

**THANK YOU TO  
ALL OF OUR WIC  
VENDORS**

## **ANNUAL TRAINING**



### **REQUIRED ANNUAL TRAINING**

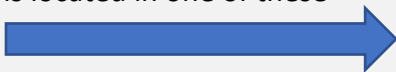
The State Agency (SA) is required to provide training to WIC Authorized stores on an annual basis. This document provides information on the 10 required elements set forth in the federal regulations which are: **Program Requirement Changes; Program Purpose; eWIC Transactions; Claims Procedures; Incentive Requirements; Complaint Process; Sanction System; Minimum Stock Requirements; Approved Infant Formula Sources; and Authorized Foods.** The training document is located on page 7 and 8 of this newsletter and will need to be completed and returned to [KDHE.vendorwic@ks.gov](mailto:KDHE.vendorwic@ks.gov) by **MARCH 4.**

**Answers to the questions in the attached quiz can be found in this document.**

**The Store Manager and/or Store Trainer must** review this document, then complete and return the attached quiz. This information must then be shared with store staff, especially cashiers. The quiz can be copied and used as an in-house training resource.

### **TRAINING AND MONITORING FOR CONTRACT RENEWAL STORES**

If your store is located in one of these counties,



your training will be provided by the local vendor manager who works with your store. You will need to ensure **at least one person receives the required face-to-face training.** The person receiving the training is then responsible for sharing the training with the rest of the store staff.

The local staff will also conduct a monitoring/product inventory visit to ensure minimum stock requirements are met.

### **PROGRAM HIGHLIGHTS**

#### **It's Contract Renewal Time**

All vendors are assigned to one of three "Vendor Management Groups." These groups are arranged by county and each vendor group has a different three-year contract cycle. Every year, the contract of one vendor management group expires.

Your Kansas WIC Vendor Participation Contract will expire if your store is in one of the counties listed below:

**Anderson, Barton, Cheyenne, Clark, Decatur, Dickinson, Douglas, Finney, Ford, Franklin, Geary, Gove, Graham, Grant, Gray, Greeley, Hamilton, Haskell, Hodgeman, Kearny, Lane, Leavenworth, Linn, Logan, Marion, Meade, Morris, Morton, Ness, Norton, Pawnee, Rawlins, Rice, Rush, Scott, Seward, Sheridan, Sherman, Stafford, Stanton, Stevens, Thomas, Trego, Wallace, Wilson, Woodson, Wyandotte**

A Vendor Participation Contract and Application Renewal Packet will be EMAILED to your store in early June. Please watch for this email – it will contain instructions for completing and returning both the contract and renewal application. You will need to return the documents within two weeks of receiving them to: **KDHE.VendorWIC@ks.gov**

## WHAT IS WIC

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children (WIC) and it was established in 1972. It was created in response to studies that showed limited income pregnant women, breastfeeding women, postpartum women, infants and children up to five years of age were at greater risk of inadequate nutrition resulting in higher infant mortality and overall diminished physical and mental health.

**The purpose of the WIC program is to provide supplemental foods, nutrition education (including breastfeeding promotion) and referrals to other health services to eligible individuals who are at nutritional risk.**

## VENDOR RESPONSIBILITIES

WIC vendors play an important role in the health community. WIC benefits contain a food prescription designed to supplement the WIC participant's unique nutritional needs. The vendor provides foods that ensure the WIC participant receives what is prescribed in their food benefit package. The vendor agrees to comply with requirements in the **WIC VENDOR CONTRACT** and the **KANSAS WIC VENDOR MANUAL**. Both are located in the vendor section of the **WIC website**, <https://www.kdhe.ks.gov/1000/nutrition-wic-services.gov>.

In addition to other important tasks, vendors ensure that participants:

- **Can identify WIC foods with the use of shelf labels**
- **Are treated with respect and provided the same service and courtesies as non-WIC participants**
- **Are given their receipts and provided the opportunity to review their mid-purchase receipt**

The vendor's role is vital to the success of the WIC program.

## APPROVED SUPPLEMENTAL FOODS

The Kansas WIC program provides authorized foods to clients via a retail purchase system using contracted grocery vendors. WIC benefits may be used to purchase only the items specified in the client's food package.

<b>BRAND SPECIFIC FOODS</b>	<b>NON-BRAND SPECIFIC FOODS</b>
Infant Formula	Fruits and Vegetables
Baby Food	Peanut Butter/Fish
Infant Cereal	Dried Beans/Peas
Breakfast Cereals	Canned Beans
Juice (orange juice is non-brand specific)	Milk/Eggs/Cheese
Whole Wheat & Soft Corn Tortillas/ Whole Wheat Pasta	Whole Wheat Bread
Soy Milk/Yogurt/Tofu	Brown Rice

**Clients are not required to purchase all items in their benefit package at the same time. No foods or container sizes may be substituted for those specified in the client's food benefit package.**

Items in the client's food benefit package are very specific to what they may buy. If an item being purchased is not in the client's food benefit account, the item cannot be purchased with the eWIC card, but can be purchased with another form of payment (i.e. SNAP, debit/credit, cash, etc). A complete list of WIC foods is available on our website.

## MINIMUM STOCK REQUIREMENTS

The vendor agrees to keep shelves stocked or have products immediately available on-site to satisfy minimum stock requirements at all times during the contract period. The specific brands, package size and quantities required are listed on the Minimum Stock Requirements form. WIC approved foods must be located in areas readily accessible to WIC clients or available elsewhere at the vendor location (e.g. back stock room.) Outdated food will not be counted in minimum stock assessments. The store may request an exemption from certain formulas as well as baby food. The request is made through the Local Agency vendor manager who will determine if client needs can be met with an exemption in place.

### DOES YOUR STORE NEED VENDOR SUPPLIES?

Although our website is currently under construction, you can still order vendor supplies by accessing the Kansas WIC website at <https://www.kdhe.ks.gov/1000/nutrition-wic-services.gov>.

Click on the link to: Nutrition and WIC Services  
Select:

Information for WIC Vendors +

Next:

Forms & Newsletters

Next:

Forms & Newsletters

- [Materials Order Form](#)
- [Minimum Stock Exemption Form \(PDF\)](#) - Effective January 29, 2019
- [Approved Infant Formula Wholesaler \(PDF\)](#)
- [Request to Add a UPC Form \(PDF\)](#)

**The Cashier Training Manual can also be located by following these links:**

Information for WIC Vendors

Next:

Apply to Be a WIC Vendor

[Vendor Training Materials](#)

Vendor Food Card (PDF)

Forms & Newsletters

Next:

Available for download

- [eWIC Cashier Self-Paced Training Manual \(PDF\)](#)

### PLEASE HELP US KEEP OUR APPROVED PRODUCT LIST (APL) UP-TO-DATE

You can do this by letting us know when:

- Foods are missing from our APL
- UPC Changes occur
- New products might be WIC approved

Include the 12-digit UPC:



Add a UPC by accessing our website at:

<https://www.kdhe.ks.gov/1000/nutrition-wic-services.gov>

Click on the link to: Nutrition and WIC Services

Information for WIC Vendors +

Next:

Forms & Newsletters

Next:

Forms & Newsletters

- [Materials Order Form](#)
- [Minimum Stock Exemption Form \(PDF\)](#) - Effective January 29, 2019
- [Approved Infant Formula Wholesaler \(PDF\)](#)
- [Request to Add a UPC Form \(PDF\)](#)

## INFANT FORMULA

Infant formula used in the WIC program must be purchased from a reputable, Kansas WIC approved wholesaler/retailer/manufacture. The following manufacturers are approved:

- Abbott Nutrition
- Mead Johnson Nutritional Group
- Nestlé HealthCare Nutrition, Inc.
- Nutricia North America
- PBM Nutritionals
- Prolacta Bioscience

For more information about the Kansas WIC infant formula requirements please review the information found in the Formula Manufacturers and Products policy:

[APPENDIX 1 \(ks.gov\)](#)

A list of wholesalers/retailers/manufacturers is also available on the WIC Approved Food link on the website.

## eWIC TRANSACTIONS

- Shoppers can be of any age—As long as the shopper has the correct PIN for the card presented, the transaction can proceed.
- Never ask for a WIC participant's PIN.
- ID is not required for a WIC transaction.
- The cashier must **wait** until the participant has **completely** entered their PIN before finalizing the transaction, PIN attempts - The card locks on the third attempt, resulting in a transaction error. Direct the participant to their local WIC clinic. PIN attempts are reset after midnight.
- **Allow participant to review the mid-receipt.** It lets them see which of their items were covered by WIC and gives a chance to approve or disapprove the purchase. If there are items not covered (they didn't have enough benefits or brought up the wrong items), the cashier can remove those items from the order so the shopper doesn't have to pay for them with another tender.
- Participants are not required to purchase foods not paid for by WIC— If the participant doesn't want to pay for foods left in a remaining balance after eWIC is tendered, offer to remove the food items from the order.
- Never ask a WIC participant to pay the difference between the requested price and the Not-to-Exceed (NTE) maximum price paid by the WIC program for WIC foods.
- A WIC Approved Food List should be kept by each register for reference.
- **HELPFUL HINT: Are you using the WIC Shopper App?**  
**Use the WIC Shopper App! This app indicates whether an item is WIC approved. WIC participants are also encouraged to use the app. They can scan an item and know whether it is in THEIR specific food benefit package. When the client scans items prior to checkout, it helps to prevent transaction errors!**

### PROVIDE ALL RECEIPTS TO WIC PARTICIPANTS – INCLUDING THE MID-RECEIPT

#### **REMEMBER TO DOWNLOAD THE APPROVED PRODUCT LIST (APL) DAILY!**

Downloading the APL daily will help prevent transaction errors at the POS. An item may be in the participant's food benefit account but if it is not in your APL, it will not ring up as a WIC approved item.

## COUPONS/INCENTIVE ITEMS

Stores may wish to provide their participants with special, "Incentive Items," that allow participants to get the maximum foods, such as Buy-One, Get-One Free. Although WIC participants must be allowed to take part in offers made to other participants, the store cannot make special offers to WIC participants only that exclude other participants.

WIC clients are strongly encouraged to use coupons, store specials and loyalty cards to purchase WIC foods. WIC participants must be afforded the same opportunities and offers as other shoppers, with one exception: **WIC participants cannot be provided Rain Checks.** If foods that are part of a participant's benefit package are not available, the participant may go to another vendor to purchase that item or return to the original vendor later when the item is in stock.

## COMPLAINTS

The WIC program's success is based on the partnership between the State Agency (SA), the Local Agency (LA), the participant and the grocery store/vendor. The program expects both participants and store staff to treat each other with respect and dignity. Participants may file complaints against stores when staff treat them rudely or when they are denied a product that is in their benefit package.

Stores also have the right to make a complaint against a participant. To make a complaint about a participant, please call the Local Agency. All reports of abuse and/or complaints should be made within ten days after the incident. Include the participant's name (if known), date and time of the incident, details such as the physical description of the participant and what was said, names of staff persons who witnessed the incident. The complaint will be discussed with the participant and appropriate actions taken

## SANCTIONS

Kansas WIC vendors are informed if their store is determined to be in violation of WIC program policies and procedures, federal regulations, state statutes, the WIC Vendor Contract or the WIC Vendor Manual. Stores that commit violations shall be sanctioned. Vendor violations may be intentional or unintentional. The Kansas WIC program may refer vendors who commit fraud and/or abuse of the WIC program to federal, state or local authorities for prosecution under applicable statutes.

The WIC program has two levels of violations: those that result in Kansas WIC program sanctions and those that result in federally mandated sanctions. **The violations are listed in the WIC Vendor Manual on pages 19-25 and include items such as using incentive items, failure to allow WIC clients to use coupons or other promotional specials, failure to offer WIC clients the same courtesies offered other participants, scanning a UPC not affixed to the actual WIC item being purchased by the WIC client, allowing the return of food purchased with WIC benefits in exchange for cash, credit or non-food items.** Imposed sanctions may include warning letters, mandatory training sessions, administrative fines, monetary claims, Civil Money Penalties, suspensions, terminations, disqualifications or any combination of sanctions.

## CLAIMS

### eWIC Payment Disputes

The WIC state agency establishes a calculated not-to-exceed (NTE) amount for each WIC approved food item and uses the NTE to reimburse vendors for items purchased by WIC participants. The vendor agrees to accept as payment in full for each WIC authorized product redeemed the lesser of either: the vendor's requested price for the product, or, the WIC program calculated NTE amount for that product.

If a vendor needs to dispute a payment:

- For integrated POS systems, the vendor's Third-Party Processor (TPP) should be contacted.
- For stand-beside POS systems, Fidelity Information Services (FIS) should be contacted.
- All WIC transaction records and bank statements should be retained as advised by your tax consultant.

## SELF-CHECKOUT

Several stores in the state have implemented self-checkout for WIC shoppers in addition to traditional checkout. If your store has self-checkout capability and you would like to include self-checkout as an option for WIC shoppers, please contact vendor staff at: [KDHE.VendorWIC@KS.gov](mailto:KDHE.VendorWIC@KS.gov)

## INFORMATION ABOUT THE REQUIRED QUIZ

RETURN THE QUIZ BY: **MARCH 4**  
RETURN ONLY THE QUIZ (page 7 & 8)

INCLUDE YOUR WIC VENDOR ID NUMBER\*\*\* ON BOTH PAGES

Scan and email to [KDHE.VendorWIC@KS.gov](mailto:KDHE.VendorWIC@KS.gov).

If you are unable to scan and email the quiz, it can also be faxed to: 785-559-4243

### \*\*\*YOUR VENDOR ID:

- \* Is a WIC created number
- \* Was issued at the time of your application
- \* Was previously referred to as *Vendor Stamp ID*
- \* Is listed on your Price Assessments form

Contact [KDHE.VendorWIC@KS.gov](mailto:KDHE.VendorWIC@KS.gov). if you do not know your ID #

Your vendor ID is needed to confirm that the quiz has been received from your store

# REQUIRED QUIZ

Please complete this quiz and scan and email **both** pages to [KDHE.VendorWIC@ks.gov](mailto:KDHE.VendorWIC@ks.gov). If you are unable to email the quiz, it can also be faxed to: 785-559-4243.

**RETURN BY MARCH 4**

Returning this quiz confirms your store has completed the **REQUIRED** annual training. The person completing this quiz is obligated (according to the Vendor Participation Contract your store has signed) to make sure other staff conducting WIC transactions are correctly trained. This document is used as a training tool along with the Vendor Manual and Cashier Training Manual. A copy of each is kept online at: <https://www.kdhe.ks.gov/1000/nutrition-wic-services.gov>

## **VENDOR ID NUMBER**

If you are unsure of this number, email [KDHE.VendorWIC@KS.gov](mailto:KDHE.VendorWIC@KS.gov). Include your store name, address and city.

### **Multiple Choice (CIRCLE ALL THAT APPLY):**

1. WIC is a Special Supplemental Nutrition Program that provides:
  - A. Nutritious supplemental foods
  - B. Nutrition education
  - C. Referrals to other health services
  
2. The Approved Product List (APL) must be downloaded:
  - A. Monthly
  - B. Weekly
  - C. Daily
  
3. Vendor responsibilities include:
  - A. Using shelf labels so WIC participants can identify WIC approved foods
  - B. Treating WIC participants with the same respect and providing the same services and courtesies as non-WIC participants
  - C. Giving WIC participants all their receipts and allowing them time to review their mid-receipt
  
4. A store can receive sanctions for the following "unauthorized" practices:
  - A. Scanning a UPC not affixed to the actual WIC item being purchased by the WIC participant
  - B. Failure to allow WIC participants to use coupons or other promotional specials
  - C. Failure to offer WIC participants the same courtesies offered other participants
  
5. When completing a WIC transaction:
  - A. ID is not required
  - B. The eWIC card locks on the third attempt, resulting in a transaction error
  - C. Participants are not required to purchase foods not paid for by WIC
  
6. The mid-transaction receipt:
  - A. Allows participants to see which of their items were covered by WIC
  - B. Gives the participant a chance to approve or disapprove the purchase
  - C. Allows the cashier to remove items from the order

## REQUIRED QUIZ, cont.

### True or False:

- |     |  |   |   |
|-----|--|---|---|
| 7.  | Shoppers can be of any age—As long as the shopper has the correct PIN for the card presented, the transaction can proceed                                    | T | F |
| 8.  | WIC participants must identify themselves as a WIC participant and provide a picture ID  | T | F |
| 9.  | WIC participants can return food purchased with WIC benefits in exchange for cash, credit or non-food items  | T | F |
| 10. | WIC participants must purchase all items in their benefit package at the same time   | T | F |
| 11. | A WIC Approved Food List should be kept by each register for reference   | T | F |
| 12. | I can order vendor supplies on the Kansas WIC Vendor website   | T | F |
| 13. | I can help keep the Approved Product List (APL) up to date by submitting foods missing from the APL, UPC changes and new products that might be WIC approved | T | F |
| 14. | Requests to add to the APL can be made through the website link located in this newsletter   | T | F |
| 15. | If I request that a UPC be added, I must include the 12-digit UPC as part of the request   | T | F |
| 16. | Information contained in this newsletter must be shared with store staff, especially cashiers  | T | F |

PERSON COMPLETING THIS QUIZ \_\_\_\_\_

VENDOR ID NUMBER \_\_\_\_\_

TITLE: \_\_\_\_\_

\_\_\_\_\_  
Email if you are unsure

STORE NAME: \_\_\_\_\_

STORE ADDRESS/CITY: \_\_\_\_\_

EMAIL & PHONE NUMBER: \_\_\_\_\_

RETURN QUIZ TO:  
[KDHE.VendorWIC@KS.GOV](mailto:KDHE.VendorWIC@KS.GOV).