

Connecticut WIC Program Retailer Bulletin

January 2018

Changes have been made to the WIC Vendor Agreement

New language has been added and changes have been made to the WIC Vendor Agreement under the following sections: If you do not wish to comply with these changes, please provide written notice that you wish to terminate your WIC Vendor Agreement. The shaded areas are new or language that has been changed.

Se han hecho cambios al Acuerdo de Proveedor de WIC

Se ha añadido nuevos idiomas y se ha introducido cambios en el Acuerdo de Proveedor de WIC a las siguientes secciones: Si no desea cumplir con estos cambios, envíe un aviso por escrito de que desea terminar su Acuerdo de Proveedor de WIC. Las áreas sombreadas son nuevas o que el idioma ha sido cambiado

THE WIC VENDOR AGREES TO:

- Provide the WIC Program with as much advanced written notice as possible of any change in vendor ownership, store location, or cessation of operations, including those lasting more than one week (i.e. renovations, fire, natural disaster).
- Within 30 days of receipt of WIC authorization, if applicable, set up POS equipment and be ready to accept WIC transactions.
- Not request payment from the WIC Program or a WIC customer for the difference between the price charged and the maximum price paid for WIC food items.
- Be responsible for ongoing maintenance and operational costs for vendor systems and equipment used to support WIC EBT, unless using single-function Point-of-Sale (POS) stand beside machines provided to vendors prior to statewide eWIC implementation.

THE WIC PROGRAM AGREES TO:

- Notify vendors of any Program changes through bulletins, emails, newsletters, etc. with as much advanced notice as possible.
- Provide WIC participants and vendors with a WIC Food Guide describing approved food items and brands they are allowed to purchase.
- Incur monthly costs for single-function POS machines that were provided to vendors prior to statewide eWIC implementation in accordance with the minimum lane coverage provisions of Federal Regulations found at 246.12(z)(2). The State agency may remove excess terminals if actual redemption activity warrants a reduction consistent with the redemption levels.
- Incur monthly costs for single-function POS machines for vendors authorized after statewide eWIC implementation if the WIC Program determines the vendor is necessary for participant access. POS machines will be supplied in accordance with the minimum provisions of Federal Regulations found at 246.12(z)(2). [Statewide eWIC implementation occurred in June 2016]

APPENDIX A-VENDOR SELECTION CRITERIA

13. A vendor must not have fines that have not been paid by the due date or monetary claims or refunds that have been requested by the WIC Program and remain outstanding.
14. Vendors must maintain a minimum of \$25 per month in WIC redemptions within the most recent three-month period.
18. A vendor who will use a single function stand beside machine must demonstrate EBT capability and obtain equipment compatible with the EBT processor's host system.

APPENDIX B- MINIMUM INVENTORY REQUIREMENTS

- Milk-Example (12 half gallons=6 gallons)
- Cold Cereal-Minimum size is now 12oz. box or bag
- Beech-Nut Infant Cereal-Boxes changed to containers

APPENDIX D-REQUIREMENTS FOR PRICING AND PAYMENT

- Vendors with POS machines must update prices as appropriate. This includes but is not limited to sale prices, and price increases or decreases. Prices displayed on items, signs, and store shelves must match those in each stand beside POS machine in use at the vendor location.
- 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. Per Federal Regulation 246.12(h)(3)(xxviii), the vendor shall not charge to the State agency any third-party commercial processing costs and fees incurred by the vendor from EBT multi-function equipment. Commercial transaction processing costs and fees imposed by a third-party processor that the vendor elects to use to connect to the EBT system of the State shall be borne by the vendor.
- WIC transactions must be made through the store's business bank account that is reported to the equipment provider or the store's third party processor. Report any change of bank or bank account to **the equipment provider** or the third party processor.

APPENDIX E-MONETARY CLAIMS

- All monetary claims must be paid within **fifteen (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 **nonselect** a vendor for failure to pay a monetary claim within the required period of time.

APPENDIX F-DISQUALIFICATIONS, CIVIL MONEY PENALTIES AND FINES

- **STATE AGENCY-ESTABLISHED SANCTIONS** Defined **Number of Incidences, Occurrences or Pattern** before a sanction would be assessed. See the enclosed table.
- The WIC Program will determine if a warning for the initial occurrence of Federal Mandatory sanctions numbered 5 through 9 **and all State Agency Established sanctions** will be issued prior to documenting another violation.

APPENDIX H-GLOSSARY

- **Competitive Price** means a price that is comparable to the vendor's peer group prices using the most frequently redeemed food item prices collected from authorized WIC vendors and/or redemptions.
- **Monetary claim** means the charge to the vendor for the cost of items for redemptions that could not be supported in an inventory audit or overcharges on WIC food purchases.
- **Pattern** is defined as two or more incidences of a violation.

Changed your email address or sold your store? Send any new information to ctwic@ct.gov.

¿Cambió su dirección de correo electrónico o vendió su tienda? Envíe cualquier información nueva a ctwic@ct.gov.

Please review this bulletin with all store employees handling WIC transactions. Initial below and keep for your own records in your WIC folder. **DO NOT SEND BACK TO WIC.** Revise este boletín con todos los empleados de la tienda que manejan las transacciones de WIC. Sus iniciales a continuación y guárdelo para sus propios registros en su carpeta de WIC. **POR FAVOR NO ENVIAR DE VUELTA A WIC.**

Initial here: Iniciales aquí:

_____ **Owner/Dueño** _____ **Manager/Administrador** _____ **Asst. Manager/Asst. De Admin.** _____ **Staff/Personal**

When you have questions or concerns, please contact the State WIC Office via email at/ Cuando tenga preguntas o inquietudes, comuníquese con la Oficina Estatal de WIC por correo electrónico al: ctwic@ct.gov, 1-800-741-2142, 860-509-8084. Website: www.ct.gov/dph/wic.

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