



State of Connecticut Department of Public Health



The Special Supplemental Nutrition Program for Women, Infants, and Children-WIC Program



This institution is an equal opportunity provider.

Purpose of our program

To serve nutritionally at-risk women, infants, and children up to age 5.

To show participants that good nutrition leads to better health.

To provide nutrition education and specific supplemental foods for good health and nutrition during critical times of growth and development.

To provide referrals for health care and other services.



FOOD RESOURCE AND VENDOR MANAGEMENT UNIT (FRVM)

Mission

The Food Resource and Vendor Management Unit is committed to ensuring participants' access to specific nutritious foods provided by the Connecticut WIC Program by authorizing retail stores and assuring program integrity and compliance through effective management, oversight and review of its authorized vendors.

Purpose

Strengthen the quality of vendor services to the community through;

- ❖ Training
- ❖ Monitoring/Evaluation
- ❖ Recruitment
- ❖ Ensuring Business Integrity
- ❖ Quality Customer Service

Through these efforts improving adequate participant access to support the shopping experience of our WIC participants.

Changes to Program Requirements in the last 3 years

- Added New foods to Approved Food Guide
- Allowed 12 ounce cereal and added Baby Food Fruit & Vegetable Mixtures
- Standard Formula switch from Enfamil to Similac
- Deli cheese is no longer allowed, paper checks were eliminated
- Roll-out of eWIC benefits, new Food Guide implemented for eWIC
- All Special Formulas now obtained at pharmacies
- eWIC planning (APL, checks to eWIC cards)
- No longer authorized Above 50% vendors
- Offering yogurt as milk substitute and white potatoes

Owner's Responsibility for Training

- You are responsible for training your store employees and cashiers before they handle WIC benefits
- Inform and provide annual and regular training to existing store employees
- Provide documentation of employee WIC training upon request
- Owners are accountable for the actions of staff who handle WIC transactions
- Owners, managers, and staff will be required to sign off on bulletins that contain vendor information.

Appendix A-Selection Criteria

Authorized vendors must meet the selection criteria at all times throughout the authorization period.

- ❖ A vendor must post the product prices that are charged.
 - ❖ A vendor must have and maintain the established Minimum Inventory requirements.
 - ❖ A vendor must purchase infant formula only from the WIC Program's list of wholesalers, distributors, retailers and manufacturer's.
 - ❖ A vendor must not offer, or intend to offer, incentive items solely to WIC customers, and must offer WIC customers the same courtesies that are offered to non-WIC customers.
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Pricing Requirement

Prices must be posted on the store shelf in front of the item:

On the product itself:



In the case of chilled or frozen items or on a sign attached to the door of a cooler or freezer in front of the food item.



Prices that are posted must always match the prices that are charged in the machine. When prices increase or decrease, prices must be changed in all places:

- ✓ Price signs near the product
- ✓ Price stickers on the items
- ✓ Store shelf tags
- ✓ Prices in each stand beside machine

This includes but is not limited to, sale prices, new product with higher prices, and replacing the previous prices on older product.

Appendix B-Minimum Inventory Requirements

At all times, you must maintain each of the following WIC approved foods in the quantities stated with future expiration dates on the shelves or on the store premises.

To ensure constant availability of WIC approved foods to our WIC customers, you may have to stock these food items in larger quantities than is required.

Refer to the WIC Approved Food Guide for specific products and brand names allowed.

The top five WIC approved items that we find shortages on are:

- Cheese
- Baby Food Fruit
- Baby Food Vegetables
- Concentrated Juice
- Formula

Milk Minimum Inventory

1%/Low-fat/Light, or Skim/Fat Free/Nonfat Fluid

Container Size: Gallons and/or Half Gallons

6 gallons-Any combination of gallons and/or half gallons
(12 half gallons=6 gallons)



Whole Milk Fluid

Container Size: Gallons and/or Half Gallons

3 gallons-Any combination of gallons and/or half gallons
6 half gallons=3 gallons



Evaporated Milk

12 ounce cans

12 cans



Any combination of Whole Homogenized, Vitamin D added/2%/Low-fat
Fat Free, Skim

Cheese Minimum Inventory

8 or 16 ounce packages

4 pounds

2 varieties AND 2 pounds of each variety

- American
- Colby, Cheddar
- Monterey Jack, Mozzarella, Muenster
- Fat Free Mozzarella, prepackaged Calabro, Polly-O



Example:

2 packages 16 ounce Colby & 2 packages 16 ounce American=4 pounds

4 packages 8 ounce Cheddar & 4 packages 8 ounce Polly-O Fat Free Mozzarella=4 pounds



Eggs Minimum Inventory

**Large White OR Brown eggs
Packaged in one dozen cartons
4 dozen**



NO ORGANIC, EXTRA LARGE OR JUMBO

Concentrated Juice Minimum Inventory

Frozen or Liquid
11.5 OR 12 ounce cans
12 cans

Frozen



Non-Frozen
Welch's Brand ONLY



See the WIC Approved Food Guide for flavors and brands of CT WIC approved concentrated juice.

Fluid Juice Minimum Inventory

64 ounce Plastic Bottles

3 varieties

12 bottles



*Refrigerated 64 ounce and/or Half Gallon Orange Juice can count as a variety

Example:

3 64 ounce plastic bottle Juicy Juice Apple, **5** 64 ounce plastic bottle Welch's Grape, and
4 64 ounce plastic bottle Libby's Pineapple=12 bottles

OR

3 Refrigerated 64 ounce orange juice AND **6** 64 ounce plastic bottle Mott's Apple, and
3 64 ounce plastic bottle Juicy Juicy Purple Grape =12 bottles

See the WIC Approved Food Guide for flavors and brands of Connecticut WIC approved fluid juice.

Fruits-Fresh, Frozen, Canned Minimum Inventory

Pounds, pieces, cans, bags, boxes


\$25.00 worth fresh, frozen or canned

2 different varieties MUST be in fresh fruits (apples, bananas, oranges)


Fresh Fruit-Any Variety

- May be sold by the piece, shredded or packaged, pound, bag, or boxes
- May be sold whole or pre-cut

Frozen Fruit-Any Variety

- May be sold as “mixed” fruit
-  Without added sugars, sweeteners, or syrup

Canned Fruit-Any Variety

- Must be packed in juice or water
-  Without added sugars, sweeteners, or syrup



Example:

\$10.00 apples (Fresh), \$5.00 bananas (Fresh) and \$10.00 canned peaches=\$25.00

Vegetables-Fresh, Frozen, Canned Minimum Inventory

Pounds, pieces, cans, bags, boxes


\$25.00 worth fresh, frozen or canned

2 different varieties MUST be in fresh vegetables (onions, lettuce, potatoes)


Fresh Vegetables-Any Variety

- May be sold by the piece, pound, bag or boxes
- May be sold whole or pre-cut

Frozen Vegetables-Any Variety

- May be sold as “mixed” vegetables
-  Without added sugars, sweeteners, fats, oils, or syrup

Canned Vegetables-Any Variety

- May be regular or lower in sodium
- Plain Canned Tomato or Spaghetti sauce
-  Without added sugars, sweeteners, fats, oils, or syrup

Example:

\$10.00 potatoes (fresh), \$5.00 tomatoes (fresh) and \$10.00 canned green beans=\$25.00



Whole Wheat/Whole Grain Minimum Inventory

- Bread Whole Wheat/Whole Grain
- Tortillas Whole Wheat/Soft Corn
- Brown Rice
- Whole Wheat Pasta

1 pound (lb.) loaves or packages
14-16 ounce/1lb. packages of rice only

6 Packages

Any combination of bread, tortillas, pasta and/or brown rice



See the WIC Approved Food Guide for brands.

Legumes-Dry Beans, Peas, Lentils Minimum Inventory

1 pound (1b.) bags

2 varieties

4 bags

Any Combination Dry Beans, Peas or Lentils



Legumes-Canned Beans/Peas

15-16 ounce cans

8 cans

Any combination of Beans or Peas (Black eye, chick, pigeon)



Canned Fish-Light Tuna, Salmon or Sardines Minimum Inventory

5 ounce Chunk Light Tuna

6-15 ounce Salmon

3.75 ounce Sardines



6 cans

Any Combination of

Chunk Light Tuna, Salmon or Sardines



Cold Cereal Minimum Inventory

12 ounce or larger bags/boxes

3 varieties

3 boxes of each variety

*1 Variety must be Whole Grain



See the WIC Approved Food Guide for types and brands of Connecticut WIC approved cereals.

Peanut Butter Minimum Inventory

16-18 ounce jars **only**

3 jars

Unflavored Smooth, Creamy,
Crunchy or Chunky Natural



NO FLAVORED OR ORGANIC

Baby Food Fruits Minimum Inventory

Beech-Nut Classics brand ONLY

Stage 2 Baby Food Fruits-Plain or Mixed Fruits

4 ounce glass jars only

2 varieties

36 jars



Example:

20 jars Beech-Nut Classics Stage 2 Apples & 16 jars Beech-Nut Classics Stage 2 Mango=36 jars

See the WIC Approved Food Guide for flavors of CT WIC approved baby foods.

Baby Food Vegetables Minimum Inventory

Beech-Nut Classics Brand ONLY

Stage 2 Baby Food Vegetables-Plain or Mixed Vegetables

4 ounce glass jars only

2 varieties

36 jars

Example:

10 Beech-Nut Classics Stage 2 Squash, 16 Beech-Nut Classics Stage 2 Sweet Carrots and Peas, & 10 Beech-Nut Classics Stage 2 Sweet Peas=36 jars



See the WIC Approved Food Guide for flavors of CT WIC approved baby foods.

Infant Cereal Minimum Inventory

BEECH-NUT COMPLETE BRAND ONLY

8 ounce plastic container

2 varieties

3 containers of each variety
Rice, Oatmeal & Multigrain



Infant Formula Minimum Inventory

Similac Advance

12.4 ounce powder cans AND/OR 13 ounce concentrate cans

24 units Similac Advance

Any Combination

12.4 ounce powder or 13 ounce concentrate

Example:

24 units of Similac Advance 12.4 ounce powder cans

OR

24 cans of Similac Advance 13 ounce concentrate cans

OR

Any combination of 12.4 ounce powder and 13 ounce cans totaling 24 units



Infant Formula Purchase Requirement

Authorized vendors MUST purchase all infant formula ONLY from the WIC Program's list of wholesalers, distributors, retailers and manufacturers. This list is included and sent to authorized vendors on an annual basis.

The list can also be found under Retailers on our website www.ct.gov/dph/wic.

The screenshot shows the Connecticut State Department of Public Health website. The header includes the 'ct.gov' logo, 'Connecticut's Official State Website', and a search bar. Below the header is a banner for the 'Connecticut State Department of Public Health' featuring a smiling child. The main content area has a left sidebar with a menu and a right section with text and links.

Menu:

- WIC Homepage >
- How to Apply >
- Find a Local Agency >
- Approved Food Guide >
- Frequently Asked Questions >
- Breastfeeding >
- Nutritional Services >
- For Medical Providers >
- Retailers >
- Farmers Market >
- eWIC Information >
- Data and Publications >
- Fraud and Abuse >
- Resources for Local Agency Staff >
- DPH Homepage >

Main Content:

The 2017 open enrollment period for vendor authorization in the Connecticut WIC Program is now closed. When another opportunity is offered, the information will be posted here. Our current number of authorized vendors is 659. We have 149 Pharmacy Only Stores.

Click on the link below for a full listing of our authorized vendors organized by Local WIC office:

[Authorized Vendor List Oct 2017](#)

Retailer Bulletins
October 2017-September 2018:
[October 2017](#)

October 2016-September 2017:
[September 2017](#)
[August 2017](#)
[June 2017](#)
[March 2017](#)
[WIC Shopper handout](#)
[Beech Nut Cereal Packaging Name change](#)
[December 2016](#)
[October 2016 Enfamil vs Similac](#)

A vendor must purchase infant formula only from a list provided by the WIC program. The following link provides the list of approved wholesalers, distributors, retailers and manufacturers. [Infant Formula Distributor's List](#)

Other WIC Approved Food

For any requested WIC approved food item that is not a minimum inventory requirement, but on a participant's benefit, an attempt must be made to make the product available to the WIC customer within 48 hours of the request, excluding holidays and weekends.

The following items are WIC approved items but are NOT required to be at the store at all times.



Dairy

Lactose Reduced/Lactose Free Milk

- Half gallons only
- Skim, 1%, 2%, Whole, Reduced-Fat, Fat-Free, Low-fat

UHT Milk Shelf Stable, Unflavored

- 1%, 2%, Whole

Soy Milk 64 ounce/Half Gallon Refrigerated Cartons

- 8th Continent Original, Silk Original only

Pacific Ultra Soy Original Shelf Stable

- 32 oz. box
- Regular and unflavored only

Yogurt-Whole Milk/Low-Fat/Non-Fat

- 1 quart/32 oz. containers only
- Plain or Vanilla

Tofu

8-16 ounce packages

Plain

Nasoya

Cubed, Super Firm, Firm, Lite Firm, Silken, Super Firm Cubes

Azumaya

Firm, Extra firm

Nature's Promise

Firm, Extra firm

Beech-Nut Classics Baby Food-Meat

Beech-Nut Brand only

Stage 1 ONLY

2.5 ounce jars

- Beef & Beef Broth
- Chicken & Chicken Broth
- Turkey & Turkey Broth



Kosher Milk and Cheese

Kosher Milk-Half Gallons Only

Whole, 2%, 1%, or Skim

Kosher Cheese

8-16 ounce packages

American, Cheddar, Muenster, Colby, Monterey Jack, Mozzarella

ANY BRAND OF KOSHER MILK OR CHEESE MAY BE SOLD

Appendix C-Requirements for WIC Transactions

- Never ask for identification. The PIN, along with a valid WIC card is the only identification needed.
- Scan the actual item's Universal Product Code (UPC) that is affixed to the item, unless the item is a fresh fruit or vegetable.
- Keep all WIC customer information confidential, do not confiscate a WIC card or ask for or enter the cardholder's PIN.
- All food that was purchased must be taken at the time of the transaction.
- Do not allow store credit or IOU's in exchange for items not taken at the time of transaction.
- Provide the WIC customer with a receipt at the end of the transaction.

Appendix D-Requirements For Pricing and Payment

- The State WIC Office collects prices through vendor redemptions. Charge prices that are fair and competitive for your store type.
- All vendor prices must meet the WIC Program's price limitations.
- Never charge the WIC Program any commercial transaction processing costs and fees imposed by a third-party processor that the vendor elects to use to connect to the EBT processor's host system.
- Never charge WIC customers more for WIC products than non-WIC customers.
- Never collect sales tax on WIC products purchased.

Coupons, Sales and Promotions

Vendors must allow:

- Manufacturer's Coupons
- Store Promotions
- Savings Cards
- Buy One, Get One Free offers, AND/OR
- Any other types of sales

from WIC customers if offered to non-WIC customers.

The savings must be deducted before completing the WIC transaction.



Approved Product Listing (APL)

- The APL is the approved product listing that contains ALL WIC approved products allowed to be purchased.
- List is automatically updated daily to your stand beside terminal.
- New product submissions take 48 hours to be available to purchase.
- The scanner reads the UPC, which checks the APL to identify products.
- APL List can be found on the WIC website: www.ct.gov/dph/wic. Please note this is an Excel file and has over 16,000 items.
- The WIC Shopper will help you identify WIC Approved products.

Do's

- Cashiers should be polite and treat WIC customers with respect.
- Do keep stand beside equipment accessible to WIC customers for them to enter their PIN, perform balance inquiries and transactions.
- Allow the purchase of all approved brands listed in the WIC Approved Food Guide.
- The entire WIC transaction must occur at the retailer's location.
- Make exchanges only of an IDENTICAL approved food item when the original food item is defective, spoiled, or has exceeded its "sell by", "best if used by" date.
- Do charge only for items that the customer purchased.
- Do notify the State WIC Office if the customer does not have the Food Guide and/or indicates that they do not know how to use the WIC card.
- Use Shelf labels to help WIC customers identify WIC approved items.

Don'ts

- Don't ask to see benefit balance before transaction or limit choice of WIC products.
- Don't ask for the PIN AND do not enter the PIN for the customer.
- Don't have a checkout lane designated only for WIC transactions.
- Don't offer, or intend to offer, incentive items solely to WIC customers. Vendors cannot offer free food or merchandise to entice WIC customers to use their benefits at the store.
- Don't scan items from a bar code list. Don't scan other items.
- Don't identify WIC customers by calling out a WIC transaction.
- Don't process WIC transactions if communication lines are down.
- Don't provide cash or credit, refunds, or permit exchanges for non-WIC foods obtained with WIC benefits.

Appendix E-Monetary Claims

The Connecticut WIC Program may make monetary claims against vendors that have committed certain types of redemption abuse in addition to any other sanctions applied against such vendors. Those include but are not limited to:

- Inventory Audits when a vendor cannot support all of its redemptions
- Overcharges or errors made on WIC transactions discovered during undercover compliance buys
- Transaction Audits review of a vendor's redemptions to determine if the vendor has overcharged the WIC Program.

All monetary claims must be paid within 15 days of the date of the notice. All remittances must be made with a certified bank check or money order and payable to Treasurer-State of Connecticut, Department of Public Health.

The WIC program may non-select a vendor for failure to pay a monetary claim within the required period of time.

Appendix F-Disqualifications, Civil Money Penalties and Fines

Violations are determined by investigation, which includes on-site monitoring, transaction audits, inventory audits and undercover compliance buys.

Sanctions are imposed in order to protect the integrity and the nutritional goals of the WIC Program.

Federal Mandatory Sanction's are as follows:



Permanent Disqualification-One Occurrence

Judicial conviction of trafficking in WIC benefits or selling firearms, ammunition, explosives or controlled substances in exchange for WIC benefits.

Disqualification 6 Years-One Occurrence

Administrative finding of buying or selling WIC benefits for cash (trafficking) or selling firearms, ammunition, explosives or controlled substances in exchange for WIC benefits.

Disqualification 3 Years-One Occurrence

Sale of alcohol or alcoholic beverages or tobacco products in exchange for WIC benefits.

Disqualification 3 Years-Three or More Occurrences

- Claiming reimbursement for the sale of an amount of a specific WIC food that exceeds the store's documented inventory of that WIC food for a specific period of time.
- Overcharging on WIC Benefits.
- Receiving, transacting and/or redeeming WIC benefits outside of authorized channels, including the use of an unauthorized vendor and/or unauthorized person.
- Charging for WIC food not received by the WIC customer.
- Providing credit or non-food items, other than alcohol, alcoholic beverages, tobacco products, cash, firearms, ammunition, explosives or controlled substances in exchange for WIC benefits.

Disqualification One Year-Three or More Occurrences

Providing unauthorized food items in exchange for WIC benefits, including charging for WIC food provided in excess of those listed on the WIC benefits.

SNAP Disqualification

Disqualification from the Supplemental Nutrition Assistance Program or a civil money penalty in lieu of a SNAP disqualification when adequate WIC participant access exists.



State Agency Established Sanctions

Disqualification One Year If Two or More Occurrences

- Substitution of a WIC food item for another WIC food item not listed on the WIC benefit
- Allowing a refund or exchange for WIC or non-WIC food items
- Scanning any UPC as a substitute, replacement or otherwise not actually affixed to the actual item being purchases. Scanning a UPC codebook or reference sheet.
- Not allowing the WIC customer to enter their own PIN on the PIN pad.

\$500.00 fine-Two or More Occurrences

- Limiting WIC customers in their choice of WIC products (i.e. forcing a WIC customer to purchase only least expensive or store brands or the most expensive brands)
- Offering store credit or IOU to a WIC customer

State Agency Established Sanctions

\$250.00 fine-Two or More Occurrences

- Allowing the sale of a WIC food item that is spoiled or is sold to WIC customers after the expiration date, “sell by”, “best if used by”, “manufacturer suggested”, or other date limiting the sale or use of the food item.
- Allowing the return of any WIC purchases other than for identical WIC food items that are damaged, spoiled, or has exceeded its “sell by”, “best if used by”, “manufacturer suggested”, or other date limiting the sale or use of the food.

\$125.00 fine-Two or More Occurrences

- Not providing savings to WIC customers through coupons or store offered promotions.
- Failure to attempt to provide any requested WIC approved food item within forty-eight (48) hours that is on the participant’s benefits list.
- Failure to provide a receipt at the end of the transaction showing the date of the transaction, product(s) purchased, and the remaining balance of available benefits.
- Failure to cooperate with Federal, State, and Local WIC Program personnel during announced and unannounced on-site vendor monitoring.

Appendix G-Administrative Review Procedures

Vendors will be provided with written notification whenever an adverse action is taken. The notification will include the procedure to follow to obtain an administrative review, the time period in which to appeal, and the cause for and the effective date of the action.

Requests for review must be received within seven (7) days of receipt of the adverse action letter.

A vendor that appeals an adverse action for non-selection or disqualification will not be permitted to continue Program operations (will not be allowed to accept WIC benefits) while its appeal is in process.

Notification of the review decision, including the basis for the decision, will be issued within ninety (90) days from the date of receipt of a vendor's request for an administrative review.

Vendor Complaint Process

Vendors may file a complaint against WIC customers who abuse Program rules. You must call the State WIC Office with the last four digits of the card #.

(Example: Trying to exchange or purchase non-WIC items, is rude or has disruptive behavior)

Vendors may file a complaint against other vendors who suspect that WIC program rules are not being followed. (Example: Vendor is giving non-food items or unapproved items)

Contact the State WIC FRVM unit:

Email: ctwic@ct.gov

Phone: 860-509-8084 or 800-741-2142 (in Connecticut only)

Mail: State of Connecticut
Department of Public Health, WIC Program
410 Capitol Avenue, MS #11WIC
Hartford, CT 06106

Program Integrity

The Food Resource and Vendor Management Unit is committed to improving the health of CT's most vulnerable children by ensuring authorized vendors are in compliance with providing healthy foods during the critical stages of early childhood development.

Contact us anytime you feel additional training is needed or have questions regarding policies or procedures.

Refer to the Retailers page on the WIC website www.ct.gov/dph/wic for program materials.

Keep the WIC Vendor Information Folder at the store location at all times. Review the documents with your employees, so they know where to find important Program information.

You play an important role in the health of our participants. We look forward to our continued partnership in providing nutritious food to Connecticut families.

CIVIL RIGHTS

To ensure that WIC authorized vendors are in compliance at all times with the State of Connecticut, Department of Public Health, WIC State Plan Policy 104-03 Civil Rights Discrimination Complaints procedure, Post conspicuously in your work areas so staff (in addition to new employees) are made aware of this WIC Civil Rights protection information.

Discrimination/Civil Rights Notice

Complaints from WIC participants about authorized stores may be written or oral and filed anonymously. Understanding program requirements will help you stay in compliance with the terms of your signed WIC Vendor Agreement in which the store agrees to:

- Comply with all the procedures for accepting and transacting WIC benefits
- Comply with all procedures for pricing and redeeming WIC benefits
- Provide regular review of WIC policies and procedures with all persons involved in WIC transactions
- Comply with WIC customer confidentiality and treat a person using WIC benefits courteously.
- Comply with nondiscrimination provisions of USDA regulations (7 CFR Parts 15, 15a and 15b of this title) including but not limited to;

WIC PARTICIPANTS BEING UNFAIRLY DENIED SERVICES, DELAYED FROM RECEIVING SERVICES, OR TREATED DIFFERENTLY FROM OTHERS, AS THEY MAY HAVE A CLAIM OF DISCRIMINATION

Please make sure that employees are not violating the civil rights of customers receiving federal financial assistance by refusing to serve them and providing inferior customer service. This includes, but is not limited to, not accepting valid WIC benefits from participants/customers, infant formula not being made available within 48 hours of the request and customers paying with WIC being identified and discriminated against due to their payment type.

Requirements for authorization

Must meet all of the selection criteria in the Vendor Agreement.

Must only purchase infant formula from a manufacturer, wholesaler, distributor, or retailer that is on the WIC Program's list.

- List distributed at interactive training

- Available on WIC website:

[www.ct.gov/dph/lib/dph/wic/vendors/infant formula distributor list 2018.pdf](http://www.ct.gov/dph/lib/dph/wic/vendors/infant_formula_distributor_list_2018.pdf)

Must meet and maintain the minimum inventory and pricing requirements. (Onsite monitors do not have any discretion for excusing missing food items or items not being priced at the time of inspections).

Must meet competitive pricing criteria within peer group.

Unannounced onsite monitoring visits to verify minimum inventory requirements and posted prices of WIC foods, will begin on _____

EBT Contractor Involvement

The EBT contractor that processes CT WIC transactions will handle the following:

- Record redemptions.
- Make payments and adjustments through your bank.

Equipment Contractor

You will receive information regarding the equipment contractor when you receive the authorization letter.

- Issues equipment and provides training.
- Handles equipment problems.
- Handles bank change information.
- Retrieves equipment when store is no longer an authorized vendor.

Processing Purchases with the eWIC Card

- An eWIC card should be swiped, but the card number can be manually entered.
- All WIC items must be scanned or the UPC must be manually entered at the time of purchase.
- Scan the exact item that is purchased, not a bar code from a list.
- Only Connecticut issued WIC cards can be accepted.
- Cards that are found in stores should be destroyed.

Cash Register Systems:

Point Of Sale (POS) Stand Beside vs. Integrated

Point of Sale (POS) Stand Beside equipment are devices that are separate from the store's cash register systems to process WIC transactions.



- Point of Sale device
- Hand-held scanner
- PIN Pad
- 1 WIC device per register
- No communication between devices within the same store

Example: when a price is changed in one device, it must be changed in all devices

Integrated Systems use the store's cash register to process eWIC, SNAP, credit cards, debit cards, and other forms of payment.

Once authorized, vendors will receive a Transaction Manual on processing WIC transactions.

Completed training certificate-Today is:

	<p>State of Connecticut Department of Public Health</p> <p>Special Supplemental Nutrition Program for Women, Infants and Children</p>	
<p>Vendor Training Certificate</p> <p>This certificate has been awarded to</p>		
<p>Name of Store</p>		
<p>Store Location (#, Street, City)</p>		
<p>Awarded on (Date)</p>		
<p>As the owner or authorized representative of the vendor named above, I have attended training and agree to instruct all store personnel who handle WIC transactions.</p>		
<p>Print name of attendee</p>	<p>Signature of attendee</p>	<p>Title</p>
