INSTRUCTIONS FOR COMPLETION OF DHHS 2925 WIC VENDOR MONITORING REPORT

- This report must be used whenever a WIC monitor visits a vendor for the purposes of vendor monitoring activities **(pre-authorization, second pre-authorization, routine, follow-up, special request)**.
- The report must be completed in black or blue ink.
- Problems identified during a monitoring visit must be documented and discussed with the vendor representative.
- The vendor's plan and time frame to correct deficiencies must be documented by vendor in Section VII-B.
- The WIC monitor should email the White copy of the monitoring report to the State WIC Office within two business days (email report as a PDF file to your WIC Vendor Consultant and the WIC Vendor Unit Mailbox: NCWICVendorQuestions@dhhs.nc.gov.
- **DO NOT** hold reports until you have made other visits.
- The WIC monitor must revisit the vendor within 21 calendar days if report is rejected.
- The WIC monitor must revisit the vendor within 21 calendar days if deficiencies are found.
- This form must be filled out completely at all **follow-up** monitoring visits.
- The current form for each Federal Fiscal Year must be used or the report will be rejected and the WIC monitor must revisit the vendor within 21 calendar days.
- If an error is made when completing the monitoring report **strike through the error once, initial and date the error and then write the correct information**.

Instructions

In the Header Section enter the required information as follows:

1. Mark the appropriate box at the top of form – Pre-Authorization, Routine, Follow-up, or Special Request (If new vendor applicant requires a second monitoring, then "Second Pre-Authorization" should be marked on the second visit.)
2. Name of the WIC Program (no abbreviations)
3. Complete name of the Store and Store Number – as referenced in Crossroads
4. WIC vendor number
5. Date of Visit
6. Current Store Manager's full name (first, last)

PAGE 1

The following describes how to complete each section of the form.

Section I. Pharmacy Services

- When monitoring a free-standing pharmacy, discuss with the pharmacy representative the procedures for requesting special formula. Mark "Yes" or "No" indicating whether the pharmacy agrees to supply special formula within 24 to 48 hours of request from local agency.

  When monitoring a pharmacy within a retail grocery store, you will also need to discuss these policies with the pharmacy representative. Mark "Yes" or "No" indicating whether the pharmacy agrees to supply special formula within 24 to 48 hours of request from local agency or "Not Applicable" if the store does not have a pharmacy. Then proceed with monitoring the WIC authorized foods in the store.

Section II. Infant Formula Suppliers

- Ask the vendor for any invoices showing the supplier they used for purchasing infant formula in the past quarter. Document if the supplier is "Approved supplier", "Not approved supplier" or "Vendor unable to produce infant formula receipts". If vendor is unable to produce receipts at time of monitoring document on report. If no other deficiencies hold the report in your office for up to 14 days until vendor can supply receipts for infant formula supplier. If vendor has other deficiencies, email report to state WIC agency within 2 business days and recheck for formula receipts upon follow up monitoring within 21 calendar days– if vendor is still unable to produce formula receipts document on the monitoring report with current date and email to the state WIC agency.

Section III. Vendor Procedures

- Review the vendor's procedure for eWIC transactions, split tender transactions and reporting problem participants.
- Check the appropriate boxes to show questions were asked; otherwise, we will determine that the questions were not asked and send the report back to the local agency for a response or remonitoring.

Section IV. eWIC Equipment

- Ensure equipment used to transact eWIC is accessible to the WIC customer.
- Check the appropriate box indicating if the Number of eWIC POS terminals meet the minimum lane coverage criteria. (see the back of page 1 of the WIC Vendor Monitoring Report)

Section V. Inventory of WIC Approved Foods

- This section **should not** be completed for free-standing pharmacies.
- Make an entry in every empty column in the "Type, Quantity in Stock, Current Shelf Price Marked, Shortage (if applicable) and Valid Expiration Dates" columns.
- In the "Type, Current Shelf Price Marked and Valid Expiration Dates" columns enter "— " and in the "Quantity in Stock" column enter "0" if the vendor does not have that particular item in stock. **Do not leave empty spaces in these columns. Do not use "N/A" in any of these columns.**
- If the expiration dates are coded, document "C" in the "Valid Expiration Dates" column. Explain if "Yes", "No", and "C" is not appropriate for the "Valid Expiration Dates" column.
- If the vendor stocks a quantity above minimum inventory levels, please indicate this by recording the **required number** followed by a plus (**"+"**) sign (e.g., if the vendor stocks more than 2 dozen eggs, you may indicate this by recording, **"2+"** in the appropriate column.)
- Document the insufficient inventory in the shortage column. **Do not write anything in the shortage column if inventory is sufficient.**
- **If all items in stock are expired, place a "— "in the following columns: "Quantity in Stock", "Current Shelf Price Marked (if applicable)" and "Valid Expiration Dates" then document the expired items in the "Expired Foods" column.**
- When citing for expired foods, all 4 components must be documented in the "Expired Foods" column: (1) size, (2) type, (3) quantity and (4) date of expiration (for example: gallon, whole milk, 2, expired 3/2/2026).
- **Do not include expired food items and non-WIC approved items when calculating levels of minimum inventory available for purchase.**
- **Ensure only WIC approved foods are documented in the size and type column.**

PAGE 2

Enter the complete name of the Store and Store Number – as referenced in Crossroads, the WIC vendor number and the date of visit on the top of page 2 **must match page 1**.

1. **Fruit** *Requirement: 2 varieties and 10 cans*

"Required Food Item, and Quantity" columns*:* Fruit, 10 cans total combined.
"Size and Type" column: 2 varieties, 14 to 16 ounce can without added sugar, fats, oils or salt. Document brand and variety of fruit (Dole pears, Del Monte peaches, etc.) in stock.
"Quantity in Stock" column: Enter the number of cans the vendor has in stock. The vendor must stock at least 10 cans of fruit and 2 varieties. Pear halves and pear slices are **not** two different varieties of fruit. They are the same type of fruit packaged differently. Pears and peaches **are** two different varieties of fruit. If a third variety is needed to complete the amount required, document the variety, quantity, price and **"Yes"** for current shelf price marked and valid expiration dates in the *"Additional Comments"* column.

"Current Shelf Price Marked" column: Verify that the current shelf price is marked on the item, product case, or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.

"Shortage" column: If there is an insufficient variety and amount of fruit, document the shortage and variety in the shortage column. You might write: "**1 type & 1 variety"**.

"Valid Expiration Dates" column: If all cans of fruit have valid expiration dates, **"Yes"** should be documented in the column. If there are **any** expired cans in stock, **"No"** should be documented in the column. (**Example:** If vendor has 4 cans of a particular variety of fruit on the shelf and one is expired, only 3 cans would be counted in the "Quantity in Stock" column and **"No"** should be documented in the "Valid Expiration Dates" column.) If **all** items in stock are expired a **"—"** should be documented in the column.

"Expired Foods, Dates and Additional Comments" column: If expired foods are found the size, type, quantity, and expired date for each item must be documented in the column.

2. **<u>Vegetables</u>** *Requirement: 3 varieties and 10 cans*

"Required Food Item, and Quantity" columns: Vegetable, 10 cans total combined.

"Size and Type" column*: 3* varieties, 14 to 16 ounces can without added sugar, fats or oils. Document brand and variety of vegetables in stock. (Note: Legumes are not a vegetable)

"Quantity in Stock" column: Enter the number of cans the vendor has in stock. The vendor must stock at least 10 cans of vegetables and 3 varieties. French-style green beans and Short-cut green beans are **not** two different varieties of vegetables. They are the same type of vegetable cut differently. If a fourth variety is needed to complete the amount required, document the variety, quantity, price and **"Yes"** for current shelf price marked and valid expiration dates in the *"Additional Comments"* column.

"Current Shelf Price Marked" column: Verify that the current shelf price is marked on the item, product case, or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.

"Shortage" column: If there is an insufficient variety and amount of vegetables, document the shortage and variety in the shortage column. You might write**: "1 type & 1 variety"**.

"Valid Expiration Dates" column: If all vegetable cans have valid expiration dates, **"Yes"** should be documented in the column. If there are any expired cans in stock, **"No"** should be documented in the column. (Example: If vendor has 4 cans of a particular variety of vegetables on the shelf and one is expired, only 3 cans would be counted in the "Quantity in Stock" column and **"No"** should be documented in the "Valid Expiration Dates" column.) If all items in stock are expired a **"—"** should be documented in the column.

"Expired Foods, Dates and Additional Comments" column: If expired foods are found, the size, type, quantity, and expired date for each item must be documented in the column.

3. **<u>Rice</u>** *Requirement: 2 packages*

"Required Food Item, and Quantity" columns: Rice, 2 packages

"Size and Type" column: Whole Grain Brown Rice, 14 to 24 oz. packages

"Quantity in Stock" column: Enter the number of packages, the vendor has in stock. The vendor must stock at least 2 packages.

"Current Shelf Price Marked" column: Verify that the current shelf price is marked on the item, product case, or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.

"Shortage" column: If there is an insufficient amount of Rice, document in the shortage column. You might write: **"1"**.

"Valid Expiration Dates" column: If all packages of Rice have valid expiration dates, **"Yes"** should be documented in the column. If there are **any** expired packages in stock, **"No"** should be documented in the column. If **all** items in stock are expired a **"—"** should be documented in the column.

"Expired Foods, Dates and Additional Comments" column: If expired foods are found, the size, type, quantity, and expired date for each item must be documented in the column.

4. **Bread/Tortillas** *Requirement: 2 loaves or 2 packages OR 1 loaf and 1 package*

"Required Food Item, and Quantity" columns: Bread or Tortillas
"Size and Type" column: 16 to 24 ounce loaf of Bread and/or package of Tortillas **(you must indicate loaf of bread or package of tortilla by circling or underlining the type)**
"Quantity in Stock" column: Enter the number of loaves and/or packages, the vendor has in stock. The vendor must stock at least 2 loaves and/or packages, this can be a combination of the two.
"Current Shelf Price Marked" column: Verify that the current shelf price is marked on the item, product case, or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.
"Shortage" column: If there is an insufficient amount of Bread or Tortillas, document in the shortage column. You might write: **"1"**.
"Valid Expiration Dates" column: If all packages of Bread or Tortillas have valid expiration dates, **"Yes"** should be documented in the column. If there are **any** expired packages in stock, **"No"** should be documented in the column. If **all** items in stock are expired a **"—"** should be documented in the column.
"Expired Foods, Dates and Additional Comments" column: If expired foods are found, the size, type, quantity, and expired date for each item must be documented in the column.

5. **Fluid Milk** *Requirement: 2 gallons Whole and 6 gallons Skim/Low fat*

"Required Food Item, and Quantity" columns: Milk: Whole, 2 gallons and Skim/Low fat, 6 gallons
"Size and Type" column: Whole fluid - Skim/Low fat fluid, gallon
"Quantity in Stock" column: Number for both whole and skim/low fat milk
The vendor must stock both whole and skim/low fat milk in gallon sizes. The total amount available for purchase must equal a minimum of 2 gallons whole and 6 gallons skim/low fat.
"Current Shelf Price Marked" column: Verify that the current shelf price is marked on the item, product case or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.
"Shortage" column: If there is an insufficient amount of milk available, document in the shortage column. You might write: **"2"**.
"Valid Expiration Dates" column: If all the containers of milk have valid expiration dates, **"Yes"** should be documented in the column. If there are **any** expired containers in stock, **"No"** should be documented in the column. If all items in stock are expired a **"—"** should be documented in the column.
"Expired Foods, Dates and Additional Comments" column: If expired foods are found, the size, type, quantity, and expired date for each item must be documented in the column.

6. **Cheese** *Requirement: 16-ounce size, 2 pounds*

"Required Food Item, and Quantity" columns: Cheese: 2 pounds
"Size and Type" column: 1-pound package of cheese. The vendor is required to stock a minimum of one type of cheese (cheddar, swiss, mozzarella, etc.)
"Quantity in Stock" column: The vendor must have a total of at least 2 pounds available for purchase.
"Current Shelf Price Marked" column: Verify that the current shelf price is marked on the item, product case, or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.

"Shortage" column: If there is an insufficient amount of cheese, document in the shortage column. You might write: **"1"**.

"Valid Expiration Dates" column: If all packages of cheese have valid expiration dates, **"Yes"** should be documented in the column. If there are **any** expired packages of cheese in stock, **"No"** should be documented in the column. If **all** items in stock are expired a **"—"** should be documented in the column.

"Expired Foods, Dates and Additional Comments" column: If expired foods are found, the size, type, quantity, and expired date for each item must be documented in the column.

7. **Eggs** *Requirement: 2 dozen*

"Required Food Item, and Quantity" columns: Eggs: 2 dozen

"Size and Type" column: Grade A Large, White

"Quantity in Stock" column: Enter the number of dozen eggs. The vendor must have available for purchase a minimum of 2 dozen eggs.

"Current Shelf Price Marked" column: Verify that the current shelf price is marked on the item, product case, or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.

"Shortage" column: If there is an insufficient amount of eggs, document in the shortage column. You might write: **"1"**.

"Valid Expiration Dates" column: If all eggs have valid expiration dates, **"Yes"** should be documented in the column. If there are **any** expired eggs in stock, **"No"** should be documented in the column. If **all** items in stock are expired a **"—"** should be documented in the column.

"Expired Foods, Dates and Additional Comments" column: If expired foods are found, the size, type, quantity, and expired date for each item must be documented in the column.

8. **Legumes** *Requirement: 2 varieties, 2 packages or 8 cans OR 1 package and 4 cans*

"Required Food Item, and Quantity" columns: Legumes, 2 packages or 8 cans OR 1 package and 4 cans

"Size and Type" column: 1 pound package or 4 15 to 16 ounce cans: 2 varieties. The dried legumes may be packaged in plastic, cardboard or paper bags. **(you must indicate cans or package by circling or underlining the type)**

"Quantity in Stock" column: Enter the number of packages of dried legumes and/or cans. The vendor must stock at least 2 packages of dried legumes or 8 cans OR 1 package and 4 cans and 2 varieties. Canned Pinto beans and dried packages of Pinto beans are **not** two different varieties of legumes. They are the same type of legume packaged differently. If a third variety is needed to complete the amount required, document the variety, quantity, price and **"Yes"** for current shelf price marked and valid expiration dates in the *"Additional Comments"* column.

"Current Shelf Price Marked" column: Verify that the current shelf price is marked on the item, product case, or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.

"Shortage" column: If there is an insufficient number of legumes, document in the shortage column. You might write: **"1 type & 1 variety"**.

"Valid Expiration Dates" column: If all legumes have valid expiration dates, **"Yes"** should be documented in the column. If there are **any** expired packages of legumes in stock, **"No"** should be documented in the column. If **all** items in stock are expired a **"—"** should be documented in the column.

"Expired Foods, Dates and Additional Comments" column: If expired foods are found, the size, type, quantity, and expired date for each item must be documented in the column.

9. **Peanut Butter** *Requirement: 2 containers*

"Required Food Item, and Quantity" columns: Peanut butter, 2 containers
"Size and Type" column: 16 to18-ounce container
"Quantity in Stock" column: Enter the number of peanut butter containers in stock. The vendor must have a minimum of 2 containers available for purchase.
"Current Shelf Price Marked" column*:* Verify that the current shelf price is marked on the item, product case, or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.
"Shortage" column: If there is an insufficient amount of peanut butter, document in the shortage column. You might write: **"1"**.
"Valid Expiration Dates" column: If all peanut butter containers have valid expiration dates, **"Yes"** should be documented in the column. If there are **any** expired containers of peanut butter in stock, **"No"** should be documented in the column. If **all** items in stock are expired, a **"—"** should be documented in the column.
"Expired Foods, Dates and Additional Comments" column: If expired foods are found, the size, type, quantity, and expired date for each item must be documented in the column.

10. **Tuna** *Requirement: 6 cans*

"Required Food Item, and Quantity" columns: Tuna, 6 cans
"Size and Type" column: 5 to 6-ounce cans, Chunk Light Water- Packed
"Quantity in Stock" column: Enter the number of 5 to 6 oz. cans the vendor has in stock. The vendor must stock at least 6 cans of chunk light tuna.
"Current Shelf Price Marked" column: Verify that the current shelf price is marked on the item, product case, or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.
"Shortage" column: If there is an insufficient amount of tuna, document in the shortage column. You *might* write: **"1"**.
"Valid Expiration Dates" column: If all cans of tuna have valid expiration dates, **"Yes"** should be documented in the column. If there are **any** expired cans in stock, **"No"** should be documented in the column. If **all** items in stock are expired, a **"—"** should be documented in the column.
"Expired Foods, Dates and Additional Comments" column: If expired foods are found, the size, type, quantity, and expired date for each item must be documented in the column.

11. **Infant Fruits & Vegetables** *Requirement: 1 type fruit, 1 type vegetable and 64-ounces*

"Required Food Item, and Quantity" columns: Infant fruits & vegetables, 64-ounces total combined
"Size and Type" column: 64 ounces, 2 types. Document brand and type of infant fruit (pears, peaches, etc.) and type of vegetables (carrots, peas, etc.) in stock.
"Quantity in Stock" column: The vendor must have available for purchase a minimum of 64 ounces in 1 type of infant fruits and 1 type of infant vegetables. Enter the number of ounces of each type the vendor has in stock. If a third type (fruit or vegetable) is needed to complete the amount required, document the type, quantity, price and **"Yes"** for current shelf price marked and valid expiration dates in the "Additional Comments" column.
"Current Shelf Price Marked" column: Verify that the current shelf price is marked on the item, product case, or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.
"Shortage" column: If there is an insufficient type and amount of infant fruit or infant vegetables, document the shortage and type in the shortage column. You might write: **"1 type & 1 variety"**.
"Valid Expiration Dates" column: If all containers of infant fruit or infant vegetables have valid expiration dates **"Yes"** should be documented in the column. If there are **any** expired

containers in stock, **"No"** should be documented in the column. (Example: If vendor has 4 containers of an infant fruit or infant vegetable on the shelf and one is expired, only 3 containers would be counted in the "Quantity in Stock" column and **"No"** should be documented in the "Valid Expiration Dates" column.) If **all** items in stock are expired a **"—"** should be documented in the column.

"Expired Foods, Dates and Additional Comments" column: If expired foods are found, the size, type, quantity, and expired date for each item must be documented in the column.

12. **Cereal** *Requirement: 2 varieties and 6 packages – Whole Grain only*

"Required Food Item, and Quantity" columns: 6 packages, total combined

"Size and Type" column: 2 varieties, Minimum size: 12-ounce Whole Grain Only. Document the brand, variety (flavor, if applicable) of WIC approved cereals. The vendor must stock at least 6 packages of cereal and 2 varieties.

"Quantity in Stock" column: The vendor must have available for purchase a minimum of 6 packages total. If a third variety is needed to complete the amount required, document the variety, quantity, price and **"Yes"** for current shelf price marked and valid expiration dates in the *"Additional Comments"* column.

"Current Shelf Price Marked" column: Verify that the current shelf price is marked on the item, product case, or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.

"Shortage" column: If there is an insufficient amount of cereal, document in the shortage column. You might write: **"1 type & 1 variety"**.

"Valid Expiration Dates" column: If all packages of cereal have valid expiration dates, **"Yes"** should be documented in the column. If there are **any** expired packages of cereal in stock, **"No"** should be documented in the column. (**Example:** If vendor has 4 boxes of a particular variety of cereal on the shelf and one is expired, only 3 boxes would be counted in the "Quantity in Stock" column and **"No"** should be documented in the **"**Valid Expiration Dates" column.) If **all** items in stock are expired a **"—"** should be documented in the column.

"Expired Foods, Dates and Additional Comments" column: If expired foods are found, the size, type, quantity, and expired date for each item must be documented in the column.

13. **Infant Cereal** *Requirement: 6 boxes*

"Required Food Item, and Quantity" columns: Infant cereal, 6 boxes

"Size and Type" column: 8-ounce box.

"Quantity in Stock" column: Enter the number of boxes of infant cereal in stock. The vendor must stock a minimum of 6 boxes. **No cereal with fruit.**

"Current Shelf Price Marked" column: Verify that the current shelf price is marked on the item, product case, or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.

"Shortage" column: If there is an insufficient amount of infant cereal, document in the shortage column. You might write: **"2"**.

"Valid Expiration Dates" column: If the infant cereals have a valid expiration date, **"Yes"** should be documented in the column. If there are **any** expired infant cereal in stock, **"No"** should be documented in the expired foods column. If **all** items in stock are expired a **"—"** should be documented in the column.

"Expired Foods, Dates and Additional Comments" column: If expired foods are found, the size, type, quantity, and expired date for each item must be documented in the column.

14. **Juice** *Requirement: 2 varieties, Single Strength, 6 containers*

"Required Food Item, and Quantity" columns*:* Single strength Juice, 6 containers
"Size and Type" column: 64-ounce containers, 2 varieties
"Quantity in Stock" column: Enter the number of juices the vendor has in stock. The vendor must stock at least 6 containers of juice in 64 oz. containers and 2 varieties. If a third variety is needed to complete the amount required, document the variety, quantity, price and **"Yes"** for current shelf price marked and valid expiration dates in the *"Additional Comments"* column.
"Current Shelf Price Marked" column: Verify that the current shelf price is marked on the item, product case, or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.
"Shortage" column: If there is an insufficient amount of juice, document in the shortage column. You might write: **"1 type & 1 variety"**.
"Valid Expiration Dates" column: If all juices have valid expiration dates, **"Yes"** should be documented in the column. If there are **any** expired containers of juice in stock, **"No"** should be documented in the column. If **all** items in stock are expired a **"—"** should be documented in the column.
"Expired Foods, Dates and Additional Comments" column: If expired foods are found, the size, type, quantity, and expired date for each item must be documented in the column.

15. **Infant Formula** *Requirement: Milk-Based contract formula: 8 cans powder*
Soy-Based contract formula: 4 cans powder

"Required Food Item, and Quantity" columns: Infant formula: 8 cans and 4 cans.
"Size and Type" column: Milk-Based contract powder, 11 to 14 ounces, Soy-Based contract powder, 11 to 14 ounces. The types of formula listed correspond respectively to the number of cans listed in the *Required Food Item and Quantity* columns.
"Quantity in Stock" column: Enter the number of 11 to 14 ounce powdered infant formula cans available for purchase. The vendor must stock at least 8 cans of Milk-based contract powder and 4 cans of Soy-based contract powder. Do not count concentrate or ready to feed formula.
"Current Shelf Price Marked" column: Verify that the current shelf price is marked on the item, product case, or posted on the shelf. Indicate this with a **"Yes or No"** on the form and document the shelf price.
"Shortage" column: If there is an insufficient amount of infant formula, document in the shortage column. You should write the number of cans short by the item. You might right: **"2"**.
"Valid Expiration Dates" column: If the infant formula has a valid expiration date, **"Yes"** should be documented in the column. If there are **any** expired cans in stock, **"No"** should be documented in the column. If **all** items in stock are expired a **"—"** should be documented in the column.
"Expired Foods, Dates and Additional Comments" column: If expired formula is found, the size, type, quantity, and expired date for each item must be documented in the column.

Back to page 1.

Section VI. Quality of Services **(This section should be completed after Section V. is completed)**

1. Ask the vendor all questions listed in this section and mark applicable response. **"Not known" responses apply to pre-authorization monitoring**. The question regarding WIC customer courtesies refers to the treatment of the WIC participant. For example, whether the vendor offers the same privileges such as discount coupons, 2 for 1 special, etc. to WIC customers as they do non-WIC customers. If you have received any complaints about this vendor regarding non-WIC items to be purchased with WIC food benefits or how the vendor treats WIC participants, be sure to discuss this with the vendor. Let the vendor take this opportunity to express any comments or

complaints about the program and document them. Discuss with the vendor the need for additional staff training and check appropriate box. If **"Yes"** is checked, document the date of scheduled training.

Section VII. Monitoring Visit Findings **(Complete Section A or B)**

IF THERE ARE NO PROGRAM VIOLATIONS – **Section A**:

Ask the vendor to sign his or her name, provide title and date under Section VII. A., signifying the store has been monitored and the report has been discussed. Please sign your name and title and date (must match Date of Visit).

IF THERE ARE PROGRAM VIOLATIONS – **Section B**:

The vendor must write his or her **plan and time frame to correct deficiencies** before signing his or her name, title and date in **Section VII. B**. (**This section is not to just repeat what was documented in section V**) If the vendor is unable to write, the WIC Monitor may write **the plan and time frame** for the vendor. The Vendor must sign his or her name and title, then date. The WIC Monitor must sign his or her name, document their title, must write in their phone number and email address.

The WIC monitor should discuss any deficiencies found during the visit and give the vendor the yellow copy of the signed report. The Local Agency retains the White copy. The White copy of the report should be emailed as a PDF file to your WIC Vendor Consultant and to the WIC Vendor Unit Mailbox: NCWICVendorQuestions@dhhs.nc.gov **within two business days**. Following a review of the report, the State WIC Office may assess violations to the vendor.