KANSAS WIC

Program Booklet

INFORMATION FOR VENDORS

EFFECTIVE OCTOBER 2015

Kansas Department of Health and Environment

KANSAS WIC

What is WIC?

WIC is a nutrition program that provides nutrition and health education, healthy food and other services to Kansas families who qualify. WIC stands for Women, Infants and Children.

WIC's goal is to help keep pregnant and breastfeeding women, new moms, and kids under age 5 healthy. To do this, WIC provides:

- Personalized nutrition information and support
- Checks to buy healthy food
- Tips for eating well to improve health
- Referrals for services that can benefit the whole family

WIC clients may receive two types of checks:

- A standard WIC check that lists specific foods that may be purchased.
- A Fruit and Vegetable Check that has a fixed-dollar amount printed on it for the purchase of fresh fruits and vegetables.

For more information about the Kansas WIC Program, go to **www.kansaswic.org** and click on the ***Information for WIC Vendors*** link on the left.

What Role does a WIC Vendor Play?

WIC vendors play an important role in the health community. WIC checks contain a food prescription designed to supplement the WIC client's nutritional needs. The vendor fills the prescription, ensuring that the client receives what is prescribed on the check.

Vendors act as the final step in the WIC process. The vendor's role is vital to the success of the WIC program because the nutritious WIC foods are designed to promote the healthiest possible birth outcomes, as well as the growth and development of children.

Baby Food

FRUITS & VEGETABLES

4 oz containers

- Single or mixed fruits
- Single or mixed vegetables
- No added sugar, starch or salt
- No added DHA/ARA

CANNOT BUY: desserts, dinners, cobblers, delights or organic

TIP: *When buying baby food fruit and vegetables, a 2-pack is counted as 2 containers.*

MEATS

2½ oz containers

Available to exclusively breastfed babies only.

- Single meats with broth
- Single meats with gravy

CANNOT BUY: dinners or organic

Brands that have products to meet the criteria for baby food and infant cereal include: Beechnut, Gerber, Tippy Toes, Kroger and Up & Up

Infant Cereal

8 oz box or larger

Your choice of:

- Barley
- Oatmeal
- Whole Wheat
- Mixed
- Rice

CANNOT BUY: cereal with added fruit, formula, DHA/ARA or organic

Infant Formula

The brand, type and size as listed on the check.

CANNOT BUY: any other brand, type or size

MILK, EGGS, & CHEESE MUST BE STORE BRAND OR LEAST EXPENSIVE BRAND AVAILABLE

Milk

All authorized milk is fortified with Vitamin D.

Type and container size as listed on the check

- No Fat (Skim)
- Lowfat Options (½%, 1%)
- Reduced Fat (2%)*
- Whole Milk *(for 12-24 months old)*
- Fat free, Lowfat or Reduced Fat Lactose Free
- Whole Lactose Free
- Fat Free or Lowfat Evaporated
- Whole Evaporated
- Nonfat Dry

CANNOT BUY: buttermilk, flavored milk, raw unpasteurized milk, non-dairy milk substitutes**, rice milk**, organic milk, almond milk**, coconut milk** or in glass containers

**Only for certain medical conditions. ** Does not meet minimum nutrition requirements.*

Eggs

One Dozen

Your choice of:

- Grade AA Large
- Grade A Large

CANNOT BUY: brown, free-range, specialty eggs or organic

Cheese

One 16 oz package or two 8 oz packages

Your choice of:

- Pasteurized Processed American (sliced)
- Cheddar (block)
- Cojack (block)
- Colby (block)
- Monterey Jack (block)
- Mozzarella (block)
- Swiss (block)

CANNOT BUY: imported cheese, cheese food, product or spread, shredded cheese, cheese with added flavors, individually wrapped slices or organic

Yogurt

32 oz. containers

(Whole, lowfat & nonfat) Brand specific

- Coburn Farms
- Dannon Naturals
- Great Value
- Hy-Vee
- Kroger
- Market Pantry
- Mountain High
- Our Family
- Shurfine
- Yoplait

Flavors include: Original/Plain, Vanilla or Strawberry

CANNOT BUY: any other size, container, type, flavor, brand, with added artificial sweeteners, mix-in ingredients (such as granola, candy pieces, honey, nuts and similar ingredients), Greek, Organic, or Drinkable

Soy Beverage

Half gallon (64 oz) containers only

(Original/Plain or Vanilla)

- 8th Continent
- Silk - original only
- WestSoy

CANNOT BUY: any other size, container, type, flavor or brand

Tofu

16 oz containers

- Nasoya - Silken
- Azumaya - Firm
- House - Medium Firm, Firm and Extra Firm

CANNOT BUY: any other size, container, type, flavor or brand

Peanut Butter

16 - 18 oz jar

Any brand

- Smooth/Creamy
- Crunchy

CANNOT BUY: peanut butter spreads, peanut butter with added flavors, fortified peanut butter, natural or organic

Dried Beans/Peas

Up to 1 lb bag

Any brand

Your choice of:

- Dried Beans
- Peas
- Lentils

CANNOT BUY: soup mixes

Canned Beans

15 - 16 oz can

Any brand

- Black Beans
- Black-Eyed Peas
- Fat-Free Refried Beans
- Garbanzo Beans (Chick Peas)
- Great Northern Beans
- Kidney Beans
- Lentils
- Lima or Butter Beans
- Navy Beans
- Pinto Beans
- Split Peas

CANNOT BUY: green beans, baked beans, flavored beans, pork and beans or chili beans, soups, beans containing added sugars, fats, meats or oils

Fish

5 - 15 oz containers

Any brand

Available to exclusively breastfeeding mothers and pregnant or breastfeeding mothers with twins or triplets.

LIGHT TUNA, CHUNK

- Packed in water or oil

PINK SALMON

- Packed in water or oil

CANNOT BUY: albacore tuna, tuna spreads, or any other type of salmon, lunch packs, or fish with added flavoring

Fruits & Vegetables

FRESH FRUITS & VEGETABLES

- Any variety of fresh, bulk fruits and vegetables
- Bagged salad mixes
- Bagged vegetables
- Bagged fruit
- Cut fruit or vegetables

CANNOT BUY: canned, frozen, items from the salad bar, party trays, fruit baskets, decorative fruits or vegetables, nuts, herbs or spices (e.g. garlic, cilantro, parsley, etc.)

TIP:
Eating fresh fruits and vegetables is as easy as:

- *Rinse and eat*
- *Peel and eat*
- *Slice and eat*

Fruit and Vegetable Purchases

- Must be separated from items listed on other WIC checks.
- Can include multiple Fruit and Vegetable Checks.
- The Fruit and Vegetable Check has a maximum dollar amount printed on it. If fruits and vegetables exceed the dollar amount on the Fruit and Vegetable Check the customer can:
  - **Pay the difference using cash, credit/debit card, check or Vision card benefits.**
  - **Pay the difference using multiple Fruit and Vegetable Checks together.**
- Tax will be applied to the difference if they pay with cash, credit/debit, or check.
- Tax will not be applied to the difference if they pay with Vision card benefits or another Fruit and Vegetable Check.
- If the fruit and vegetable purchase doesn't add up to the Fruit and Vegetable Check amount, they will **not** receive change back.

Juice

Only the container size and quantity listed on the WIC Check.

100% FRUIT JUICE ONLY

- No sugar added
- No organic or DHA
- No infant juice
- No refrigerated
- No juice cocktails, drinks or ades

ORANGE JUICE

Any brand

- **Concentrate (frozen or non-frozen) 11.5-12 oz**
- **64 oz shelf stable**
- **With or Without Calcium**

FROZEN CONCENTRATE

11.5 - 12 oz only

- Great Value: Apple or Grape
- Hy-Vee: Apple
- Kroger: Apple, Grape, or Pineapple Orange
- Market Pantry: Apple or Grape
- Old Orchard 100% Juice: Any flavor with a green lid
- Our Family: Apple
- Seneca: Apple Grape
- Shur Fine: Apple
- Tipton Grove: Apple
- Tree Top: Apple
- Welch's: Any flavor with a yellow band

NON-FROZEN CONCENTRATE

11.5 - 12 oz only

- Welch's: Any flavor with a yellow band

Look for WIC Approved shelf tags

Kansas WIC — WIC Approved

SHELF STABLE

64 oz only

- Apple & Eve: Any flavor
- Best Choice: Apple, Berry, Cherry, Grape, Punch, Grape Blend or White Grape
- Great Value: Apple, Grape, White Grape, or White Grape Peach
- Hy-Vee: Apple, Grape, White Grape, Just Juice Apple, Just Juice Berry, Just Juice Cherry, Just Juice Fruit Punch or Just Juice Grape
- Juicy Juice: Any flavor
- Kroger: Apple, Grape, White Grape or White Grape Peach
- Langers: Apple, Apple Kiwi Strawberry, Apple Orange Pineapple, Apple Peach Mango or Grape Juice Plus
- Market Pantry: Apple, Grape or White Grape
- Mott's: Apple
- Musselman's: Apple or Premium Apple
- Old Orchard 100% Juice: Any flavor with 100% juice on the label
- Our Family: Apple, Berry, Cherry Punch, Fruit Punch, Grape, Grape Blend or White Grape
- Seneca: Apple
- Sesame Street: Big Bird Apple, Elmo's Punch, Grover's White Grape, or Bert & Ernie's Berry
- Shur Fine: Apple, Grape, White Grape, Juice-A-Lot Berry, Juice-A-Lot Cherry, Juice-A-Lot Grape or Juice-A-Lot Punch
- Tipton Grove: Apple or Grape
- Tree Top: Apple, Apple Berry, or Apple Grape

Whole Grains

TORTILLAS

16 oz packages

WHOLE WHEAT TORTILLAS:

- Best Choice
- Chi Chi's
- Don Pancho
- Food Club
- Guerrero
- Hy-Vee
- IGA
- Kroger
- La Banderita
- La Burrita
- Mama Lupe
- MiCasa
- Mission
- Ortega
- Our Family
- Santa Fe
- ShurFine

CANNOT BUY: any other brand

SOFT CORN TORTILLAS:

Any brand

- Yellow or White

BROWN RICE

Any brand

16 oz containers

- Regular
- Quick (16 oz)

14 oz containers

- Instant

CANNOT BUY: products with added sugar, salt, flavoring, fat or oil

WHOLE WHEAT PASTA

16 oz only

- Barilla
  - Whole Wheat Penne
  - Whole Wheat Spaghetti
- Full Circle
- Kroger
- ShurFine
- Simple Truth
- Nash Bro Trading Co.
- Natural Directions
- Hodgson Mill
- Racconto
- Ronzoni

CANNOT BUY: Any other brand or products that have added sugars, fats, oils, or salt (i.e. sodium)

100% WHOLE WHEAT BREAD, ROLLS & BUNS

12, 16, 20 or 24 oz packages

Product labels for breads/rolls/buns must include the words ***100% Whole Wheat***. Whole wheat flour must be the first ingredient listed.

Brands that have 100% Whole Wheat products to meet the above criteria include:

Things to look for when scanning whole wheat bread...

STEP 1:
Check the Label

Label says "100% Whole Wheat"

STEP 2:
Check the Ingredient List

Whole Wheat flour is the first ingredient listed

STEP 3:
Check Ounces in Product

Make sure they don't go over the ounces listed on the WIC check

Breakfast Cereals

Good Source of Iron, Folic Acid and Other Important Nutrients

COLD CEREAL *11 oz or larger, not to exceed 36 oz*

***Indicates cereals made with whole grain**

CANNOT BUY: any cereal or brand not listed, or organic cereal

Best Choice

- Bran Flakes*
- Corn Biscuits
- Corn Flakes
- Crispy Hexagons
- Crispy Rice
- Essentially You
- Frosted Shredded Wheat*
- Happy O's*
- Oats & More w/Almonds
- Oats & More w/Honey
- Oat Wise*
- Rice Biscuits
- Wheat Biscuits*

Food Club

- Bran Flakes*
- Corn Biscuits
- Corn Flakes
- Crispy Hexagons
- Crispy Rice
- Essentially You
- Frosted Shredded Wheat*
- Nutty Nuggets*
- Oats & More w/Almonds
- Oats & More w/Honey
- Oat Wise*
- Rice Biscuits
- Tasteeos/Toasted Oats*
- Wheat Biscuits*

General Mills

- Berry Berry Kix*
- Cheerios*
- Cheerios + Ancient Grains*
- Corn Chex
- Dora the Explorer
- Fiber One Honey Clusters*
- Honey Kix*
- Kix*
- Multi Grain Cheerios*
- Rice Chex
- Wheat Chex*
- Wheaties*
- Whole Grain Total*

Great Value

- Bite Size Frosted Shredded Wheat*
- Bran Flakes*
- Corn Flakes
- Crisp Rice
- Crunchy Nuggets*
- Crunchy Oat Squares*
- Honey Oats and Flakes
- Toasted Corn
- Toasted MulitGrain*
- Toasted Rice
- Toasted Wheat*
- Toasted Whole Grain Oats*

Hy-Vee

- Bran Flakes*
- Corn Biscuits
- Corn Flakes
- Crispy Rice
- Crispy Hexagons
- Essentially You
- Frosted Shredded Wheat*
- Frosted Bite size Shredded Wheat - Blueberry*
- Frosted Shredded Wheat - Strawberry Cream*
- Mulitgrain Tasteeos*
- Nutty Nuggets*
- Oats & More w/ Honey
- Oats & More w/ Almonds
- Oat Wise*
- Rice Biscuits
- Simple Living*
- Tasteeos*
- Toasted Corn Squares
- Toasted Rice Squares
- Wheat Biscuits*
- Wheat Flakes*

IGA

- Bran Flakes*
- Corn Biscuits
- Corn Flakes
- Crispy Hexagon
- Crispy Rice
- Nutty Nuggets*
- Oats & More with Almonds
- Rice Biscuits
- Tasteeos*
- Toasted Oats*

Kellogg's

- All Bran*
- Corn Flakes
- Crispix
- Frosted Mini-Wheats Little Bites*
- Frosted Mini-Wheats Original*
- Frosted Mini-Wheats Touch of Fruit Raisin*
- Frosted Mini-Wheats Touch of Fruit Raspberry*
- Rice Krispies

Kroger

- Bran Flakes*
- Corn Bitz
- Corn Flakes
- Crispy Hexa-Grains*
- Crispy Rice
- Frosted Shredded Wheat*
- Frosted Shredded Wheat - Blueberry*
- Frosted Shredded Wheat - Strawberry Cream*
- Honey Crisp Medly w/ Almonds
- Honey Crisp Medly
- Living Well*
- Living Well Multigrain*
- Multigrain Toasted Oats*
- Nutty Nuggets*
- Oat Squares*
- Rice Bitz
- Toasted Oats*

Malt-O-Meal

- Blueberry Mini Spooners*
- Corn Flakes
- Crispy Rice
- Frosted Mini Spooners*
- Oat Blenders w/ Honey
- Scooters*
- Strawberry Cream Mini Spooners*

market pantry.

- Corn Flakes
- Frosted Shredded Wheat*
- Frosted Strawberry Shredded Wheat*
- Honey & Oat Mixers
- Toasted Oats*
- Toasted Rice

Our Family

- 4 Corner Crunch Original*
- Corn Biscuits
- Corn Flakes
- Crispy Hexagons
- Crispy Rice
- Essentially You
- Frosted Shredded Wheat*
- Frosted Shredded Wheat - Strawberry Cream*
- Bran Flakes*
- Multigrain Toasted Oats*
- Nutty Nuggets*
- Oats and More w/Almonds
- Oats and More w/Honey
- Oat Wise*
- Rice Biscuits
- Toasted Oats*
- Wheat Biscuits*

***Indicates cereals made with whole grain**

Post

- Alpha-Bits*
- Banana Nut Crunch*
- Bran Flakes*
- Grape Nuts*
- Grape Nuts Flakes*
- Honey Nut Shredded Wheat*
- Honey Bunches of Oats Whole Honey Roasted
- Honey Bunches of Oats w/Almond Bunches
- Honey Bunches of Oats w/Cinnamon Bunches
- Honey Bunches of Oats Whole Grain Honey Crunch*
- Honey Bunches of Oats Whole Grain w/Vanilla Bunches*

QUAKER

- Life *
- Oatmeal Squares Cinnamon*
- Oatmeal Squares Golden Maple*
- Oatmeal Squares Hint of Brown Sugar*
- Oatmeal Squares Honey Nut*

Ralston Foods

- Bran Flakes*
- Corn Biscuits
- Corn Flakes
- Crispy Hexagons
- Crispy Rice
- Essentially You
- Frosted Shredded Wheat*
- Oats & More
- Oats & More w/Almonds
- Oat Wise*
- Rice Biscuits
- Tasteeos* w/Honey

Shur Fine

- Corn Flakes
- Corn Squares
- Crisp Rice
- Crispy Rice
- Crunchy Corn
- Crunchy Corn & Rice
- Crunchy Rice
- Crunchy Wheat Squares*
- Enriched Bran Flakes*
- Frosted Shredded Wheat*
- Frosted Shredded Wheat Bite Size*
- Honey, Oats & Flakes w/Almonds
- Multigrain Medley*
- Nutty Nuggets*
- Oats & More w/Almonds & Honey Oat Clusters
- Oats & More w/Honey Oat Clusters
- Oat Wise*
- Rice Squares
- Toasted Oats*
- Wheat Bran*
- Wheat Squares*

***Indicates cereals made with whole grain**

Ways to Buy 36 oz of Cereal...

12 oz + 12 oz + 12 oz = 36 oz

18 oz + 18 oz = 36 oz

12 oz + 24 oz = 36 oz

36 oz = 36 oz

HOT CEREAL

11 oz or larger, not to exceed 36 oz

CANNOT BUY: any cereal or brand not listed, or organic cereal

Best Choice

- Creamy Wheat Farina
- Regular Flavor Instant Oatmeal*

Cream of Wheat

- Cream of Rice
- Cream of Wheat (1 Minute)
- Cream of Wheat (10 Minute)
- Cream of Wheat (2½ Minute)
- Cream of Wheat Instant
- Cream of Rice Instant
- Healthy Grain Cream of Wheat Instant*
- Whole Grain Cream of Wheat*

Food Club

- Instant Regular Oatmeal*

HyVee

- Creamy Wheat Farina
- Instant Oatmeal Original Flavor*

IGA

- Instant Regular Oatmeal*

Kroger

- Grits Instant Butter Flavor
- Instant Oatmeal Regular Flavor*

Malt-O-Meal

- Chocolate Hot Wheat Cereal
- Original Hot Wheat Cereal

Our Family

- Instant Oatmeal Regular*

QUAKER

- Instant Grits Original
- Instant Oatmeal Original*

Ralston Foods

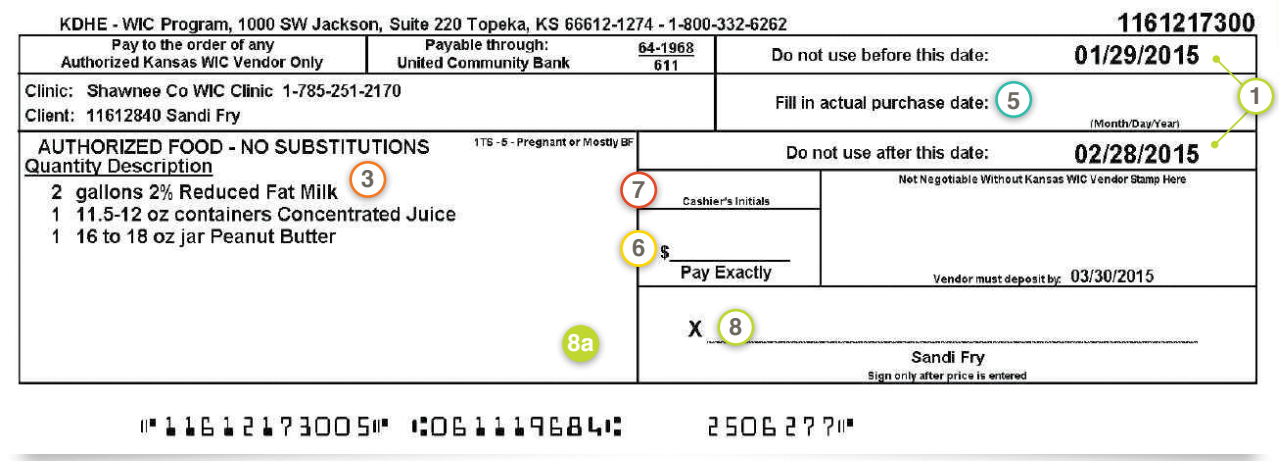
- Creamy Wheat Farina
- Instant Regular Oatmeal*

Shur Fine

- Creamy Wheat Farina
- Instant Oatmeal Regular Flavor*

***Indicates cereals made with whole grain**

How to complete a WIC Check transaction:


KDHE - WIC Program, 1000 SW Jackson, Suite 220 Topeka, KS 66612-1274 - 1-800-332-6262

1161217300

Pay to the order of any Authorized Kansas WIC Vendor Only

Payable through: United Community Bank 64-1968 / 611

Do not use before this date: 01/29/2015

Clinic: Shawnee Co WIC Clinic 1-785-251-2170

Client: 11612840 Sandi Fry

Fill in actual purchase date: 5 (Month/Day/Year)

AUTHORIZED FOOD - NO SUBSTITUTIONS 1TS - 5 - Pregnant or Mostly BF

Quantity Description

2 gallons 2% Reduced Fat Milk 3

1 11.5-12 oz containers Concentrated Juice

1 16 to 18 oz jar Peanut Butter

Do not use after this date: 02/28/2015

7 Cashier's Initials

Not Negotiable Without Kansas WIC Vendor Stamp Here

6 $ Pay Exactly

Vendor must deposit by: 03/30/2015

8a X 8

Sandi Fry

Sign only after price is entered

"YES" to coupons, specials and store discount cards!

"NO" to rain checks, refunds and IOU's.

1) Check the dates in the "First Day to Use" and "Last Day to Use" boxes. Do not accept the WIC check before or after these dates.

2) Ask for the proper identification from the WIC customer. Proper identification is any type of photo identification, expired or valid, from the United States or other countries or a WIC Program ID card (which has no photo). Compare the customer's name on the WIC check with the name on the identification provided.

3) Verify the WIC customer's selection of WIC foods matches the items listed on the WIC check. Use the WIC Program Booklet as a guide; it answers questions about what is not allowed.

4) Ring up the WIC items. Each WIC check should be processed as a separate transaction.

5) Write in the date of the transaction, using **only black ink** pens.

6) Write in the amount of the transaction, using **only black ink** pens.

7) Write in your initials, using **only black ink** pens.

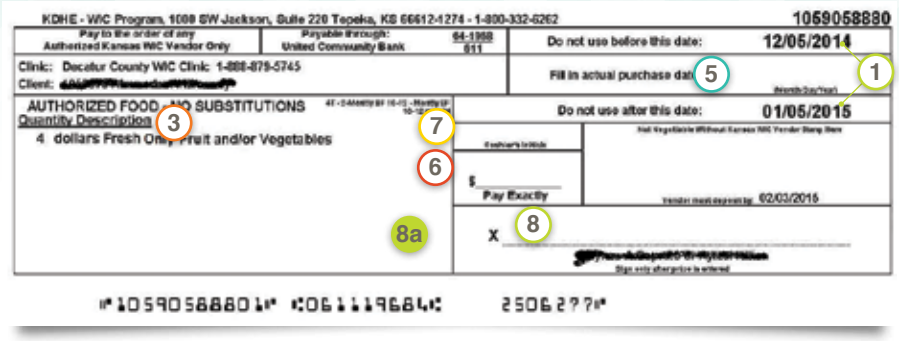
8) Have the **customer sign** in the designated box on the front of the WIC check.

a) If the customer has previously signed the WIC check, have them sign it again off to the left of the signature line.

9) Return the customer's identification and offer them a receipt for their WIC purchase.

If you make a mistake, mark through it with a single line and write the correct information next to it.

Follow the steps below to complete a Fruit and Vegetable Check transaction:



1 Check the dates in the "First Day to Use" and "Last Day to Use" boxes. Do not accept the Fruit and Vegetable Check before or after these dates.

2) Ask for the proper identification from the WIC customer. Proper identification is any type of photo identification, expired or valid, from the United States or other countries or a WIC Program ID card (which has no photo). Compare the customer's name on the WIC check with the name on the identification provided.

3 Verify the WIC customer's selection of fruits and vegetables. Use the WIC Program Booklet as a guide; it answers questions about what is not allowed.

4) Ring up the fruits and vegetables. **Customers may use multiple Fruit and Vegetable Checks towards a single purchase.**

5 Write in the date of the transaction, using **only black ink** pens.

6 Write in the purchase amount, up to the total dollar amount allowed already printed on the Fruit and Vegetable Check, using **only black ink** pens.

- If the purchase amount goes over the dollar amount printed on the Fruit and Vegetable Check, the customer may pay the difference.
- If splitting one purchase over multiple Fruit and Vegetable checks, make sure the purchase amount written on the check does not go over the dollar amount printed on the Fruit and Vegetable check.
- If the purchase amount is less than the dollar amount printed on the Fruit and Vegetable check, write the purchase amount on the Fruit and Vegetable check. ***No change shall be given.***

7 Write in your initials, using **only black ink** pens.

8 Have the customer sign in the designated box on the front of the Fruit and Vegetable check.

a If the customer has previously signed the Fruit and Vegetable check, have them sign it again off to the left of the signature line.

9) Return the customer's identification and offer them a receipt for their WIC purchase.

WIC Check Processing

After the WIC check transaction is complete, store personnel should complete the following steps prior to depositing the check into the bank. Please ensure that:

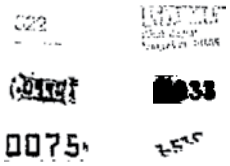
1) The WIC check is reviewed with the receipt prior to depositing into the bank.
2) The actual purchase date and the purchase amount is written correctly on the check.
3) For Fruit and Vegetable Checks, make sure the amount in "Pay Exactly" is not over maximum amount allowed.
4) The WIC check is signed by the WIC customer using only black ink.
5) Your WIC vendor number is stamped on the WIC check in the appropriate box. Use black ink only in the vendor stamp.

The following are examples of vendor stamps that would get rejected by the banking system:

Light Stamping:

Double stamping:

Uneven pressure:



After reviewing the WIC checks with the receipts and correcting any errors that you find, deposit the WIC checks into your bank by the "Deposit by" date indicated on the check.

The store may correct any errors found prior to depositing the WIC check in the bank.

Keep all WIC check receipts at the store location for a minimum of thirty (30) days.

The Kansas WIC program has an Automated Clearing House (ACH) payment process for checks that are rejected for over the allowed amount. With the ACH process, all checks that exceed the maximum amount will be returned (rejected); however your bank account will be electronically credited for the maximum amount allowed for the store's peer group. You will still incur returned check fees, if applicable, from your bank.

The benefit of ACH payments for vendors will be a quicker turnaround payment for a rejected check. **In order to implement the ACH process each vendor must complete and sign the AUTHORIZATION AGREEMENT FOR ACH TRANSACTIONS. This form can be found on the Kansas WIC website (www.kansaswic.org) under the *Information for Vendors* link on the left.**

There may be times when WIC checks are returned to the store by the bank due to errors.

The returned WIC checks have not been paid through the banking system. Rejected WIC checks may be sent to the State WIC office on a Request for Reimbursement form and will be considered for payment. Submitting checks on appeal does not guarantee that the appeal will be approved.

Returned WIC check reasons that **will be considered for reimbursement** include:

- over the allowed amount
- invalid vendor stamp

Returned WIC check reasons that **can be directly re-deposited at your bank** include:

- missing/illegible vendor stamp

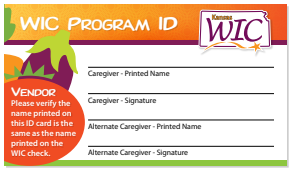
Returned WIC check reasons that **will not be considered for reimbursement** include:

- altered check
- taken late
- late deposit
- taken early
- missing signature
- previously rejected

Frequently Asked Questions

Q: Can I substitute another brand if our store is out of the brand on the WIC Program Booklet?
A: No. Substitutions are never allowed. If your store is out of the specific brand the client wants, the client can go to a different WIC authorized vendor.

Q: What if a WIC customer has an expired photo ID, a photo ID from another country or a school ID with a photo on it?
A: All of the photo ID's listed above would be considered an acceptable form of ID for a WIC customer. Proper identification is any type of photo ID, expired or valid, from the United States or other counties or a WIC Program ID card (which has no photo).



Q: If a check is processed at the cash register and is not signed by the WIC clients, what can the bookkeeper do?
A: This issue must be resolved prior to the check being deposited in the bank. Vendors should contact their Local Agency and ask about the local procedure on correcting this situation. If the check is deposited, there is no fix for the problem and no payment will be issued to the vendor.

Q: What if I make a mistake on a WIC check or Fruit and Vegetable Check?
A: When incorrect information is entered on a WIC check or Fruit and Vegetable Check, draw a single line through the incorrect information and write the correct information above and initial the change.

This is a legal document, please **do not** scribble over the incorrect information or use "white out" to cover up the incorrect information and then write the correct information over it.

Q: What if the customer doesn't have the money to pay the difference with a Fruit and Vegetable Check?
A: The dollar amount listed on the Fruit and Vegetable Check is the maximum allowed towards that customer's purchase of fruits and/or vegetables. If the customer doesn't have any other form of payment, then items will have to be removed from the customer's order. In this situation, the total amount purchased must be equal to or lower than the amount printed on the Fruit and Vegetable Check. Remember, a WIC customer does not get change if they do not spend the maximum amount allowed on a Fruit and Vegetable Check.

Q: What if my store is out of a WIC food item?
A: If your store is out of an authorized WIC food item, you must tell the WIC customer to come back later or go to another store. You may not issue rain checks, substitutions or IOUs for out-of-stock items.

Q: Who should the vendor call when a situation arises?
A: Vendors should contact their **Local WIC Agency** for concerns regarding complaints, minimum stocking exemptions for infant formula and general program questions. Vendors cannot contact clients.

Contact **Janna Gunckle (785-296-1325)** at the State WIC Agency when issues arise with WIC checks or price changes in WIC approved foods.

Contact **Valerie Merrow (785-296-0092)** if you have changed ownership, need WIC supplies for your store (i.e. door decals, new vendor stamp, shelf labels, etc.), training materials and policy questions.

Vendor Responsibilities

It is the responsibility of the WIC vendor to follow the policies and procedures of WIC.
These responsibilities include, but are not limited to, the following:

1. Comply with requirements specified in the Vendor Participation Contract and the Kansas WIC Vendor Manual.
2. Purchase infant formula from the Approved List of Infant Formula Wholesalers/Retailers/Manufacturers only.
3. Accept and process WIC checks only within the confines of the store.
4. Ensure that a minimum stock of WIC foods with future expiration dates is on the shelves at all times. Certain exceptions are allowed.
5. Post the "We Accept WIC Checks" door decal in a highly visible location on or near entrances to the store.
6. Assure that WIC clients purchase only WIC foods identified in the approved foods section of the WIC Program Booklet.
7. Give all WIC clients the same service and the same courtesies as non-WIC customers.
8. Deposit all properly redeemed WIC checks prior to the "Vendor Must Deposit by Date" printed on the face of the check.
9. At least one employee is to attend and complete all required training. That employee is then responsible to train all store employees on WIC procedures and distribute WIC materials.
10. Keep the current WIC Program Booklet at each cash register.
11. Submit timely, accurate Quarterly Price Assessments (QPA) of listed foods as required by the State Agency.
12. Cooperate with WIC officials when the store is being evaluated or monitored.
13. Do not use any incentives, "give aways", specials, or the like, for the purpose of encouraging or otherwise enticing WIC clients to redeem their WIC checks at the store.
14. Notify the Local WIC Agency or the State Agency in writing at least fifteen (15) days in advance of when the store ceases operation, changes ownership, name, or location. In these instances, except for a name change and/or close proximity location change, the State Agency shall terminate the vendor contract.
15. Compliance with the vendor selection criteria must be maintained throughout the contract period, including any changes to the criteria.

Kansas Department of Health and Environment
Bureau of Family Health
Nutrition and WIC Services
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The information in this booklet is subject to change.

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