Oregon
WIC
Program
Vendor Guide

Healthy Kids,
Strong Parents,
Smart Business!

Keep your Vendor Guide in a handy location and refer to it often.

www.healthoregon.org/wic
# Table of contents

## Section 1: WIC vendor documents
- About Oregon’s WIC Program ................................................................. 2
- Vendor Agreement and Vendor Rules (OARs) ........................................ 3
- Oregon WIC Vendor Website ................................................................. 4

## Section 2: Your role as a WIC vendor
- Types of WIC vendors ........................................................................... 6
- Customer service practices ................................................................... 7
- Oregon WIC Peer Groups and regional map ......................................... 8
- Peer Group descriptions & designations ............................................... 9

## Section 3: Check-out procedures
- Oregon WIC-authorized Food List .......................................................... 12
- The difference between a Standard Voucher and a Cash Value Voucher 13
- Ask for the WIC ID card ......................................................................... 14
- Check the voucher dates ......................................................................... 15
- Are the right foods selected? (grocery only) ........................................... 16
- Is the right formula selected? ................................................................. 17
- Priced correctly? ..................................................................................... 18
- Write the total amount on the voucher .................................................. 19
- Shopper signs the voucher ...................................................................... 20
- Completing the transaction ..................................................................... 21

## Section 4: Vendor tools & memos
- Vendor stamp requirements ................................................................. 24
- Tools for bookkeepers .......................................................................... 25-30
- Bookkeepers poster (sample) ................................................................. 31
- Frequently asked questions (FAQs) about ACH ................................. 32-33
- Minimum stock requirements ............................................................... 34-35
- Shelf price surveys ................................................................................ 36

## Section 5: Materials, forms & training
- WIC: It’s in the Bag! Vendor video and training flipbook ....................... 39
- WIC signs .............................................................................................. 40
- Materials order form ............................................................................. 41
- ACH enrollment form ........................................................................... 43
- Stock exception form ............................................................................. 45-46
- WIC training requirements ................................................................. 47
- Grocery quiz “Check your WIC wisdom” .............................................. 49-52
- Grocery quiz answer key .................................................................... 53-57
- Pharmacy quiz “Check your WIC wisdom” ......................................... 59-60
- Pharmacy quiz answer key ................................................................ 61-63
- Bookkeepers poster (removable) ......................................................... 55

## Section 6: WIC Wise copies
Section 1: WIC vendor documents

- About Oregon’s WIC program
- Vendor Agreement
- Oregon Administrative Rules (OARs)
- Violations and sanctions (at a glance)
- WIC Vendor website
The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) was enacted in 1972 as an amendment to the 1966 Child Nutrition Act. The U.S. Department of Agriculture (USDA) provides funding for WIC. Participant services are provided by county health departments and private, non-profit and tribal agencies. In Oregon, WIC is administered by the Oregon Health Authority (OHA), Public Health Division (PHD), and is part of the Office of Family Health (OFH), Nutrition and Health Screening.

USDA authorizes states to develop and administer the WIC program. In Oregon, grocery stores and pharmacies (“vendors”) serve WIC authorized shoppers. This allows WIC authorized shoppers to purchase their WIC foods at the store of their choice and brings tax dollars back into Oregon communities. WIC authorized shoppers usually use their WIC vouchers where they do most of their grocery shopping. Vendor participation is based on a contract under which vendors agree to follow Oregon Administrative Rules (OARs) when offering WIC foods to WIC authorized shoppers.

**Nutrition education is the cornerstone of the WIC program.** The foods offered through the program are an enhancement of these nutrition education services. WIC foods are selected because they address specific nutritional health needs and promote healthy pregnancies as well as healthy growth and development in young children. WIC and Oregon vendors have been working together for over 30 years to ensure that WIC participants receive the foods needed to improve their health and nutrition.

This Vendor Guide (form 57-1003-ENGL) supplies basic information about WIC vendor participation, including guidelines for handling vouchers, examples of problem situations and solutions, and how we can help you train your staff.

**Keep your Vendor Guide in a handy location and refer to it often.**
We recommend you insert your store’s Oregon WIC Vendor Agreement or a copy thereof (and any amendments to that Vendor Agreement, including a Stock Exception) in this section so it may be easily located and referred to should you have any questions.

The Oregon WIC Vendor Agreement can be found on our website here: http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/vendor/vendor_agreement_sample.pdf

The Oregon Administrative Rules (OARs) governing WIC Vendors can be found at: http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/vendor/final_333-054_complete_rule.pdf

A brief “Violation and Sanction” schedule can be found at: http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/vendor/1012_Sanction_Sched.pdf
The Oregon WIC Program website is a great resource for you and your employees to review WIC news and upcoming changes.

http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/vendor.aspx

We have dedicated a whole section of the website to you, our Oregon WIC Vendors!

To find the Vendor section of the webpage, go to the web address above. There is a list of links on the left side of the page. Click on “For WIC Vendors” and that will take you to our specially designed page for Vendors.

Here you will find lots of information just for you including links to:

• Current topics for Vendors
• The WIC-authorized Food List and updates
• Information and Training Materials for checkers and bookeepers
• Vendor Advisory Council meeting schedule and minutes of past meetings

We hope you find the webpage useful!

If you have questions or suggestions, please let us know with a phone call or email to:

Phone toll-free: 1-877-807-0889   OR email: WIC.VendorServices@state.or.us
Section 2: Your role as a WIC vendor

- Types of WIC vendors
- Customer service practices
- What are peer groups?
- Peer group designations
**Types of WIC vendors**

**Grocery store**
A store that sells a “Full Market Basket*”. This store is authorized to sell all WIC foods and the basic infant formulas. These stores are required to carry the minimum stock of all WIC foods and basic formulas according to the chart on pages 34-35.

**Grocery store with a store-run pharmacy**
A full service store that sells a “Full Market Basket*” and also includes a pharmacy that does business as part of the full service inside the store. This store is authorized to sell all WIC foods and basic infant formulas, but also specialty formulas and medical foods that require a prescription by WIC. These stores are required to carry the minimum stock of all WIC foods and basic formulas according to the chart on pages 34-35. These stores are also required to obtain medical foods and specialty formulas through the pharmacy within 72 hours of a WIC or participant request.

**Stand-alone pharmacy**
A store whose main purpose is filling prescriptions, but may also carry a small amount of groceries. These stores are usually separate and operate independently, although they may be located inside a grocery store. These stores are authorized to sell only WIC basic formulas, medical foods and specialty formulas that may require a prescription (no regular WIC foods). These stores are exempt from all minimum stock requirements, however, they are required to obtain medical foods and specialty formulas through the pharmacy within 72 hours of a WIC or participant request.

**Hospital pharmacy**
This is a facility that provides specialized formula through a hospital organization.

*A “Full Market Basket” is defined as fresh meat and poultry, eggs, dairy products, fats and oils, fresh fruit, fresh vegetables, processed fruits and vegetables, and bakery and cereal products.*
Customer service practices

Your WIC Vendor Agreement requires that authorized WIC shoppers be treated the same as other shoppers.

- Treat WIC shoppers the same as all other shoppers by offering courteous customer service
- Charge competitive prices for WIC foods
- Stock an adequate supply of WIC foods
- Provide regular trainings to your cashiers and bookkeepers
- Follow WIC Check-Out Summary steps for Standard Vouchers (SVs) and Cash Value Vouchers (CVVs)

If a WIC shopper behaves disruptively, follow your store policy concerning disturbances. If possible, report the WIC shopper’s name and WIC voucher number to the state WIC program for additional shopper education.

Be sure to notify the state WIC program if you have repeated problems with a WIC shopper. “Complaint against WIC shopper form” pre-paid postcards (form 57-1005-Engl) are provided to you for the purpose of reporting incidents.

See Section 5 - “Materials, forms and training” to order helpful tools.
What are peer groups and how are they used?

State WIC Programs use peer groups as a way of putting together similar vendors. Peer groups are used to set the maximum amount to reimburse for each WIC voucher. We also use peer group pricing to review shelf prices of stores applying for authorization. Oregon’s peer groups are based on a store’s geographic location, store model and number of registers (for single stores only).

If you don’t know which peer group you’re in or believe we have made an error in classifying your store (for instance, we have it in the wrong geographic location, or it operates under a different business model) please call or send a letter asking for a review to Vendor Team, Oregon WIC Program, P.O. Box 14450, Portland, OR 97232. Include any information you think we need to know that we may not have considered in making our original decision. Our staff will then review the classification, correct any errors, and then respond to you about the final determination.
## Oregon WIC Vendor Peer Groups

(Rev. 08/16/10)

<table>
<thead>
<tr>
<th>Peer Group</th>
<th>Peer Group Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Single Store</strong></td>
<td><strong>One owner, one store location, purchases goods from 3rd party distributor</strong></td>
</tr>
<tr>
<td>1</td>
<td>Single Store – Southern &amp; Coastal, 1 – 4 registers</td>
</tr>
<tr>
<td>2</td>
<td>Single Store – Northwestern, 1 – 4 registers</td>
</tr>
<tr>
<td>3</td>
<td>Single Store – Central &amp; Eastern, 1 – 4 registers</td>
</tr>
<tr>
<td>4</td>
<td>Single Store – All regions, 5 or more registers</td>
</tr>
<tr>
<td><strong>Small Chain</strong></td>
<td><strong>One owner, multiple store locations, may purchase goods from 3rd party distributor</strong></td>
</tr>
<tr>
<td>6</td>
<td>Small Chain – Coastal</td>
</tr>
<tr>
<td>7</td>
<td>Small Chain – Central/Eastern</td>
</tr>
<tr>
<td>9</td>
<td>Small Chain – North Western</td>
</tr>
<tr>
<td>10</td>
<td>Small Chain – Southern</td>
</tr>
<tr>
<td><strong>Large Chain</strong></td>
<td><strong>One owner, &gt;30 multiple store locations, owns own distribution center</strong></td>
</tr>
<tr>
<td>11</td>
<td>Large Chain – Coastal</td>
</tr>
<tr>
<td>12</td>
<td>Large Chain – Central</td>
</tr>
<tr>
<td>13</td>
<td>Large Chain – Eastern</td>
</tr>
<tr>
<td>14</td>
<td>Large Chain – North Western</td>
</tr>
<tr>
<td>15</td>
<td>Large Chain – Southern</td>
</tr>
<tr>
<td><strong>Pharmacy</strong></td>
<td>Stand-alone pharmacy</td>
</tr>
<tr>
<td>16</td>
<td>Pharmacy</td>
</tr>
<tr>
<td><strong>Hospital Run Pharmacy</strong></td>
<td>Pharmacy that provides specialized medical formula or formula that is not available via regular pharmacy</td>
</tr>
<tr>
<td>8</td>
<td>Hospital Pharmacy</td>
</tr>
<tr>
<td><strong>CVV Farmers</strong></td>
<td>Farmers that are authorized to take the cash value vouchers</td>
</tr>
<tr>
<td>19</td>
<td>CVV Farmers</td>
</tr>
</tbody>
</table>
Section 3: Check-out procedures

- The WIC-authorized Food List
- The difference between a Standard Food Voucher (SV) and a Cash Value Voucher (CVV)
- Ask for the WIC ID card
- Check the voucher dates
- Are the right foods selected? (grocery only)
- Is the right formula selected?
- Pharmacy formula sample list
- Priced correctly?
- Write the total amount on the voucher
- Shopper signs the voucher
- Completing the transaction
The WIC-authorized Food List

The Food List shows what you can and can’t sell

- The Food List is the best tool for resolving customer disputes
- Keep one at each checkstand
- Infant formulas are not pictured in the Food List

Food Lists are available on the WIC website in English, Spanish, Russian, Vietnamese, Chinese and Somali

For more information on the web, go to http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/foods.aspx

If you have questions call the State WIC office toll-free at 1-877-807-0889
The difference between a Standard Food Voucher (SV) and a Cash Value Voucher (CVV)

**Standard Food Voucher**

FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY

- 01 Dozen eggs - Large
- 02 Juice: 11.5-12 oz. frozen
- 16 Ounces 100% whole wheat bread, corn tortillas or brown rice
- 18 Ounces peanut butter (16-18 oz only OR 16 oz dry beans/peas)
- 30 Ounces canned fish (tuna, salmon, sardines)
- 02 Juice: 11.5-12 oz. frozen
- 36 Ounces cereal (12 oz. size or larger)
- 02 Gallon milk (fat-free, 1% or 2% only)
- 01 Pound cheese
- 5 Can 12.4 oz Similac Advance Powder

**Cash Value Voucher**

FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY

- $10 (Ten dollars) fruits and vegetables (fresh and frozen)
- Shopper may pay amount over value of voucher
- No change given

- CVVs are issued for specific dollar amounts
- Multiple CVVs can be used together to pay for a purchase
- Shoppers can pay the difference if the amount goes over the face value of the CVV
- Don’t give any cash back if the full amount of the CVV is not redeemed
Instructions

1. The WIC ID card must have at least one, but not more than two signatures.
   • If a shopper doesn’t have a signed WIC ID card, **do not proceed** with the transaction. Do not ask for additional identification or personal information, but refer them back to their WIC clinic to get a new WIC ID card.
   • If a shopper presents a card with no signatures OR if there are more than two signatures, please ask the shopper to return to their WIC clinic to get a new WIC ID card.

2. Once you receive the WIC ID card and have checked to make sure there is at least one signature, set it aside for use later in the transaction.

What if? FAQs

**Q:** Will the participant name and ID number printed across the top of the voucher appear on the WIC ID card?

**A:** Not necessarily. The participant may be a newborn child, may have a different last name than the parent and/or the shopper may be the guardian, foster parent, grandparent, etc.

**Q:** Is it OK to accept a voucher where the participant’s name at the top of the voucher does not match the authorized shopper’s name?

**A:** **YES!** The only things that need to match are the signatures that you’re comparing on the voucher and the WIC ID card.

**Q:** Can the second shopper sign the WIC ID card at the check-out?

**A:** **YES!** But only the second shopper can. The first shopper must sign the WIC ID card at the WIC clinic.
Step 2. Check the voucher dates

Instructions

1. Vouchers are only valid after 12:00 a.m. on the “First Day to Use” and until 11:59 p.m. on the “Last Day to Use.”

2. Do not accept vouchers outside their valid date range. Vouchers may be issued by the WIC clinic for more than one month at a time (up to three months in advance).
   - By accepting a voucher outside the valid dates, you will not be paid and the shopper will be unable to purchase foods for the appropriate month.

What if? FAQs

Q: What if a shopper gives me a voucher that isn’t good to shop with today?
A: Do not accept the voucher. Ask the shopper if they have a voucher that is good for the current month.

Q: What do I do if the dates or any part of the voucher appear to be altered?
A: Stop the transaction. Return the voucher and WIC ID to the shopper and refer them to their WIC clinic.

Q: What is an alteration?
A: The use of white-out or changes to names, dates or amounts of items on the voucher are all considered alterations.
Step 3. Are the right foods selected?
Grocery Stores Only

1. Make sure that WIC foods have been separated for each voucher presented and from other non-WIC grocery items.
2. Match the quantity, type, brand and size of foods selected with those listed on the voucher presented.
3. Ensure that the type and brand of foods selected are authorized foods listed on the WIC Food List.
4. WIC authorized shoppers may choose not to purchase every item listed on a standard voucher, or may choose a lesser quantity of an item listed, as long as the lesser quantity is an allowable size (i.e. it is OK to buy one half-gallon of milk instead of a full gallon, or 28 ounces of cereal instead of the full 36 ounces; but it is not OK to buy 10 ounces of juice or a 9 ounce box of cereal because they are not allowed sizes on the Food List).

- Remember, a shopper using a CVV may combine multiple CVVs towards a purchase and may pay the difference if the amount of food selected exceeds the face value of the CVV.

What if? FAQs

Q: What if I am temporarily out of stock of a WIC item?
A: If you are temporarily out of a WIC food, you may ask the shopper to choose another size or type of authorized WIC food, or a shopper may choose to use the voucher at another store that has the stock available, or you may ask the shopper to return when your stock will be available.

Q: Can I offer a raincheck or prepaid I.O.U. for an item on a WIC voucher that is out of stock?
A: No. Do not issue rainchecks or I.O.U.s for any WIC purchase under any circumstance.

Q: Our store policy allows us to return items for a store credit. Is this OK with WIC purchases?
A: No. WIC purchases are not eligible for cash refund or store credit under any circumstance.
Step 3. Is the right formula selected?
All WIC Vendors

For healthy infants, breastfeeding is always our first recommendation. Breast milk contains all the nutrients a baby needs for the first year of life. However, some mothers are unable to breastfeed and the next best thing is to substitute formula. With so many different formulations of breast milk substitutes available, it is vital that each child’s individual nutritional needs are met.

Instructions

1. Make sure that WIC formulas or medical foods have been separated for each voucher presented.

2. Match the quantity, type, brand and size of formula or medical foods selected with those listed on the voucher presented.

3. Change requests in formula brand, type or size require a shopper to visit their WIC clinic. You may permit the exchange of formula, but only for the identical formula brand, type, and size. No WIC formula returns for credit are allowed.

4. Stand-alone pharmacies are authorized to accept only infant, child, and adult formulas and medical foods. Stand-alone pharmacies are not allowed to redeem WIC vouchers for food items including milk, eggs, juice, etc. and will not be paid for them.

5. If you discover the wrong formula has been purchased, call the state WIC office at 1-877-807-0889 and ask for a member of the Vendor Team.

- Remember, pharmacies are required to obtain formula products and medical foods, including those that require a prescription, within 72 hours of a WIC or participant request.

What if? FAQs

Q: Is my store required to break a case of formula or medical foods?
A: While this would be good customer service, please follow your store policy. If you are unable to meet a participant’s request, please refer them back to their WIC clinic.

Q: What if a WIC shopper tries to purchase regular WIC foods with their voucher at my pharmacy?
A: Explain to the shopper that pharmacies are not allowed to sell food and your store will not be paid for them and, if necessary, refer them to a nearby grocery store.
Step 4. Priced correctly?

Instructions

1. WIC authorized shoppers must be charged the regular shelf price or the advertised price, whichever is lower.

2. Manufacturers’ “cents off” coupons and advertised store specials for a particular WIC food must be deducted from the purchase price (actual value) of the voucher.

3. “Two-for-one” specials are allowed as long as the item charged to the WIC program is a WIC authorized food item. The second item doesn’t have to be a WIC item.

4. Bottle deposits cannot be included in the WIC purchase and should be charged separately.

5. No I.O.U.s, rainchecks, change or cash refunds for WIC transactions, EVER!

6. It is a violation of the WIC Vendor Agreement to charge the WIC program for items not purchased by the WIC authorized shopper.

What if? FAQs

Q: Can a WIC shopper get non-WIC authorized items (bread, chocolate milk, diapers) with a coupon or in-store special?
A: Yes! If the offer is open to all customers who shop at your store and the WIC program doesn’t incur the additional cost.

Q: Can a shopper get chocolate milk (or other non-WIC authorized foods/items) with a WIC voucher?
A: Only if it is the “free” item of a “two-for-one” special (or buy one, get one free) and the WIC program is not charged for the higher priced non-WIC authorized item.
Step 5. Write the total amount on the voucher

Instructions

1. Write in the total dollar amount of the WIC purchase for that voucher in the “Pay Exactly” box.
   - Standard Vouchers: Remember to handle each voucher as a separate transaction to avoid combining totals.
   - Cash Value Vouchers: Multiple payment types are allowed (including combining CVVs); shopper may, but is not required to, pay the difference; pay exactly amount cannot exceed the face value of the CVV; no change can be given if the full amount of CVV isn’t used.

2. If you accidentally enter an incorrect amount, put ONE line through the incorrect amount. Write the correct amount in the “Corrected Amount” box. Both the checker and the shopper must initial beside the correction.

3. Do not write over or obliterate an incorrect amount so that it is unreadable or it may be rejected as “altered.” If mistakes are made in both amount boxes, call the state WIC office for directions for reimbursement.

4. Do not use correction fluid or “white-out” anywhere on the voucher! This is considered an alteration of the voucher and your store will NOT be reimbursed.

What if? FAQs

Q: What if I forget to write in the total amount of the purchase on the voucher?
A: Every voucher needs a price written on the front because the shopper must verify the price a vendor charges. If the purchase price is missing from a voucher deposited in the bank, it will not be paid.
**Instructions**

1. After writing the amount in the “Pay Exactly” box, give the voucher back to the shopper and watch the shopper sign the voucher on the front in the “WIC ID Card Required” signature box shown above. Then compare this signature to the signature(s) on the WIC ID card. The shopper’s signature must match one of the signatures on the WIC ID card.

2. If the voucher has been pre-signed, ask the shopper to sign it again on the front, in your presence, after you write in the total.

3. If the signature on the voucher doesn’t match one of the signatures on the WIC ID card, you may ask the shopper to sign it on the front again.

4. If the signature still does not match, do not proceed with the transaction. Ask the shopper to return to their WIC clinic.

5. Names and/or signatures on the WIC ID card may not always match the participant’s name that is printed on the voucher. Infants and children may not have the same last name as their WIC authorized shopper.

6. Once a signature is captured and it matches one of the two possible signatures on the WIC ID card, you are almost finished!

**What if? FAQs**

**Q:** What if the signatures don’t match?
**A:** If, after watching the shopper sign the voucher, the signatures don’t match, do not proceed with the transaction. Stop the transaction and return the voucher and WIC ID card to the shopper and ask them to return to their WIC clinic.

**Q:** If the signatures don’t match, can I ask for additional identification?
**A:** No. The WIC ID card is the ONLY identification necessary to shop with WIC vouchers.

**Q:** Is an “X” an acceptable signature?
**A:** Yes, as long as the signature on the WIC ID card is an “X” and they match.
Step 7. Completing the transaction

Instructions

1. Return the WIC ID card to the shopper.
2. Always issue a receipt for a WIC purchase.
3. Stamp your store’s 4-digit WIC vendor ID number in the space designated “Pay to the order of Oregon WIC Authorized Vendor No.” on the voucher. Depending on your store process, individual checkers or your store’s bookkeeper may be responsible for this step. Either way it is a critical step to ensure your store will be paid. Do not write your store’s name or 4-digit WIC vendor ID number in this space, it must be stamped.
4. Deposit the voucher within 60 days after the “First Day to Use” printed on the voucher.

You have completed the transaction!

Skipping ANY step in this procedure could result in forfeiting payment.

What if? FAQs

Q: What if I need to replace my 4-digit WIC ID stamp?
A: The state WIC program issues one stamp to a new vendor. It is then your responsibility to order replacement or additional stamps as needed. See pages 24-25 for stamp specifications.
Section 4: Vendor tools & memos

- Vendor stamp requirements
- Stamp ink & pad replacements
- Tools for bookkeepers
- Frequently asked questions (FAQs) about ACH
- Formula facts
- Minimum stock requirements
- Shelf price survey
- Sample shelf price survey
Vendor stamp requirements

Your store has been assigned a self-inking stamp with your 4-digit ID number. This number must be stamped on the front of every WIC voucher and CVV you accept in the box labeled “Pay to the order of.”

When stamping, use black ink ONLY with your WIC vendor stamp. DO NOT use any other color of ink.

A self-inking stamp is a small machine that houses its own replaceable or re-inkable stamp pad. A mechanism applies fresh ink to the stamp for every impression. These are ideal for rapid repeat stamping. Generally you can get up to 5,000 impressions from each pad. Self-inking stamps have an exchangeable ink pad which must be refilled or renewed from time to time, when the ink starts to fade.

Please keep your self-inking stamp in a secure area. If you lose it, you must replace it at your own expense. The replacement stamp MUST be a self-inking stamp and must be exact with the specifications below:

- Font = OCR-B
- Height = 1/2 inch
- Length = 3/4 inch

These specifications will improve readability when your WIC vouchers are processed.

Please contact the Oregon WIC Vendor Team toll-free at (877) 807-0889 for information about stamp replacement or your pre-assigned WIC vendor ID number.

Additional questions? Visit the Oregon WIC Vendor Web site at: 
http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/vendor.aspx
Stamp, ink and ink pad replacements

Stamp Ink and Ink Pad Replacement
Please keep your four-digit Vendor ID stamp in a safe area! You are responsible for stamp and/or ink pad replacements. For additional stamps, please order through your own supplier.

Stamp specifications
The following specifications optimize readability by our banking contractor:

- OCR-B Font, 24pt
- Height – ¼ inch
- Length – ¾ inch

Remember to add ink to the ink pad when the stamp lightens and the pad may need to be replaced once a year or so, depending on how much use it gets.

How to add ink or replace your ink pad
Follow the directions below to add ink or replace the ink pad that came with the stamp that was provided to you by the State:

1. Push stamp down about 1/8th inch.
2. Squeeze square button on each side until the stamp locks into place with a “click.”
3. Pull the stamp pad tray to slide it out.
4. a: Add liquid ink to saturate the stamp pad, or
   b: Pull out used pad and replace with new stamp pad
5. Slide the stamp pad tray back in until it clicks into place.
6. Push stamp down to unlock and re-ink.

Your stamp is now ready to use!
The term "WIC voucher" refers to the standard WIC voucher, as well as the cash value voucher (CVV).

Vouchers are rejected every month, for a number of reasons. If your store gets a WIC voucher rejected from the bank, it may still be eligible for payment.

The information below shows what WIC rejection stamps look like, outlines WIC voucher rejection reasons, and explains how to prevent or resolve those rejections.

Rejected WIC vouchers submitted by the vendor for replacement or revalidation must reach the State WIC office within 60 days of the “Last Day to Use” printed on the front of the voucher.

When submitting rejected vouchers for payment, legal copies (Image Replacement Documents - i.e. IRD) of WIC vouchers are ok to re-submit to the State WIC office.

Rejection explanations:

1. Missing Vendor Stamp and Unreadable Vendor Stamp
   WIC vouchers showing one of the stamps below were either:
   - deposited without your 4-digit WIC ID stamp, or
   - stamped with a 4-digit WIC ID stamp that was illegible at WIC’s bank.

   **MISSING VENDOR STAMP- 01**
   Stamp & Redeposit

   **UNREADABLE VENDOR STAMP- 03**
   Re-stamp & Redeposit

   **How to Prevent:**
   Stamp every voucher clearly before depositing. Use black ink only. Make sure your 4-digit WIC ID stamp is a self-inking stamp, and does not wobble or tilt when stamping.

   **How to Resolve a Rejected Voucher:**
   Stamp your 4-digit WIC ID stamp using dark black ink on the front of the voucher or IRD. Do not stamp over previous stamps. Re-deposit the voucher directly to your bank.
2. **Amount Too High (On ACH)**
   **Standard WIC Vouchers**
   For standard WIC vouchers, the stamp shown below means the “Pay Exactly” amount is above the current peer group maximum for this voucher.

   **Cash Value Vouchers (CVV)**
   For CVVs, the stamp shown below means the “Pay Exactly” amount is over the face value of the CVV.

   \[
   \text{AMOUNT TOO HIGH- 48}
   \text{Void- Do Not Redeposit}
   \text{ACH Credit WILL Apply}
   \]

   **How to Prevent:**
   Before depositing, if you see a standard voucher that shows a “Pay Exactly” amount that seems too high for the types and quantity of foods listed, call the State WIC office for payment consideration.

   With a CVV, if you see a “Pay Exactly” amount over the face value of the CVV, call the State WIC office for payment consideration.

   **How to Resolve a Rejected Voucher:**
   Your store is participating in the ACH program. The voucher will be paid the maximum allowable amount. Payment is automatically deposited in your store’s bank account. Do not submit these WIC vouchers to the State WIC office.

3. **Amount Too High (Not on ACH)**
   **Standard WIC Vouchers**
   For standard WIC vouchers, the stamp shown below means the “Pay Exactly” amount is above the current peer group maximum for this voucher.

   **Cash Value Vouchers (CVV)**
   For CVVs, the stamp shown below means the “Pay Exactly” amount is over the face value of the CVV.

   \[
   \text{AMOUNT TOO HIGH- 41}
   \text{Void - Do Not Redeposit}
   \text{Submit to WIC State Office}
   \]

   **How to Prevent:**
   Before depositing, if you see a voucher that shows a “Pay Exactly” amount that seems too high for the types and quantity of foods listed, call the State WIC office for payment consideration.

   With the CVV, if you see a “Pay Exactly” amount over the face value of the CVV, call the State WIC office for payment consideration.
**How to Resolve a Rejected Voucher:**
Mail the original voucher (or IRD) along with supporting documents (a register receipt or copy of the transaction journal showing the food items listed on the voucher) to:

State WIC Office  
Attn: Vendor Systems Specialist  
P.O. Box 14450  
Portland, OR 97293

The State WIC program will review your documentation and inform you of a decision to:

- Replace the original voucher with a new one for you to deposit;
- Re-validate the original voucher for you to redeposit; or
- Deny payment for the voucher.

4. Deposited Early  
For all WIC vouchers, the stamp shown below means the voucher was deposited *before* the valid “First Day to Use.”

![DEPOSITED EARLY- 11](image)

**DEPOSITED EARLY- 11**  
Void – Do Not Redeposit

**How to Prevent:**  
Ensure checkers verify the “First Day to Use” and “Last Day to Use” dates on all vouchers before accepting them. Vouchers accepted outside the valid date range are not eligible for reimbursement.

**How to Resolve a Rejected Voucher:**  
Vouchers rejected for this reason are not eligible for reimbursement.

5. Deposited Late  
For all WIC vouchers, the stamp shown below means the voucher was deposited more than 60 days *after* the “First Day to Use.”

![DEPOSITED LATE- 10](image)

**DEPOSITED LATE- 10**  
Void – Do Not Redeposit

**How to Prevent:**  
Deposit all vouchers within 60 days after the “First Day to Use.” Ensure checkers verify the “First Day to Use” and “Last Day to Use” dates on all vouchers before accepting them. Vouchers accepted outside the valid date range are not eligible for reimbursement.

**How to Resolve a Rejected Voucher:**  
Vouchers rejected for this reason are not eligible for reimbursement.
6. **Missing Signature**
   For all WIC vouchers, the stamp shown below means the voucher is missing the shopper’s signature in the designated box on the front of the voucher.

   **MISSING SIGNATURE- 23**
   Void – Do Not Redeposit

   **How to Prevent:**
   Ensure checkers obtain the shopper’s signature on the voucher in the designated box at the time of the transaction.

   **How to Resolve a Rejected Voucher:**
   Vouchers rejected for this reason are not eligible for reimbursement.

7. **Missing Dollar Amount**
   For all WIC vouchers, the stamp shown below means the voucher does not have a dollar amount in the “Pay Exactly” box.

   **MISSING DOLLAR AMOUNT- 78**
   Void- Do Not Redeposit

   **How to Prevent:**
   Ensure checkers enter the purchase price in the “Pay Exactly” box.

   **How to Resolve a Rejected Voucher:**
   Vouchers rejected for this reason are not eligible for reimbursement.

8. **Altered**
   For all WIC vouchers, the stamp shown below means the voucher was altered in one of the ways described below.

   **ALTERED- 31**
   Void- Do Not Redeposit

   Examples of alterations include:
   A) Changing the name, dates, food, or quantities of foods
   B) Using correction fluid (white-out)
   C) Writing over or scribbling out the original dollar amount
   D) Adding shopper signature or initials after shopper has left store or after transaction is completed

   **How to Prevent:**
   Ensure checkers examine vouchers prior to accepting them. If it appears altered, contact the State WIC office before depositing.
How to Resolve a Rejected Voucher:
Vouchers rejected for reason A or B are not eligible for reimbursement. Vouchers rejected for reason C or D can be submitted to the State WIC office for payment consideration.

9. Previously Rejected
For all WIC vouchers, the stamp shown below means the voucher was rejected by WIC’s bank because the original rejection reason was not addressed.

PREVIOUSLY REJECTED- 50
Void- Do Not Redeposit

How to Prevent:
Do not attempt to re-deposit vouchers that have a stamp that reads “Void-Do Not Redeposit”.

How to Resolve a Rejected Voucher:
Contact the State WIC office for payment consideration.

10. Invalid Vendor Number
For all WIC vouchers, the stamp shown below means the voucher does not have a 4-digit WIC ID number that is recognized by WIC’s bank.

INVALID VENDOR NUMBER- 08
Void- Do Not Redeposit

How to Prevent:
Be sure to stamp your valid 4-digit WIC ID number on all Oregon WIC vouchers.

How to Resolve a Rejected Voucher:
Contact the State WIC office for payment consideration.

11. Encoding Error
For all WIC vouchers, the stamp shown below means the voucher was encoded with a different dollar amount than the amount in the “Pay Exactly” or “Corrected Amount” box. The ‘encoding’ is done with a machine that prints the account, routing numbers and the tendered amount in magnetic ink along the bottom of the voucher. This may be done at your store or at your bank.

ENCODING ERROR- 95
Correct and Redeposit

How to Prevent:
If the encoding is done at the store level, make sure the amount reads the same as the “Pay Exactly” or “Corrected Amount” box.
How to Resolve a Rejected Voucher:
Correct the bottom MICR line and redeposit voucher into the bank. Do not submit to the State WIC office. If the encoding is done at your bank, contact your bank for assistance.

12. Previously Paid
For all WIC vouchers, the stamp shown below means the voucher was submitted more than once for payment.

PREVIOUSLY PAID- 53
Void- Do Not Redeposit

How to Prevent:
Only deposit a WIC voucher or IRD once, unless it is sent back to you by the State WIC office with a reauthorization stamp.

How to Resolve a Rejected Voucher:
This voucher has already been paid. Check with your bank to see why this voucher was submitted to the Oregon WIC program more than once.

Note:
• Do not seek restitution from WIC shoppers for WIC vouchers that have not been or will not be paid. Doing so is a violation of Oregon WIC Administrative rules.

Please call toll free (877) 807-0889
or e-mail wic.vendorservices@state.or.us
with questions about a WIC voucher rejection.

If you need this in an alternate format, please call (971) 673-0040.
WIC is an equal opportunity program and employer.

See page 63 for a “pull-out” poster designed just for Bookkeepers!
1. What is ACH?
“Automatic Clearing House” (ACH) is also termed “direct deposit” and is an electronic funds transfer system used throughout the United States to transfer money from one bank account to another. It is used frequently for direct deposit of paychecks, Social Security benefits, and recurring bill payments. ACH was designed to help businesses and consumers reduce the use of paper checks. Currently the Federal Reserve processes approximately 75% of all ACH items.

2. Why should I choose ACH?
Vendors on ACH receive reimbursement faster for vouchers rejected for “Amount Too High” than with the manual reimbursement process. Every month vouchers that have been rejected “Amount Too High” are not submitted to the state WIC program for reimbursement. Once you choose ACH and it is implemented, you will automatically be paid for all vouchers rejected for “Amount Too High” from that point forward until/unless you decide to stop ACH payments.

3. How does ACH work?
   a. A voucher rejected for “Amount Too High” is stamped “Amount Too High, VOID – Do Not Redeposit: ACH Credit Will Apply.”
   b. The voucher is returned to the bank of first deposit (your bank).
   c. Oregon WIC’s banking contractor, Covansys, uses the current maximum allowable dollar amount for your peer group to determine payment. Covansys will accumulate reimbursement amounts for these rejections weekly.
   d. Payments are deposited directly into your bank account on a weekly basis. The payment includes all rejections for “Amount Too High” within that week. One payment could include reimbursement for several vouchers.
   e. You receive an ACH payment only if there were “Amount Too High” rejections during the week.
   f. Covansys creates a statement for each vendor who receives an ACH payment. If you do not receive an ACH payment, you will not receive a statement. The statement is specific to individual vendors and includes payment data. Corporations must choose to either receive a statement that compiles all outlets or choose to have individual outlets receive their own statement.
3. How will ACH work? (con’t.)

   g. Statement information includes:
      i. Your bank name, account and routing numbers
      ii. Dates of original rejection and ACH payment
      iii. Voucher number
      iv. Your WIC ID number
      v. Original requested amount vs. amount paid
      vi. Total amount of ACH transaction

This change ONLY affects rejections for “Amount Too High.” All other rejections continue to be subject to the current manual process.

4. How do I know if my bank account accepts ACH?

Certain bank accounts may be unable to process ACH payments. We encourage vendors whose bank accounts are ineligible for ACH to update their accounts to become eligible.

5. How will the payment appear on my bank statement?

The ACH credit appears on your statement as a payment from the Oregon WIC program.

6. How will I know which ACH deposit is for which rejected voucher?

The voucher serial number, original amount and the date Covansys received the voucher is listed on the statement.

7. How will I be able to reconcile my books?

Match the rejected vouchers returned to you by your bank to the ACH statement. You can investigate any unmatched rejected vouchers with the state WIC office.

8. What if I don’t agree with the amount paid by ACH?

Choosing the ACH method of receiving payments for vouchers rejected for “Amount Too High” would mean you also agree that an ACH payment made at that maximum level for your peer group, or the face value of the CVV, is final.

9. Will vouchers still be stamped “Amount too high – ACH Credit will apply” if I choose NOT to utilize this process?

No. Vouchers will continue to be stamped “Amount Too High, VOID – Do Not Redeposit, Submit to WIC State Office” as they are now and the manual reimbursement process remains the same.

10. What if I change my mind about participating in ACH?

You may stop or start ACH at any time by filling out the ACH enrollment form on page 43 and submitting it by fax to the state WIC office at 971-673-0071.
## Minimum stock requirements

### Oregon WIC Minimum Required Stock

**07/25/11**

See Food List for all items

### Infant Formula

<table>
<thead>
<tr>
<th>Stock Level</th>
<th>1-2 Registers</th>
<th>3-4 Registers</th>
<th>5-9 Registers</th>
<th>10+ Registers</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 cans</td>
<td>6 cans</td>
<td>18 cans</td>
<td>30 cans</td>
<td></td>
</tr>
</tbody>
</table>

### 12.4 oz Similac Advance – Powder (6 cans per case)

<table>
<thead>
<tr>
<th>Stock Level</th>
<th>1-2 Registers</th>
<th>3-4 Registers</th>
<th>5-9 Registers</th>
<th>10+ Registers</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 cans</td>
<td>6 cans</td>
<td>12 cans</td>
<td>18 cans</td>
<td></td>
</tr>
</tbody>
</table>

### 12.6 oz Similac Sensitive for Fussiness & Gas – Powder (6 cans per case)

<table>
<thead>
<tr>
<th>Stock Level</th>
<th>1-2 Registers</th>
<th>3-4 Registers</th>
<th>5-9 Registers</th>
<th>10+ Registers</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 cans</td>
<td>6 cans</td>
<td>12 cans</td>
<td>18 cans</td>
<td></td>
</tr>
</tbody>
</table>

### Baby Food

### Fruits and Vegetables

<table>
<thead>
<tr>
<th>Stock Level</th>
<th>1-2 Registers</th>
<th>3-4 Registers</th>
<th>5-9 Registers</th>
<th>10+ Registers</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 containers</td>
<td>32 containers</td>
<td>48 containers</td>
<td>112 containers</td>
<td></td>
</tr>
</tbody>
</table>

- Must stock 3.5 or 4 oz (singles or 2-packs)
- Count the 2-pack as 2 containers
- Must stock 2 kinds of fruits and 2 kinds of vegetables
- No dinners or desserts

### Meat

<table>
<thead>
<tr>
<th>Stock Level</th>
<th>1-2 Registers</th>
<th>3-4 Registers</th>
<th>5-9 Registers</th>
<th>10+ Registers</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 containers</td>
<td>16 containers</td>
<td>16 containers</td>
<td>16 containers</td>
<td></td>
</tr>
</tbody>
</table>

- Must stock 2.5 oz (single or 2-packs)
- Count the 2-pack as 2 containers

### Infant Cereal

<table>
<thead>
<tr>
<th>Stock Level</th>
<th>1-2 Registers</th>
<th>3-4 Registers</th>
<th>5-9 Registers</th>
<th>10+ Registers</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 oz</td>
<td>24 oz</td>
<td>24 oz</td>
<td>24 oz</td>
<td></td>
</tr>
</tbody>
</table>

- Must be 8 oz boxes or larger, brand specific
- No added formula or fruit

### Fresh Fruits and Vegetables

<table>
<thead>
<tr>
<th>Stock Level</th>
<th>1-2 Registers</th>
<th>3-4 Registers</th>
<th>5-9 Registers</th>
<th>10+ Registers</th>
</tr>
</thead>
<tbody>
<tr>
<td>$15 worth total</td>
<td>$15 worth total</td>
<td>$15 worth total</td>
<td>$15 worth total</td>
<td></td>
</tr>
</tbody>
</table>

- Must stock 8 kinds of fresh fruits and fresh vegetables (2 must be fruits and 2 must be vegetables)
- Organic OK

### Whole Grains*

*Must stock at least one “Whole Grain” option in 16 oz package or smaller

<table>
<thead>
<tr>
<th>Stock Level</th>
<th>1-2 Registers</th>
<th>3-4 Registers</th>
<th>5-9 Registers</th>
<th>10+ Registers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 loaf</td>
<td>1 loaf</td>
<td>3 loaves</td>
<td>7 loaves</td>
<td></td>
</tr>
</tbody>
</table>

- Loaves only
- 100% whole wheat only (no light or “lite” bread)

### 100% Whole Wheat Bread

### Brown Rice or Soft Corn Tortillas

<table>
<thead>
<tr>
<th>Stock Level</th>
<th>1-2 Registers</th>
<th>3-4 Registers</th>
<th>5-9 Registers</th>
<th>10+ Registers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 lb</td>
<td>1 lb</td>
<td>3 lbs</td>
<td>7 lbs</td>
<td></td>
</tr>
</tbody>
</table>

- Brown rice & soft corn tortillas are optional if a 16 oz bread is stocked
- Packages up to 32 oz (bulk OK)
# Minimum stock requirements

<table>
<thead>
<tr>
<th>Food Category</th>
<th>1-2 Registers</th>
<th>3-4 Registers</th>
<th>5-9 Registers</th>
<th>10+ Registers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cereal</strong></td>
<td>36 oz</td>
<td>36 oz</td>
<td>36 oz</td>
<td>36 oz</td>
</tr>
<tr>
<td>- Must stock at least 2 kinds of cold cereal and 1 kind of hot cereal and at least 1 of these must be a whole grain</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Cold cereal - 12 oz box or larger; hot cereal - 11.8 oz box or larger</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Milk</strong></td>
<td>5 Gallons</td>
<td>5 Gallons</td>
<td>20 Gallons</td>
<td>35 Gallons</td>
</tr>
<tr>
<td>- Must stock quantity above in a variety of quarts, half-gallons, and gallons</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Must stock whole (at least 3.9%) and a lower-fat (2%, 1%, or non-fat) cow’s milk</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Cheese</strong></td>
<td>2 packages</td>
<td>2 packages</td>
<td>4 packages</td>
<td>8 packages</td>
</tr>
<tr>
<td>- Must stock 2 allowable kinds</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 16 oz (1 lb) packages only</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Eggs</strong></td>
<td>2 dozen</td>
<td>2 dozen</td>
<td>8 dozen</td>
<td>14 dozen</td>
</tr>
<tr>
<td>- Must stock large, white chicken eggs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Dozen containers only</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- No specialty (no cage-free, Eggland’s Best, Naturally Nested)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Juice</strong></td>
<td>2 plastic/2 frozen</td>
<td>2 plastic/2 frozen</td>
<td>2 plastic/2 frozen</td>
<td>2 plastic/2 frozen</td>
</tr>
<tr>
<td>- Must stock at least 2 flavors of 64 oz shelf-stable plastic</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Must stock at least 2 flavors of 11.5-12 oz frozen</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 100% juice only, brand specific</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Dry Beans, Peas, &amp; Lentils</strong></td>
<td>2 lbs</td>
<td>2 lbs</td>
<td>4 lbs</td>
<td>10 lbs</td>
</tr>
<tr>
<td>- Must stock 2 kinds (no added seasonings)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 16 oz (1 lb) packages or bulk</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Peanut Butter</strong></td>
<td>1 jar</td>
<td>1 jar</td>
<td>3 jars</td>
<td>7 jars</td>
</tr>
<tr>
<td>- Must stock 16-18 oz jars or bulk</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- No reduced-fat, spreads, added honey or jelly, or honey roasted</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Canned Fish</strong></td>
<td>30 oz</td>
<td>30 oz</td>
<td>60 oz</td>
<td>90 oz</td>
</tr>
<tr>
<td>Must stock one or more of the following varieties:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Chunk light tuna in water, 5oz can or larger, any brand</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Pink salmon in water, 5oz can or larger, any brand</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Sardines in water, 3.75oz can ONLY, brand specific</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- No pouches</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Check the WIC website for updates!

http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/min_stock_req.pdf
All WIC-authorized retail and pharmacy vendors are required to submit shelf price surveys every six months. Shelf price surveys list a sample of WIC-authorized foods and formulas. Vendors report the regular store prices for each of the foods and formulas listed. Survey data will be reviewed to determine whether vendors are still within required pricing limitations. Survey data will also be used to establish a database of prices and to help resolve redemption issues for infrequently used vouchers. Stores may choose to complete surveys via mail or electronically. Failure to respond to shelf price surveys is a WIC violation and may result in a notice of non-compliance.

See pages 8-9 for the Oregon peer groups definitions, descriptions and map of regions.

---

### Shelf Price Survey Collection Schedule

<table>
<thead>
<tr>
<th>Store Description</th>
<th>Shelf Price Survey Months</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Single Store: Eastern (see map)</strong></td>
<td>January and July</td>
</tr>
<tr>
<td>One owner, one store location, purchases goods from a 3\textsuperscript{rd} party distributor</td>
<td></td>
</tr>
<tr>
<td><strong>Large Chain (All Geographic Regions)</strong></td>
<td>February and August</td>
</tr>
<tr>
<td>One owner, more than 30 store locations, owns own distribution center</td>
<td></td>
</tr>
<tr>
<td><strong>Small Chain (All Geographic Regions)</strong></td>
<td>March and September</td>
</tr>
<tr>
<td>One owner, multiple store locations, may purchase goods from a 3\textsuperscript{rd} party distributor</td>
<td></td>
</tr>
<tr>
<td><strong>Single Store: Coastal &amp; Central (see map)</strong></td>
<td>April and October</td>
</tr>
<tr>
<td>One owner, one store location, purchases goods from a 3\textsuperscript{rd} party distributor</td>
<td></td>
</tr>
<tr>
<td><strong>Pharmacy</strong></td>
<td></td>
</tr>
<tr>
<td>Stand-alone pharmacy</td>
<td></td>
</tr>
<tr>
<td><strong>Single Store: Northwestern (see map)</strong></td>
<td>May and November</td>
</tr>
<tr>
<td>One owner, one store location, purchases goods from a 3\textsuperscript{rd} party distributor</td>
<td></td>
</tr>
<tr>
<td><strong>Single Store: Southern (see map)</strong></td>
<td>June and December</td>
</tr>
<tr>
<td>One owner, one store location, purchases goods from a 3\textsuperscript{rd} party distributor</td>
<td></td>
</tr>
</tbody>
</table>
Section 5: Materials, forms & training

• Materials order form
• WIC signs
• ACH enrollment form
• Stock exception form
• WIC authorization training
• Grocery quiz “Check your WIC wisdom”
• Grocery quiz answer key
• Pharmacy quiz “Check your WIC wisdom”
• Pharmacy quiz answer key
• Bookkeepers poster (removable)
WIC: It's in the bag
Training video & flipbook

OREGON WIC PROGRAM

2009 Checker Training Video
WIC: It’s in the bag!

WIC: It’s in the bag!
Signs for WIC-authorized Vendors

As a WIC-authorized vendor you will need display the following signs to help WIC shoppers at your store.

“WIC is Welcome Here”
This static sign is blue with white lettering and is available in English and Spanish. Display at your store entrance on the front door or window. “Static” plastic sticks to clean glass without adhesive.

“WIC ID Card Required”:
This cardstock sign is white with blue letters and is available in English and Spanish. Display at each checkstand in view of shoppers (i.e. the check writing platform).

“WIC food” Shelf Tags:
These bendable plastic signs come in sheets of 16 (large) or packs of 50 (small) and are blue with white lettering, in English only. Attach below each authorized item on your display shelves.
- Ask the OR WIC Program for permission to use alternative shelf-tags

To re-order these signs and other WIC materials see the Materials Order Form on in page 41.

Materials created by vendors must be reviewed by state WIC Program for approval before use.
Oregon WIC Vendor Materials Request Order Form

All materials listed are free to Oregon WIC-authorized Vendors. Materials listed are also on the Oregon WIC Vendor website at: http://www.healthoregon.org/wic

<table>
<thead>
<tr>
<th>Name of material</th>
<th>How many in English?</th>
<th>How many in Spanish?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grocery Store Check-Out Summary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grocery Store Training Flipbook</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pictorial Food List (Brochure)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“Check Your WIC Wisdom” Grocery Quiz &amp; Key</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“WIC ID Card Required” (4” x 5” Sign)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“WIC is Welcome Here” (5” x 8” Sign)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Formula Reference Guide (flipbook)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“WIC Food” Shelf Tags</td>
<td>□ Large □ Small (adhesive) □</td>
<td></td>
</tr>
<tr>
<td>Complaint Against WIC Shopper Form (Postcard)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vendor Guide – (72-page Manual)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to handle rejected vouchers guide (tool for bookkeepers)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vendor Training Video DVD □ VHS □</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fruit and Vegetable Stocking Guide</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum Stock Requirements Form</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pharmacy Check-Out Summary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“Check Your WIC Wisdom” Pharmacy Quiz &amp; Key</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pharmacy Training Flipbook</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Send completed order form to Oregon WIC Program, Attn: Vendor Team

Mail: PO Box 14450 Portland OR 97293
FAX: (971) 673-0071
E-mail: wic.vendorservices@state.or.us

09/11

Make copies of this page as needed
ACH enrollment form

State of Oregon WIC (Nutrition & Health Screening) Program

ACH Enrollment Form

WIC Vendor Number ________________

Vendor Name: _____________________________________________________________

Address: __________________________________________________________________

City, State, Zip: __________________________________________________________________

Do you want to participate in ACH?

☐ NO, I want to continue to receive payments through the manual/paper method, not ACH

STOP! Do not complete the rest of this form. __________________________________________

☐ YES, I want to receive ACH payments for vouchers rejected for “Amount Too High”

Please complete the rest of the form

ACH payments should be made to the depository bank named below:

Depository Bank Name: _____________________________________________________

Branch: ___________________________________________________________________

City, State, Zip: ___________________________________________________________________

Bank Phone Number: (___) ___________________________________________________________________

Routing Number: ___________________________________________________________________

Account Number: ___________________________________________________________________

Please verify these numbers with your bank or corporate office before completing this section

How would you like to receive ACH banking statements? (choose one)

☐ This store is independently owned and operated and I would like to receive ACH statements directly at the store. It will automatically be addressed to “the bookkeeper”.

☐ A corporation owns this store and we want each individual store to receive their own statement. It will automatically be addressed to “the bookkeeper”.

☐ A corporation owns this store and we want our compiled statement sent to this person: (provide name & address)

__________________________________________________________
at our corporate office.

Authorized Person* (print) ___________________________ (signature) ___________________________

*Only the store manager, owner or an authorized agent should complete this form.

Title: ___________________________ Date: ___________________________
OREGON STATE WIC PROGRAM

VENDOR AGREEMENT AMENDMENT

Minimum Stock Requirement Exception

Instructions:
- Fill out *STARRED* information
- Sign the form and please keep a copy for your records
- Fax form to (971) 673-0071 or mail to PO Box 14550, Portland, OR 97232, Attn: Vendor Team
- We will inform you of our decision within 30 days; if approved, we will send the signed form to you to attach to your contract.

*VENDOR INFO:

*Name __________________________ *Vendor ID # ____________

*STORE (PHYSICAL) ADDRESS AND TELEPHONE:

*Physical Address: __________________________

*City/State/Zip: __________________________ *Phone # (_____ ) ____________

*PUT A CHECK NEXT TO THE FOODS YOU ARE REQUESTING AN EXCEPTION FOR:

<table>
<thead>
<tr>
<th>Similac Advance (12.4 oz powder)</th>
<th>Infant Cereal (boxed)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Similac Sensitive for Fussiness &amp; Gas (12.6 oz powder)</td>
<td>Baby food: fruits/vegetables/meats</td>
</tr>
<tr>
<td>Peanut Butter (16-18 oz)</td>
<td>Other:</td>
</tr>
</tbody>
</table>

STOP, but don’t forget to sign on the other side of the form

(This part of the form is for state agency use only)

EXCEPTION CONSIDERATIONS:

☐ Does vendor redemption data support vendor request? (attach report) Yes ______ No ______

☐ Number of infants using formula in the vendor’s zip code: __________________________

☐ Local Agency input regarding vendor request for exception (optional): __________________________
Stock exception form con't

**EXCEPTION DETERMINATION**

- WIC authorizes an exception for the following:
  - Similac Advance (12.4 oz powder)
  - Similac Sensitive for Fussiness & Gas (12.6 oz powder)
  - Peanut Butter (16-18oz)
  - Infant Cereal (boxed)
  - Baby food: fruits/vegetables/meats
  - No exception granted

**EFFECTIVE DATE, TERMINATION DATE OF AMENDMENT**

1. This is an Amendment to the Vendor Agreement dated _________ between the State of Oregon, Department of Human Services, Health Services, WIC Program, hereinafter referred to as DHS, and the Vendor, as indicated.

2. This Amendment is in effect as of the date of DHS's authorized agent's signature and, except where participation under the Agreement may be suspended or terminated under Part 3 of the Agreement, shall continue in effect until the last day of the contract, unless superseded by a new or modified Amendment, or until the Vendor and/or the contract is terminated. All previous Amendments between Vendor and DHS concerning the WIC Program are superseded and replaced by this Amendment.

3. This Amendment can be rescinded upon complaints from WIC shoppers that the Vendor is not responding to customer need relating to the subject food or formula.

4. Despite the Amendment, Vendor agrees to stock needed WIC items within seven (7) days of a request notification from state or local WIC office.

Vendor agrees, as evidenced by the signature(s) of the individuals(s) who have legal authority to individually or jointly represent the Vendor, to continue to abide by all other requirements of the underlying Vendor Agreement. If corporate ownership requires additional signatures, it is the obligation of the Vendor to obtain such necessary signatures.

**VENDOR SIGNATURE**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**AUTHORIZED AGENT FOR DHS SIGNATURE**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
WIC Authorization Training

WIC Vendor Authorization includes training and an On-Site Review for the initial authorization. The training lasts approximately 1.5 hours, depending on the number of participants. The On-Site Review will take approximately 30 minutes.

Training is **MANDATORY** for Vendor authorization. The Vendor authorization process must be completed when either 1) a store is applying to become a WIC Vendor for the first time, 2) an additional store is being added to an existing Vendor Agreement, or 3) an existing Vendor Agreement must be renewed.

Contract Renewal trainings are generally offered regionally and are 1.5 hours long – on-site reviews are not a requirement for contract renewal but stores are subject to Routine Monitorings throughout the contract period.

- All stores require a live interactive training with at least the store manager or other member of management and the designated trainer.
- If an English interpreter is needed during the training, it is the responsibility of the vendor applicant to obtain one.

Training sessions may be arranged at your store. Annual refresher trainings are arranged regionally. Sessions can also be held at the Portland State Office Building at 800 NE Oregon Street, Portland, OR 97232.

Once your application is approved, you will be notified by our Vendor Trainer to schedule training.

Please direct your training questions to:
Michelle Aarhus
WIC Vendor Training Coordinator
Phone: (971) 673-0052
Check Your WIC-Wisdom!

Circle “Yes” if you agree with the statement and “No” if you disagree.

1. The full name of the WIC Program is “The Special Supplemental Nutrition Program for Women, Infants, and Children”.
   Yes  No

2. A shopper’s driver’s license may be used as identification in place of the WIC ID card.
   Yes  No

3. It is okay to accept a voucher even if the date in the “Last Day to Use” box has passed.
   Yes  No

4. If your store is out of the infant formula listed on the voucher, you may give the shopper a rain check or substitute a different formula.
   Yes  No

5. The shopper may buy any block of cheese as long as it is made in the USA.
   Yes  No

6. WIC shoppers are required to purchase a gallon size container of milk if the voucher lists gallons.
   Yes  No

7. Shoppers can mix and match 100% whole wheat bread, brown rice, and soft corn tortillas up to the amount listed on the voucher (16 or 32 ounces).
   Yes  No

8. Shoppers can buy organic fruit and vegetables with their cash value voucher for fruits and vegetables.
   Yes  No

9. Shoppers can buy organic peanut butter as long as the container is 16 to 18 oz.
   Yes  No

10. You must fill in the “Pay Exactly” amount before the WIC shopper signs the voucher.
    Yes  No

11. The shopper’s signature on the voucher must match one of the signatures on the WIC ID card.
    Yes  No

12. If the shopper’s signature is missing from the voucher, your store will still get paid for the voucher.
    Yes  No

13. If there is a signature on the voucher, but the “Pay Exactly” box is not filled in, your store will still get paid for that voucher.
    Yes  No

14. The amount written in the “Pay Exactly” box cannot exceed the face value of the cash value voucher for fruits and vegetables.
    Yes  No

15. Stores are required to offer receipts to shoppers for each WIC transaction.
    Yes  No

16. If a shopper buys $5.75 worth of fruits and vegetables with a $6 dollar voucher, they should get 25 cents (25¢) in change along with their receipt.
    Yes  No
Multiple Choice: Circle the letter that best answers each question.

1. Which one of the following items are shoppers allowed to use for WIC transactions?
   A. Coupons
   B. In-store specials
   C. Club cards
   D. All of the above

2. If the shopper isn’t buying everything that is listed on a voucher, you should:
   A. Tell the shopper that they have to buy everything listed on the voucher.
   B. Ask the shopper if they wanted the missing item.
   C. Always charge WIC for everything that is listed on the voucher.
   D. Only charge WIC for the items actually purchased by the shopper.
   E. B and D
   F. A and C

3. If the total purchase price of fruit and vegetables exceeds the face value of the cash value voucher for fruits and vegetables, the shopper may pay the difference with:
   A. Cash
   B. Oregon Trail card
   C. Another CVV
   D. Personal check
   E. Credit/debit card
   F. Store gift card
   G. All of the above

Jumble: Put the following jumbled WIC check-out procedures in the correct order by correctly numbering each step (1 - 8.)

<table>
<thead>
<tr>
<th>Step (1-8)</th>
<th>Check-out procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ring up the shopper’s foods using the WIC Food List as a guide.</td>
</tr>
<tr>
<td>2</td>
<td>Ask for the WIC ID card, make sure there are at least 1 and no more than 2 signatures, and hold onto it.</td>
</tr>
<tr>
<td>3</td>
<td>Get the shopper’s signature and match it with a signature on the WIC ID card.</td>
</tr>
<tr>
<td>4</td>
<td>Check the “First Day to Use” and “Last Day to Use.”</td>
</tr>
<tr>
<td>5</td>
<td>Stamp your store’s 4-digit WIC Vendor Number on the voucher.</td>
</tr>
<tr>
<td>6</td>
<td>Say “Yes” to coupons, specials, and store discount cards.</td>
</tr>
<tr>
<td>7</td>
<td>Give the customer a receipt and return the WIC ID card.</td>
</tr>
<tr>
<td>8</td>
<td>Write the purchase price in the “Pay Exactly” box.</td>
</tr>
</tbody>
</table>
Scenarios: Circle “Yes” if the WIC transaction is acceptable and “No” if it is not acceptable.

All shoppers below have a voucher that lists “36 Ounces Cereal (12 oz size or larger).”

1. Sally brings a 17.3 oz box of All Bran cereal and a 12 oz box of Instant Quaker Grits cereal to your check stand.

Would this be an acceptable WIC transaction?

Yes  No

2. Johnny brings a 12.2 oz box of Shredded Wheat cereal and a 24 oz box of Corn Flakes cereal to your check stand.

Would this be an acceptable WIC transaction?

Yes  No

3. Butch brings a 17.3 box of Trix cereal and a 12.2 oz box of Fruit Loops cereal to your check stand.

Would this be an acceptable WIC transaction?

Yes  No

4. Amanda brings a 12 oz box of Kix cereal, a 10 oz box of Rice Krispies cereal, and a 13 oz box of Honey Bunches of Oats Peaches cereal to your check stand.

Would this be an acceptable WIC transaction?

Yes  No
Vouchers and WIC ID Cards: Circle the letter that best answers the question below.

When you compare a WIC ID card and a voucher, which of the following actions do you perform?

A. Make sure the WIC ID number on the voucher matches the one on the WIC ID card.
B. Make sure the participant listed on the voucher is also listed on the WIC ID card.
C. Match the shopper’s signature on the voucher to a signature on the WIC ID card.
D. All of the above.
Check Your WIC-Wisdom!
(Answers)

Yes/No: Circle “Yes” if you agree with the statement and “No” if you disagree.

1. The full name of the WIC Program is “The Special Supplemental Nutrition Program for Women, Infants, and Children”. Yes
2. A shopper’s driver’s license may be used as identification in place of the WIC ID card. No
   The shopper must have a WIC ID card. Please request it in a customer-friendly manner. Do not ask for identification in addition to the WIC ID card.
3. It is okay to accept a voucher even if the date in the “Last Day to Use” box has passed. No
   Your store will not get paid for vouchers accepted outside of the printed date range. Making this error could result in administrative action.
4. If your store is out of the infant formula listed on the voucher, you may give the shopper a rain check or substitute a different formula. No
   No IOUs, rain checks, or substitutions are allowed.
5. The shopper may buy any block of cheese as long as it is made in the USA. No
   Only 1 lb (pound) blocks of cheese and certain types of cheese are allowed. Check the WIC Food List for details.
6. WIC shoppers are required to purchase a gallon size container of milk if the voucher lists gallons. Yes
   For example, if the voucher lists 2 gallons and 1 half-gallon of milk, the shopper is required to select 2 gallon containers and 1 half-gallon container. You can make an exception if your store temporarily has only half-gallon containers of all WIC-authorized milk. In this rare case the shopper may purchase 5 half-gallon containers.
7. Shoppers can mix and match 100% whole wheat bread, brown rice, and soft corn tortillas up to the amount listed on the voucher (16 or 32 ounces). Yes
   Shoppers are encouraged to maximize their whole grain allowance by choosing a variety of grain types in the correct sizes.
8. Shoppers can buy organic fruits and vegetables with their cash value voucher for fruits and vegetables. Yes
   Shoppers are encouraged to buy a variety of fruits and vegetables. Check the WIC Food List for details.
9. Shoppers can buy organic peanut butter as long as the container is 16 to 18 oz. No
   The only organic foods allowed are fresh and frozen fruits and vegetables.
10. You must fill in the “Pay Exactly” amount before the WIC shopper signs the voucher.
   When the shopper signs the voucher, they verify that they are charged the correct amount. The receipt is required because it gives the shopper proof that they were charged the correct amount.
   *Yes*

11. The shopper’s signature on the voucher must match one of the signatures on the WIC ID card.
   If it does not match, void the transaction, give the voucher and WIC ID card back to the shopper, and refer the shopper to the WIC clinic.
   *Yes*

12. If the shopper’s signature is missing from the voucher, your store will still get paid for the voucher.
   The customer must sign the voucher after the “Pay Exactly” amount is filled in. Your store will not be paid for vouchers that are missing a shopper's signature and it could result in administrative action. Remember, it is against WIC Program rules to have a shopper return to the store to sign the voucher.
   *No*

13. If there is a signature on the voucher, but the “Pay Exactly” box is not filled in, your store will still be paid for that voucher.
   Your store will not be paid for a voucher that does not have the purchase amount written on the front in the “Pay Exactly” box. This mistake could result in administrative action.
   *No*

14. The amount written in the “Pay Exactly” box cannot exceed the face value of the CVV.
   The amount written in the “Pay Exactly” box can be less, but not more than the face value of the CVV.
   *Yes*

15. Stores are required to offer receipts to shoppers for each WIC transaction.
   Stores are required to offer a receipt for each WIC voucher. The shopper does not have to take them.
   *Yes*

16. If a shopper buys $5.75 worth of fruits and vegetables with a $6 dollar voucher, they should get 25 cents (25¢) in change along with their receipt.
   Never give the shopper money back on a WIC transaction.
   *No*

**Multiple Choice: Circle the letter that best answers each question.**

1. Which one of the following items are shoppers allowed to use for WIC transactions?
   A. Coupons
   B. In-store specials
   C. Club cards
   D. All of the above *(The WIC Program encourages it.)*
2. If the shopper isn’t buying everything that is listed on a voucher, you should:
   A. Tell the shopper that they have to buy everything listed on the voucher.
   B. Ask the shopper if they wanted the missing item. (They may have overlooked the item.)
   C. Always charge WIC for everything that is listed on the voucher.
   D. Only charge WIC for the items actually purchased by the shopper.
   E. B and D
   F. A and C

3. If the total purchase price of fruit and vegetables exceeds the face value of the CVV, the shopper may pay the difference with:
   A. Cash
   B. Oregon Trail card
   C. Another CVV
   D. Personal check
   E. Credit/debit card
   F. Store gift card
   G. All of the above

Jumble: Put the following jumbled WIC check-out procedures in the correct order by correctly numbering each step (1 - 8.)

<table>
<thead>
<tr>
<th>Step (1-8)</th>
<th>Check-out procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Ring up the shopper’s foods using the WIC Food List as a guide.</td>
</tr>
<tr>
<td>1</td>
<td>Ask for the WIC ID card, make sure there are at least 1 and no more than 2 signatures, and hold onto it.</td>
</tr>
<tr>
<td>6</td>
<td>Get the shopper’s signature and match it with a signature on the WIC ID card.</td>
</tr>
<tr>
<td>2</td>
<td>Check the “First Day to Use” and “Last Day to Use.”</td>
</tr>
<tr>
<td>8</td>
<td>Stamp your store’s 4-digit WIC Vendor Number on the voucher.</td>
</tr>
<tr>
<td>4</td>
<td>Say “Yes” to coupons, specials, and store discount cards.</td>
</tr>
<tr>
<td>7</td>
<td>Give the customer a receipt and return the WIC ID card.</td>
</tr>
<tr>
<td>5</td>
<td>Write the purchase price in the “Pay Exactly” box.</td>
</tr>
</tbody>
</table>
Scenarios:  Circle “Yes” if the WIC transaction is acceptable and “No” if it is not acceptable.

All shoppers below have a voucher that lists “36 Ounces Cereal (12 oz size or larger).”

1. Sally brings a 17.3 oz box of All Bran cereal and a 12 oz box of Instant Quaker Grits cereal to your check stand.

Would this be an acceptable WIC transaction?

Yes

The total is 29.3 oz and less than 36 oz.
Both cereals are on the Food List.
Both cereals are 12 oz or larger.

2. Johnny brings a 12.2 oz box of Shredded Wheat cereal and a 24 oz box of Corn Flakes cereal to your check stand.

Would this be an acceptable WIC transaction?

No

The total is 36.2 oz and more than 36 oz.
Shredded Wheat is not on the Food List.

3. Butch brings a 17.3 oz box of Trix cereal and a 12.2 oz box of Fruit Loops cereal to your check stand.

Would this be an acceptable WIC transaction?

No

Both cereals are not on the Food List.

4. Amanda brings a 12 oz box of Kix cereal, a 10 oz box of Rice Krispies cereal, and a 13 oz box of Honey Bunches of Oats Peaches cereal to your check stand.

Would this be an acceptable WIC transaction?

No

The Rice Krispies box is less than 12 oz.
Honey Bunches of Oats Peaches is not on the Food List.
When a shopper presents a WIC ID card and a voucher, which of the following actions do you perform?

A. Make sure the WIC ID number on the voucher matches the one on the WIC ID card.  (This is for WIC administration only.)

B. Make sure the participant listed on the voucher is also listed on the WIC ID card.  (This is for WIC administration only.)

C. Match the shopper’s signature on the voucher to a signature on the WIC ID card.  (If it does not match, void the transaction.)

D. All of the above.
Check Your WIC-Wisdom!
Pharmacy Quiz
Circle “Yes” if you agree with the statement and “No” if you disagree.

1. The full formal name of the WIC Program is “The Special Supplemental Nutrition Program for Women, Infants, and Children”.  
   Yes  No

2. A shopper’s driver’s license may be used as WIC identification instead of the WIC ID card.  
   Yes  No

3. It is okay to accept a voucher even if the date in the “Last Day to Use” box has passed.  
   Yes  No

4. If your pharmacy is out of the infant formula listed on the voucher, you may give the shopper a rain check or substitute a different formula.  
   Yes  No

5. You must fill in the total amount in the “Pay Exactly” box before the WIC shopper signs the voucher.  
   Yes  No

6. If the shopper’s signature is missing from the WIC voucher, your pharmacy will still be paid for the voucher.  
   Yes  No

7. The shopper’s signature on the voucher must match one of the signatures on the WIC ID card.  
   Yes  No

8. If a shopper presents a voucher with a “First Day to Use” date that has not yet occurred, you may still accept the voucher.  
   Yes  No

9. If a shopper requests a formula or medical food that is not in stock, your pharmacy must be able to obtain it within 48 hours.  
   Yes  No

10. If there is a signature on the voucher, but the “Pay Exactly” box is not filled in, you will still be paid for that voucher.  
    Yes  No

11. If your pharmacy carries food (milk, cheese, eggs, juice, etc.) in addition to formula, you can accept, process, and deposit vouchers for those foods.  
    Yes  No

Jumble: Put the following jumbled WIC check-out procedures in the correct order by correctly numbering each step (1 - 8.)

<table>
<thead>
<tr>
<th>Step (1-8)</th>
<th>Check-out procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Ring up the shopper’s foods using the WIC Food List as a guide.</td>
</tr>
<tr>
<td>2.</td>
<td>Ask for the WIC ID Card, make sure there are at least 1 and no more than 2 signatures, and hold onto it.</td>
</tr>
<tr>
<td>3.</td>
<td>Get the shopper’s signature and match it with a signature on the WIC ID card.</td>
</tr>
<tr>
<td>4.</td>
<td>Check the “First Day to Use” and “Last Day to Use.”</td>
</tr>
<tr>
<td>5.</td>
<td>Stamp your store’s 4-digit WIC Vendor Number on the voucher.</td>
</tr>
<tr>
<td>6.</td>
<td>Say “Yes” to coupons, specials, and store discount cards.</td>
</tr>
<tr>
<td>7.</td>
<td>Give the customer a receipt and return the WIC ID card.</td>
</tr>
<tr>
<td>8.</td>
<td>Write the purchase price in the “Pay Exactly” box.</td>
</tr>
</tbody>
</table>
Multiple Choice: Circle the letter that best answers each question.

1. Which one of the following items are shoppers allowed to use for WIC transactions?
   A. Coupons
   B. In-store specials
   C. Club cards
   D. All of the above

2. Which one of the following items can you give the WIC shopper, if your pharmacy is out of the specified infant formula?
   A. IOU
   B. Rain check
   C. Substitution
   D. None of the above

3. If the shopper isn't buying everything that is listed on a voucher, you should
   A. Tell the shopper that they have to buy everything listed on the voucher.
   B. Ask the shopper if they wanted the missing item.
   C. Always charge WIC for everything that is listed on the voucher.
   D. Only charge WIC for the items actually purchased by the shopper.
   E. B and D
   F. A and C

Vouchers and WIC ID Cards: Circle the letter that best answers the question below.

When a shopper presents a WIC ID card and a voucher, which of the following actions do you perform?
   A. Make sure the WIC ID number on the voucher matches the one on the WIC ID card.
   B. Make sure the participant listed on the voucher is also listed on the WIC ID card.
   C. Match the shopper's signature on the voucher to a signature on the WIC ID card.
   D. All of the above.
Check Your WIC-Wisdom!
Pharmacy Quiz Answers
Circle “Yes” if you agree with the statement and “No” if you disagree.

1. The full formal name of the WIC Program is “The Special Supplemental Nutrition Program for Women, Infants, and Children”. Yes

2. A shopper’s driver’s license may be used as WIC identification instead of the WIC ID card. The customer must have a WIC ID card. Please request it in a customer-friendly manner. Do not ask for identification in addition to the WIC ID card. No

3. It is okay to accept a voucher even if the date in the “Last Day to Use” box has passed. Your pharmacy will not get paid for vouchers accepted outside of the printed date range. Making this error could result in administrative action. No

4. If your pharmacy is out of the infant formula listed on the voucher, you may give the shopper a rain check or substitute a different formula. No IOUs, rain checks, or substitutions are allowed. No

5. You must fill in the “Pay Exactly” amount before the WIC shopper signs the voucher. When the shopper signs the voucher, they verify that they are charged the correct amount. The receipt is proof that they were charged the correct amount. Yes

6. If the shopper’s signature is missing from the WIC voucher, your pharmacy will still get paid for the voucher. The customer must sign the voucher after the “Pay Exactly” amount is filled in. Your pharmacy will not be paid for vouchers that are missing a shopper’s signature and it could result in administrative action. Remember, it is against WIC Program rules to have a shopper return to the pharmacy to sign the voucher. No

7. The shopper’s signature on the voucher must match one of the signatures on the WIC ID card. If it does not match, void the transaction, give the voucher and WIC ID card back to the shopper, and refer the shopper to the WIC clinic. Yes

8. If a shopper presents a voucher with a “First Day to Use” date that has not yet occurred, you may still accept the voucher. Your pharmacy will not get paid for vouchers accepted outside of the printed date range. Making this error could result in administrative action. No

9. If a shopper requests a formula or medical food that is not in stock, your pharmacy must be able to obtain it within 48 hours. Your pharmacy has 72 hours to obtain the requested formula. No
10. If there is a signature on the voucher, but the “Pay Exactly” box is not filled in, you will still be reimbursed for that voucher. Your pharmacy will not be paid for a voucher that does not have the purchase amount written in the “Pay Exactly” box. This mistake could result in administrative action.

11. If the pharmacy carries food (milk, cheese, eggs, juice, etc.) in addition to formula, they can accept, process, and deposit vouchers for those foods. Pharmacies are only allowed to accept vouchers for formula or medical foods. Pharmacies are also not allowed to accept cash value vouchers (CVV) for fresh or frozen fruits and vegetables.

Jumble: Put the following jumbled WIC check-out procedures in the correct order by correctly numbering each step (1 - 8).

<table>
<thead>
<tr>
<th>Step (1-8)</th>
<th>Check-out procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ask for the WIC ID card, make sure there are at least 1 and no more than 2 signatures, and hold onto it.</td>
</tr>
<tr>
<td>2</td>
<td>Check the “First Day to Use” and “Last Day to Use.”</td>
</tr>
<tr>
<td>3</td>
<td>Ring up the shopper’s foods using the WIC Food List as a guide.</td>
</tr>
<tr>
<td>4</td>
<td>Say “Yes” to coupons, specials, and store discount cards.</td>
</tr>
<tr>
<td>5</td>
<td>Write the purchase price in the “Pay Exactly” box.</td>
</tr>
<tr>
<td>6</td>
<td>Get the shopper’s signature and match it with a signature on the WIC ID card.</td>
</tr>
<tr>
<td>7</td>
<td>Give the customer a receipt and return the WIC ID card.</td>
</tr>
<tr>
<td>8</td>
<td>Stamp your store’s 4-digit WIC Vendor Number on the voucher.</td>
</tr>
</tbody>
</table>

Multiple Choice: Circle the letter that best answers each question.

1. Which one of the following items are shoppers allowed to use for WIC transactions?
   A. Coupons
   B. In-store specials
   C. Club cards
   D. All of the above

2. Which one of the following items can you give the WIC shopper if your store is out of the specified infant formula?
   A. IOU
   B. Rain check
   C. Substitution
   D. None of the above
3. If the shopper isn’t buying everything that is listed on a voucher, you should
   A. Tell the shopper that they have to buy everything listed on the voucher.
   B. Ask the shopper if they wanted the missing item.
   C. Always charge WIC for everything that is listed on the voucher.
   D. Only charge WIC for the items actually purchased by the shopper.
   E. B and D
   F. A and C

Vouchers and WIC ID Cards: Circle the letter that best answers the question below.

When a shopper presents a WIC ID card and a voucher, which of the following actions do you perform?
   A. Make sure the WIC ID number on the voucher matches the one on the WIC ID card.
   B. Make sure the participant listed on the voucher is also listed on the WIC ID card.
   C. Match the shopper’s signature on the voucher to a signature on the WIC ID card.
   D. All of the above.
Remember these four things when processing WIC vouchers:

1. Stamp all vouchers before posting as a reminder for all bookkeepers.
2. Look for shopper’s signature.
3. Ensure the correct purchase price is entered.
4. Deposit within 60 days of “First Day to Use”.
Section 6: WIC Wise copies
To contact the Oregon WIC Vendor Team:

Telephone: 877-807-0889
Fax: 971-673-0071
e-mail: wic.vendorservices@state.or.us

If you need this material in an alternate format, please call 971-673-0040.

WIC is an equal opportunity program and employer.

http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/vendor.aspx