### Examples of Patterns of Violations

- Three occurrences within a 12-month period of failure to stock minimum inventory
- Three occurrences within a 12-month period of stocking WIC supplemental foods outside of the manufacturer's expiration date
- Three occurrences within a 12-month period of failure to mark the current shelf prices of all WIC supplemental foods
- Three occurrences within a 12-month period of failure to make EBT point of sale equipment accessible to WIC customers

100

---

---

---

---

---


---

---

---

### Preventing Fraud and Ensuring Compliance

- State WIC Agency must investigate at least 5% of vendors annually using:
  - ✓ compliance (undercover) buys
  - ✓ inventory audits
- Must also ensure that vendors are monitored by Local WIC Agency staff



101

---

---

---

---

---

---

---

---

### Compliance Buys and Audits

- State WIC Programs are required to identify and investigate high-risk vendors
- NC sometimes works with the U.S. Office of Inspector General for investigations

102

---

---

---

---

---

---

---

---



## Compliance Buys

- Undercover purchases by a compliance investigator
- May make multiple visits over one year
- Vendors may receive a letter from the State WIC Agency if problems are noted

103

---

---

---

---

---

---

---

---

## Vendor Overcharging

- Intentionally or unintentionally charging more for supplemental food provided to a WIC customer than a non-WIC customer or charging more than the current shelf price for supplemental food provided to a WIC customer
- Overcharging is a serious federal violation that can lead to vendor disqualification
- This violation is uncovered during compliance buys
- Vendor overcharging is **NOT** the same as charging over the NTE

104

---

---

---

---

---

---

---

---

## Overcharging?

- A vendor looks at the NTE to determine what they could charge the WIC customer for a gallon of whole milk. The current shelf price is \$2.79. They charge the WIC customer \$3.69 for the gallon of whole milk because that is the current NTE for the month. Is this vendor overcharging?
- A vendor charges a WIC customer \$6.50 for WIC approved cheese. The current shelf price is \$6.50. The NTE is \$6.29. Is this vendor overcharging?

105

---

---

---

---

---

---

---

---



## Food Substitution

- Per the Vendor Agreement:
  - ✓ Vendors must provide to the WIC customer only the approved supplemental foods, fruit, and vegetables contained in the authorized product list (APL) after it has been determined that the WIC customer has an available balance for the item on the date of the transaction
- Vendors must properly transact the WIC supplemental foods that are listed on the participant's food benefit balance
- Vendors cannot substitute one food subcategory for another**
  - Federal violation that carries 1-year disqualification
    - ✓ **Example:** Substituting 1% Milk/Skim Milk for 2% Milk or Whole Milk

106

---

---

---

---


---

---

---

---

## Questions



107

---

---

---

---

---


---

---

---

## Use of Scanning Sheets Prohibited

- Vendors cannot use a collection of UPC barcodes on Scanning Sheets, cash registers, computers, tablets, cell phones or any other similar electronic devices to transact eWIC



- Failure to comply with this policy could result in termination of their WIC Vendor Agreement

108

---

---

---

---

---

---

---

---





### Inventory Audits

- A vendor must make available at any reasonable time and place **ALL**:
  - ✓ Program-related records: invoices, purchase orders, various tax and business records
- MUST** be retained 3 years or until audit pertaining to these records is resolved, whichever is later

109

---

---


---

---

---

---

---



### Purchase Documentation Requirement

- Specific requirements for purchase documentation of WIC supplemental foods
- Invoices, receipts, purchase orders, and any other proofs of purchase for WIC supplemental foods must include the following:
  - The name of the seller and be prepared entirely by the seller or on the seller's business letterhead;
  - The date of purchase and the date the authorized vendor received the WIC supplemental food at the store if this date is different;
  - A description of each WIC supplemental food item purchased, including brand name, unit size, type or form, and quantity

110

---

---


---

---

---

---

---



### Violations Detected During Inventory Audit

- Claiming reimbursement for the sale of an amount of a specific supplemental food item which exceeds the store's documented inventory of that supplemental food item for six or more days within the 60-day period
  - The six or more days do not have to be consecutive
- Inability to provide records or providing false records is also a violation

111

---

---

---

---

---

---

---



## Vendor Claims

- Overpayment to a vendor as determined by an inventory audit or compliance buy investigation requires repayment to the WIC Program
- The State WIC Agency assesses a claim against the vendor in the amount of the overpayment
- Vendors can request a conference to review the claim, but this action cannot be appealed

112

---

---

---

---

---

---

---

---

## Claims Assessed for Vendor Violations

- If a vendor is assessed a claim, the vendor must reimburse the State WIC Agency in full or agree to a repayment plan within 30 days of written notification of the claim
  - Failure to do so will lead to termination of the Vendor Agreement
- A vendor applicant cannot be authorized if any of the vendor applicant's owners, officers or managers currently have or previously had a financial interest in a WIC Vendor that was assessed a claim by the WIC Program and the claim has not been paid in full

113

---

---

---

---

---

---

---

---

## Disqualification

- Ranges from 60 days to permanent
- WIC status may impact status with SNAP (formerly the Food Stamp Program)
- Vendor has right to appeal



114

---

---

---

---

---

---

---

---



## Disqualification continued

- Upon disqualification or termination, vendors are required to return their stand-beside equipment to FIS within 10 business days
  - ✓ Including all cords, cables, scanners and pin pads (if applicable)
  - ✓ FIS will send a shipping label
- Failure to return all stand-beside equipment to FIS will result in the initiation of an ACH debit from the vendor's account
- If a vendor's bank account has been closed, Local Agency staff will be asked to retrieve all equipment from the vendor location

115

---

---

---

---

---

---

---

---

## Office of Inspector General

- MISSION:
  - ✓ Perform audits and investigations of the Department's programs and operations;
  - ✓ Work with the Department's management team in activities that promote economy, efficiency, and effectiveness or that prevent and detect fraud and abuse in programs and operations, both within USDA and in non-Federal entities that receive USDA assistance;
- OIG web site: <https://usdaoig.oversight.gov/>

116

---

---

---

---

---

---

---

---

## Conflict of Interest

- A vendor shall not have any owner(s), officer(s) or manager(s) who are employed, or who have a spouse, child, or parent employed by the State WIC Agency or the Local WIC Agency serving the county in which the vendor conducts business
- A vendor shall not have an employee who handles or transacts food benefits or cash-value benefits who is employed or has a spouse, child or parent who is employed by the State WIC Agency or the Local WIC Agency serving the county in which the vendor conducts business
- Ask your staff if they have a spouse, child or parent who works for the WIC program
  - ✓ If they do, report it to your vendor contact at your Local WIC Agency

117

---

---

---

---

---

---

---

---



## Routine Monitoring

- Includes, but is not limited to:
  - ✓ Review of formula invoices and receipts
  - ✓ Price checks
  - ✓ Treatment of WIC Program participants and customers
  - ✓ Inventory of WIC-approved foods subject to minimum inventory requirement
  - ✓ Ensure equipment for use in transacting eWIC is accessible
- Visits are documented and if violations found:
  - ✓ An occurrence assessed
  - ✓ The vendor must take steps to correct them
  - ✓ Will be monitored again within 21 days

118

---

---

---

---

---

---

---

---

## Equitable Treatment

- Section 246.12(h)(3)iii of the Federal WIC Regulations requires WIC-authorized vendors to offer WIC customers the same courtesies that are offered to other (non-WIC) customers
  - ✓ WIC customers cannot be excluded from in-store promotions
- Failure to provide the same courtesies to WIC customers is a violation of Federal WIC Regulations, thereby constituting a vendor violation
  - ✓ Discrimination on the basis of WIC participation
  - ✓ May result in disqualification

119

---

---

---

---

---

---

---

---

## Definitions

- Incentive item**-an item or service provided by a vendor to attract customers or encourage customer loyalty
- Vendor discount**-an in-store promotion that reduces the price or increase the quantity of a given product; a vendor discount could also result from the use of a coupon
- In-store promotion**-a sales promotion in which a vendor may offer incentive items, vendor discounts or coupons in order to increase sales of certain items or to encourage customer loyalty to the vendor

120

---

---

---

---

---

---

---

---



## Incentive Items

- Incentive items must be approved by the North Carolina WIC Program prior to providing them to WIC customers
- The North Carolina WIC Program may approve incentive items- including food, merchandise or services- that a vendor obtained at no cost or that cost a vendor less than \$2.00. Vendors may also provide food sales or specials (vendor discounts) that involve no cost or cost the vendor less than \$2.00

121

---

---

---

---

---

---

---

---

## Approval for Incentive Items

- To obtain approval to provide incentive items to WIC customers, a vendor must submit a written request directly to the North Carolina State WIC Agency
- WIC vendors **cannot** offer incentive items to WIC customers without approval from the State WIC Agency

122

---

---

---

---

---

---

---

---

## Approval for Incentive Items continued

- Following is a list of prohibited incentive items:
  - ✓ Assistance applying for WIC benefits
  - ✓ Transportation for WIC customer to and/or from vendor premises
  - ✓ Delivery of WIC supplemental foods
  - ✓ Lottery tickets
  - ✓ Cash gifts
  - ✓ Any other service that results in a conflict of interest, any item that incurs a liability to the WIC Program or violates any Federal, State or Local law or regulation

123

---

---

---

---

---

---

---

---



## In-Store Promotions and Coupons

- Allowing WIC customers to use vendor discounts in WIC purchases reinforces wise food purchasing practices
- Vendor staff/cashiers should be well-informed about the use of different types of in-store promotions and coupons
  - ✓ Understand the temporary nature of some offers in order to reduce confusion at the point of sale
  - ✓ Know how to properly transact eWIC using in-store promotions and coupons

124

---

---

---

---

---

---

---

---

## Types of In-Store Promotions and Coupons

- Buy One, Get One Free (BOGO)
- Buy One, Get One at a Reduced Price
- Free Ounces Added to Food Item by Manufacturer (Bonus Size Items)
- Transaction Discounts
- Store Loyalty/Rewards Cards
- Manufacturers' Cents Off Coupons

125

---

---

---

---

---

---

---

---

## In-Store Promotions: BOGOs and eWIC

Per the USDA WIC EBT Operating Rules:

- In a true BOGO, the free item cannot be deducted from the WIC customer's benefit balance or reported to the State Agency.
- If a food item is advertised as "Buy one, get one free" **with the disclosure that each item is sold for half the advertised price**, both food items shall be redeemed using WIC benefits and shall reflect an item price of half the advertised price in the transaction.
  - ✓ Quantity discount
  - ✓ If using this methodology for BOGOs, vendors must put this disclosure in store advertising

126

---

---

---

---


---

---

---

---





## Sales Tax & Cash Back

- Sales Tax on Manufacturers' Coupons
  - ✓ Not permitted to tax WIC items, so cannot charge WIC customers tax on manufacturer's coupons
- Cash Back
  - ✓ Not permitted as a result of vendor discount in any WIC transaction

127

---

---

---


---

---

---

---

---



## Reporting Customer Service Issues (Complaints)

- Vendors should report customer service issues (complaints) to the Local WIC Agency concerning:
  - WIC customer inappropriate behavior
    - ✓ Vendors are not required to tolerate behavior from a WIC customer that they would not tolerate from other customers
    - ✓ May also report complaints about other vendors
- May use form in the Vendor Manual or on website at: <https://www.ncdhhs.gov/wicvendorsconnection>

128

---

---

---


---

---

---

---

---



## Training Employees

- Vendor owners/managers are responsible for training all cashiers on WIC as it pertains to the following:
  - ✓ WIC-approved foods
  - ✓ WIC Vendor Transaction Guides
  - ✓ Allowing same courtesies to WIC customers that are provided to non-WIC customers
  - ✓ Completing eWIC transactions
  - ✓ All other NC WIC-vendor related policies and procedures

129

---

---

---

---

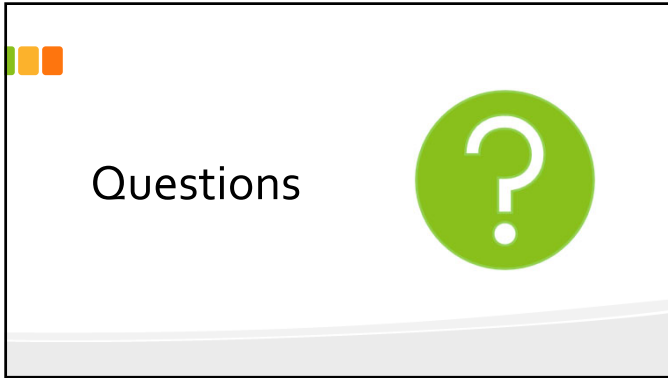
---

---

---

---





130

---

---

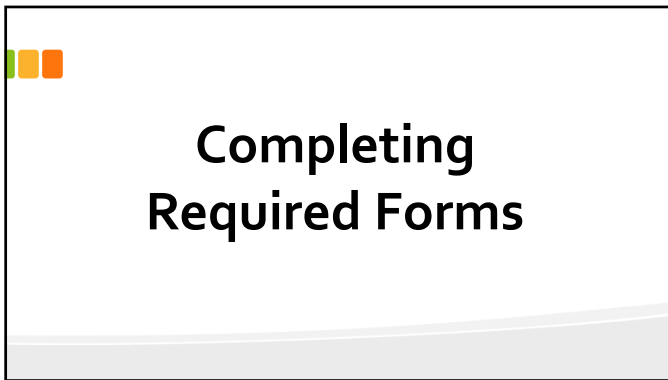
---

---

---

---

---



131

---

---

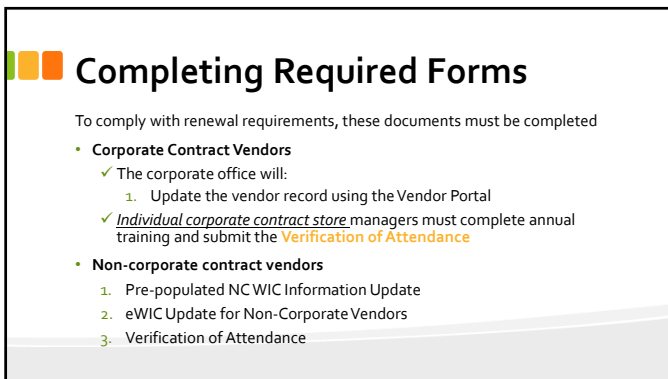
---

---

---

---

---



132

---

---

---

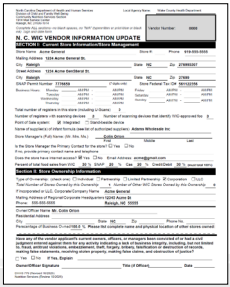
---

---

---

---





## NC WIC Information Update

- Pre-populated
- Non-Corporate Contract vendors only
- Review data and make corrections or update information where necessary

133

---

---

---

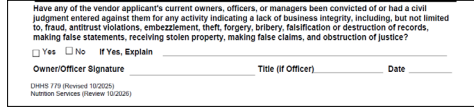
---

---

---

---

---



## NC WIC Information Update - Reminder

- Business Integrity and Signature
- Question must be read and answered
- Must only be signed and dated by an owner or officer (no managers)

134

---

---

---

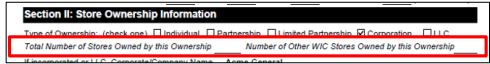
---

---

---

---

---



## Stores Owned

- Required to answer
- Total Number of Stores Owned by this Ownership
  - Minimum of 1
- Number of other WIC Stores owned by this Ownership
  - Must answer even if "o" other WIC stores owned

135

---

---

---

---

---

---

---

---



## eWIC Update

- Updated information needed on vendor's cash register system
- Stand-beside device or integrated system
- If integrated system:
  - Point-of-sale provider
  - Third-party processor
  - Possible plans for upgrade; time frame
- If stand-beside device:
  - Possible plans for upgrading to an integrated system

136

---

---

---

---

---

---

---

---

## eWIC Update continued

- Why Is This Form Needed?
- Comply with the Electronic Benefit Transfer (EBT) provisions in the Terms of Vendor Agreement
  - Section I, Number 18(e)

137

---

---

---

---

---

---

---

---

## Verification of Attendance Form

- Vendors must check off ALL items they receive in their training packets
- Vendor number must be documented on the form
- Signature of the vendor owner/representative reviewing training ensures the receipt of forms, manual and training materials

138

---

---

---

---

---

---

---

---



## Required Forms Reminders!

- All required forms must be completed, dated and **returned** to the Vendor Coordinator at your Local WIC Agency, by the date the Vendor Coordinator has provided
- Be complete and accurate
- Vendor number, store name must be the same on each form
- Only an owner or officer can sign the Information Update form
  - ✓ *Completed by Non-corporate contract vendors only*
  - ✓ If store is Incorporated or an LLC, the store must forward the form to corporate office for signature
- Call your Local WIC Agency, if you have questions

139

---

---

---

---

---

---

---

---

## WIC Shelf Tags

- Identify WIC-approved foods in your store
  - ✓ Decreases confusion for WIC customers when selecting food items
- For vendors that do not have shelf tags that include WIC information already
- Vendors can request shelf tags, if needed, from your Local WIC Agency
- Highly recommended, but not required

140

---

---

---

---

---

---

---

---

## Questions



141

---

---

---

---

---

---

---

---



## Assurance of Civil Rights Compliance

The vendor hereby agrees that it will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.); Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.); Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794); the Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.); Title II and Title III of the Americans with Disabilities Act (ADA) of 1990, as amended by the ADA Amendment Act of 2008 (42 U.S.C. 12131-12189) and as implemented by Department of Justice regulations at 28 CFR Parts 25 and 36; Executive Order 12166, "Improving Access to Services for Persons with Limited English Proficiency" (August 11, 2000); all provisions required by the implementing regulations of the U.S. Department of Agriculture (7 CFR Part 15 et seq.); and FNS directives and guidelines to the effect that no person shall, on the ground of race, color, national origin, age, sex (including gender identity and sexual orientation), or disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity for which the agency receives Federal financial assistance from FNS; and hereby gives assurance that it will immediately take measures necessary to effectuate this agreement.

This assurance is given in consideration of and for the purpose of obtaining any and all Federal financial assistance, grants, and loans of Federal funds, reimbursable expenditures, grant, or donation of Federal property and interest in property, the detail of Federal personnel, the sale and lease of, and the permission to use Federal property or interest in such property or the furnishing of services without consideration or at a nominal consideration, or at a consideration that is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the recipient, or any improvements made with Federal financial assistance extended to the Program applicant by USDA. This includes any Federal agreement, arrangement, or other contract that has as one of its purposes the provision of cash assistance for the purchase of food, and cash assistance for purchase or rental of food service equipment or any other financial assistance extended in reliance on the representations and agreements made in this assurance.

This assurance is binding on the vendor, its successors, transferees, and assignees as long as it receives assistance or retains possession of any assistance from the Department. The person or persons whose signatures appear below are authorized to sign this assurance on the behalf of the vendor.

142

## USDA Nondiscrimination Statement

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.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-6339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-DASCR-Nondiscr-Complaint-Form-0909-2007-080-11-28-177-ar2k1es.pdf> from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:** U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
2. **fax:** (833) 256-1665 or (202) 690-7442; or
3. **email:** [program.intake@usda.gov](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.

143