

State of Connecticut
Department of Public Health

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

WIC Transactions Manual
Stand-Beside Equipment

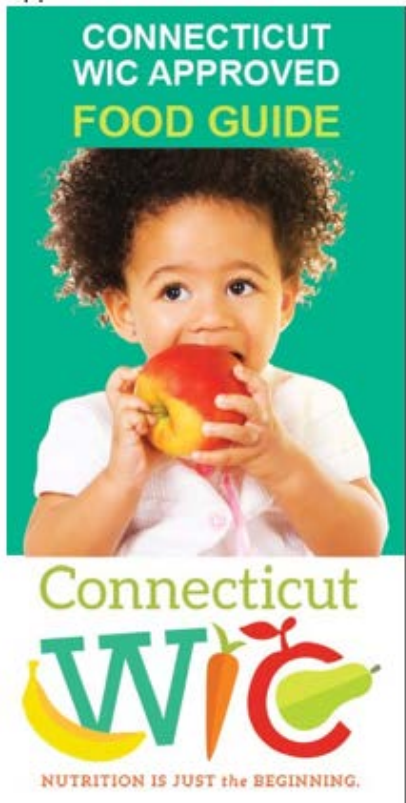


Contents

WIC Documents	3
Owner's Responsibility.....	4
WIC Card Issuance	5
Xerox Involvement.....	6
What if your equipment does not work?	6
Stand Beside Equipment	7
Stand Beside Transactions	7
Fresh Fruit & Vegetable Sales	8
Fruit & Vegetable Sales that Exceed the Benefit Amount	8
Reading the receipt.....	9
Approved Product Listing (APL).....	10
Common situations with food purchases.....	11
Requirements for pricing	12
Not To Exceed Price	13
Coupons, Sales and Promotions.....	14
Do's.....	15
Don'ts	16
Reminders.....	17
Vendor Complaint Process.....	18
Program Fraud and Abuse	19
Program Integrity.....	20

WIC Documents

Approved Food Guide



eWIC Card, front and back



Connecticut WIC Program		Page 1 of 2
Family Benefits List		
As of: February 27, 2017 11:00 AM		Clinic#: 0601
Authorized Person Name: [blacked out]		Family ID#: [blacked out]
Your WIC foods for February 04, 2017 to March 03, 2017 are:		
2 LB	CHEESE - ALL AUTHORIZED	
72 OZ	BREAKFAST CEREAL - ALL AUTHORIZED HOT AND COLD	
0.5 LB	LEGUMES-DRY OR CANNED BEANS, PEAS OR LENTILS AND/OR PEANUT BUTTER	
4 LB	WHOLE WHEAT/WHOLE GRAIN BREAD, SOFT CORN OR WHOLE WHEAT TORTILLAS, BROWN RICE, WHOLE WHEAT/WHOLE GRAIN PASTA	
2 QT	YOGURT - ALL AUTHORIZED	
64 OZ	JUICE - ALL CATEGORIES - 12 OZ FROZEN (=48 OZ LIQUID) OR 64 OZ LIQUID	
You can anticipate receiving the following WIC foods for March 04, 2017 to April 03, 2017.		
However, if the WIC status of a family member changes before the benefits are available, the foods you receive may also change.		
2 LB	CHEESE - ALL AUTHORIZED	
2 DOZ	EGGS - LARGE ONLY -ALL AUTHORIZED	
72 OZ	BREAKFAST CEREAL - ALL AUTHORIZED HOT AND COLD	
2 LB	LEGUMES-DRY OR CANNED BEANS, PEAS OR LENTILS AND/OR PEANUT BUTTER	
4 LB	WHOLE WHEAT/WHOLE GRAIN BREAD, SOFT CORN OR WHOLE WHEAT TORTILLAS, BROWN RICE, WHOLE WHEAT/WHOLE GRAIN PASTA	
16 \$\$\$	FRUITS AND VEGETABLES - CASH VALUE VOUCHER	
2 QT	YOGURT - ALL AUTHORIZED	
6 GAL	MILK - 1%, SKIM, NONFAT, FAT FREE (LOWFAT) - FLUID, EVAPORATED, DRY, LACTOSE FREE/LACTOSE REDUCED, SOY, GOAT, KOSHER	
256 OZ	JUICE - ALL CATEGORIES - 12 OZ FROZEN (=48 OZ LIQUID) OR 64 OZ LIQUID	

Owner's Responsibility

- You are responsible for training co-workers, associates and cashiers before transacting WIC benefits
- Staff who handle WIC transactions in your store must be trained regularly
- Owners are accountable for the actions of staff who handle WIC transactions



WIC Card Issuance

The Local Agency

- Card is issued and education is provided on how to use the card
- Participants are given an Approved Food Guide, a Family Benefits List and an Authorized Vendor List

The participant

- Sets a 4-digit PIN to use with the card (No identification needed)
- Checks their benefit balance several ways:
 - Calling Xerox customer service on back of card
 - Uses an online account service
 - Performs a Balance Inquiry transaction on a WIC terminal
 - Refers to their last store receipt

WIC card food benefits

- One card is issued for the whole family
- Expire after one month. Expiration date is different for each family
- Foods are specific to the participant's nutritional need
(Example: Whole milk for 1 year old children, Lowfat for women)

Xerox Involvement

Xerox is the EBT contractor for processing WIC transactions. Xerox:

- Issues equipment and provides training
- Retrieves equipment when store is no longer an authorized vendor
- Records redemptions
- Makes payments and adjustments through your bank
- Can reimburse for the cost of paper receipt rolls

Have your contract available at the store to reference at all times.

What if your equipment does not work?

Contact Xerox:

1-855-222-0508 *available 24 hours a day, 7 days per week*

Services in English and Spanish

You will need your processor ID #. It is found on a receipt.

```
ABC Market
  Street 1
  Anywhere, OK 12345
  Ph: (123) 456-7898
  Proc #: 1234567

Term#: T0000001      11/01/13
Clerk: 1111          9:45:29am

-----
Clerk 1111 Logged On

Result:  Approved
Trace#:  000176-000009056385

-----
V2.99 020 176 000 000 000 000 000
-----
```

Stand-Beside Equipment

- Xerox will deliver a scanner, PIN pad and terminal via Federal Express
- Instructions to set up equipment and a toll free phone # to schedule training are included in package

You may choose:

- To follow set-up instructions yourself and begin transactions
OR
- Schedule a 45-minute training with Xerox. Training must take place at the store location near the equipment. **Training is available in both English & Spanish*

Stand-Beside Transactions

WIC customers must separate their WIC purchase from non-WIC purchases. Non-WIC purchases are a separate transaction.

Process:

- WIC customer swipes their card and enters their PIN (After 3 failed attempts to enter the PIN, the account will automatically lock for 24 hours. The cardholder can call Xerox to have PIN reset)
- Cashier scans UPC number on the exact item being purchased*
- Cashier enters the price of each item in Stand Beside terminal if needed
- Cashier presses "Total" after the last WIC item is scanned
- The WIC foods will be deducted from the family's benefit balance
- A receipt will print the transaction including the remaining balance
- The cashier MUST give the receipt to the participant
- Vendor is paid for purchases within 48 hours of a sale

***Please note:** Fresh fruits and vegetables sold by the piece require additional steps because they do not have a UPC.

Fresh Fruit & Vegetable Sales

- The Fruit & Vegetable benefits the WIC customer receives will have a maximum dollar amount, not a quantity like the other foods. For example, \$8.00.
- After the PIN is entered, ask for the amount of the Fruit & Vegetable balance. This is found on their Balance Inquiry receipt, Family Benefits List, or their last receipt.
- Enter code “4469” for fresh fruits and vegetables sold by the piece, then enter the product price.
- The combined sale of all fresh, frozen and canned fruit and vegetable items will be deducted from the participant’s Fruit & Vegetable benefit balance.
- Fruit and vegetable purchases that exceed the benefit amount can be paid for with another form of payment accepted by the store (i.e., SNAP, cash, credit card, etc.).

Fruit & Vegetable Sales that Exceed the Benefit Amount

- Enter the customer’s Fruit & Vegetable benefit amount into the stand beside terminal
- The remaining amount can be paid with any payment your store accepts (cash, SNAP, credit card, etc.)

For example:

- | | |
|---|-------------------------------|
| 1) Fruit and vegetable purchase is \$8.00 (total) | \$8.00 total purchase |
| 2) Fruit & Vegetable benefit balance is \$6.80 | <u>\$6.80</u> benefit balance |
| 3) Enter \$6.80 into stand beside terminal | |
| 4) Collect difference from participant | \$1.20 due to vendor |

- If the customer does not have the \$1.20, they can choose to put something back
- WIC customers do not receive cash or change back from their purchase

Reading the receipt

- The name of the store/Vendor #
- The date and time of the WIC purchase
- The WIC approved foods that were bought
- The price paid for the WIC foods
- The amount of WIC foods remaining on their card

STORE NAME ADDRESS			
STORE ID:	WICW006		
TERM ID:	WIC006001		
CLERK ID:	999		
DATE & TIME:	07/01/2014 10:10AM		
SEQ NUMBER:	034		
CARD:	*****0007		
AUTH CODE:	123499		
WIC PURCHASE			
QTY	UNITS	DESCRIPTION	PRICE
18.00	oz	Cheerios 18 oz.	4.99
2.50	\$\$\$	Fruits + Veg	2.50
=====			
TOTAL ITEMS SOLD = 2 \$ 2.50 - Fruits & Veggies			
=====			
PURCHASE SUBTOTAL			7.49
DISCOUNT APPLIED			0.00
=====			
APPROVED PURCHASE TOTAL			7.49
=====			
BALANCE DUE - 0.00			
BENEFITS EXPIRE ON 7-28-14			
QTY	UNITS	DESCRIPTION	
=====			
1.00	pkg	16oz Pkg Cheese	
1.00	doz	Dozen Large Eggs	
18.00	oz	Ounces Cereal	
4.00	can	15.5oz Canned Beans	
1.00	pkg	Bread/Rice/Tortillas	
3.00	gal	Gallon 1%/Fat Free Milk	
1.00	qt	Qts 1%/Fat Free Milk	
2.00	cont	64oz Bottle 100% Juice	
5.50	\$\$\$	Fruits + Veg	
=====			
****CARD HOLDER COPY**** ****PLEASE SAVE THIS RECEIPT****			

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
- If you turn the terminal off, you must refresh the terminal in order for the most current APL to be updated. Select Retailer Options – F4, Select the 3 key for WIC Database Maintenance, Select the 2 key to Update WIC Database, Select the 1 key – Yes
- APL List can be found on the WIC website: www.ct.gov/dph/wic

Common situations with food purchases

Food will not scan

- The product is not WIC approved.
- The size is not allowed. Any size other than 16 ounce bread, 64 ounce bottles of juice, smaller than 14 ounce boxes of cereal.

Complete the sale for the items that do go through. Participants can try another brand or wait to purchase at a later date. If the UPC does not scan, you should refuse to sell the item.

Food will not come off benefit balance

- The WIC customer does not have enough benefits for the purchase.
- A juice benefit of 32 oz. or 16 oz. cannot be redeemed. When mixed, 12 oz. concentrate equals 48 oz. of fluid juice, therefore any amount under 48 oz. cannot be redeemed.
- A cereal benefit of 13.9 oz. or less cannot be redeemed. Only boxes or bags that are 14 oz. or larger are allowed.
- The product is not allowed on their benefit.
(Participant is issued Low Fat Milk, and trying to purchase Whole)
- If the issue cannot be resolved, WIC customers can call Xerox or their local agency.

Product is WIC approved, but not scanning

A WIC customer or store personnel can:

- Contact a manager, who will contact the State WIC Office
- The following information is needed:
 - The entire UPC number/all of the numbers or a photo of UPC bar code
 - Product Name or photo of the front of the product
 - Size of container
- Send the information to:
 - **Email:** ctwic@ct.gov or **Fax:** (860) 509-8391



The product may be WIC approved; however, the UPC number is not listed in the WIC Program's Approved Product Listing.

Once approved, products will appear in the Approved Product Listing within 48 hours.

Requirements for pricing

Your store is assigned a peer group based on population density and the number of registers.

Peer Group	Population Density	Cash Register Groups
A1	1-1500 people per square mile	1-3 registers
A2	1-1500 people per square mile	4-9 registers
A3	1-1500 people per square mile	10 or more registers
B1	1501-3000 people per square mile	1-3 registers
B2	1501-3000 people per square mile	4-9 registers
B3	1501-3000 people per square mile	10 or more registers
C1	Over 3000 people per square mile	1-3 registers
C2	Over 3000 people per square mile	4-9 registers
C3	Over 3000 people per square mile	10 or more registers
PC	N/A	Large chain
PI	N/A	Independently owned

A vendor must meet established competitive pricing criteria, which involve the ranking by peer group of the price index of all vendors.

The price index is calculated by using each vendor's reported prices for WIC food items. Each vendor's price index is then compared to the average price index for the peer group with which it is associated.

Not To Exceed Price

In addition to the prices set by the vendor, there is a **maximum not to exceed (NTE) price**. The maximum not to exceed prices are based on average vendor prices for WIC food items within a peer group and are used by the WIC Program to determine the reimbursement level for each food item.

- Prices charged by a vendor that are higher than the peer group average will be reduced to the not-to-exceed (NTE) price during the WIC transaction. Vendors will be paid the reduced price and is indicated by an asterisk next to the price on the receipt.
- Charge prices that are fair and competitive.
- Never seek payment for the difference between the price charged and the maximum price paid.
- Never restrict WIC purchases to only your store brand or the least expensive brand.
- Allow the purchase of all approved brands listed in the WIC Approved Food Guide.
- Never collect sales tax.
- Never charge customers a surcharge or a fee.

Coupons, Sales and Promotions

Offer WIC customers the same courtesies that are offered to non-WIC customers.

- Buy one, get one free; or similar promotions
- Accept manufacturer's coupons
- Allow the use of store savings cards

Deduct the savings before completing the WIC transaction.



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.
- Do have the customer swipe the WIC card, but the card number can be manually entered.
- The entire WIC transaction must occur at the retailer's location listed on the Vendor Application.
- Scan all WIC items or manually enter the UPC at the time of purchase.
- 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.
- Accept only Connecticut issued WIC cards.
- Do destroy any WIC cards that are found in stores.
- 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.

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. Retailers 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. Scan the exact item that is being purchased.
- 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.

Reminders

- You must meet all the Vendor Selection Criteria in Appendix A at all times during your authorization period.
- 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.
- Do not use the WIC logo or acronym in promoting the store's business without authorization from the Connecticut WIC Program. Logo and acronym may only be used on official Connecticut WIC Program materials.
- Shelf labels are used to help customers identify WIC approved items. Please use guidance provided.
- Change of bank information requires a Xerox authorization form to be completed. Call Xerox for the form.

Vendor Complaint Process

- Retailers 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)

- Retailers may file a complaint against other retailers who suspect that WIC program rules are not being followed.

(Example: Retailer is giving non-food items or unapproved items)

Contact the State WIC Office below:

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 Fraud and Abuse

Fraud and abuse can occur in various ways, including but not limited to:

- Cashiers charging for food items that are not given to a WIC customer.
- Allowing the purchase of ineligible or unapproved items.
- Scanning a UPC codebook or reference sheet instead of scanning the UPC affixed on the item.
- Not following correct procedures in handling WIC transactions.
- Allowing WIC customer to receive cash or credit instead of the food.
- Owners not providing WIC training to cashiers and other staff.
- Committing fraud in other Programs (SNAP, Liquor Control, Tobacco Enforcement).
- Failure to cooperate with State, Federal personnel during on-site visits.

Program Integrity

The Connecticut WIC 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 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.