

DELAWARE

# WIC Program Booklet



INFORMATION FOR VENDORS



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Public Health

WIC Program

JAN. 2016

.....TO.....

DEC. 2018



## What is WIC?

WIC is a federally funded program, which is, administered at the federal level by the Food and Nutrition Service (FNS), United States Department of Agriculture. The State of Delaware, Division of Public Health, is responsible for the administration of the Delaware WIC Program. The WIC Administration office is responsible for all the operations of the program in accordance with federal and state rules, regulations and guidelines.

The primary purpose of the WIC Program is to make health and nutrition services available to eligible individuals.

Under the WIC Program, authorized health professionals prescribe nutritious supplemental foods and teach nutrition education to pregnant, postpartum, and breastfeeding women, infants, and children to their fifth birthday.

WIC participants receive food instruments (vouchers) to enable them to purchase WIC approved foods at local retail grocery stores. The voucher has a prescription for specific foods selected for the nutritional need of the individual with amounts listed on the front of the voucher.

WIC participants may receive two types of vouchers:

- A standard WIC voucher that lists specific foods that may be purchased.
- A Cash Value Voucher (CVV) that has a fixed-dollar amount printed on it for the purchase of fresh fruits and vegetables.

Participants can use their benefits at any Delaware WIC authorized retailer.

For more information about the Delaware WIC Program go to: [de.gov/wic](http://de.gov/wic)

## What Role does a WIC Vendor Play?

WIC vendors play an important role in the health of WIC participants. WIC vouchers contain a food prescription designed to supplement the WIC participant's nutritional needs. The vendor fills the prescription, ensuring that the participant receives what is prescribed on the voucher. 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. WIC appreciates you being a partner with us in providing nutritious foods to Delaware families!



**BABY FOOD, INFANT CEREAL, INFANT FORMULA, MILK, EGGS, FISH, CHEESE**

**FRUITS & VEGETABLES, PEANUT BUTTER, BEANS, BREAD & TORTILLAS**

**JUICE & BREAKFAST CEREALS**



## Baby Food

Gerber brand only - 2nd Foods



### FRUITS & VEGETABLES

4.0 oz. containers (2 packs only),  
total package size 8 oz.

- Single or mixed fruits
- Single or mixed vegetables
- No added sugar, starch or salt
- No added DHA/ARA
- Fruit and Veggie Blend

*Cannot buy:* desserts, dinners, cobblers, delights, custards, yogurts, medleys or organic

### MEATS

2 1/2 oz. containers

- Single meats with broth
- Single meats with gravy

*Cannot buy:* dinners, graduates, sticks or organic



## Infant Cereal

Contract brand only

8 oz. and 16 oz. containers are  
allowed

Authorized choices of the following single  
grain cereals:

- Multigrain
- Oatmeal
- Rice
- Whole Wheat

*Cannot buy:* cereal with added fruit,  
formula, DHA/ARA or organic

## Canned Fish

Store Brand or Store Designated Brand

5 - 7.5 oz. containers

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



- Light Tuna, chunk - Packed in water
- Pink Salmon - Packed in water

*Cannot buy:* albacore tuna, tuna spreads, or any  
other type of salmon, lunch packs, or fish with  
added flavoring

## Infant Formula

Only the brand, type (powder, concentrate or ready-to-feed) and size specified on  
the voucher.

*Cannot buy:* any other brand, type or size

*\* Refer the participant to their local WIC  
office for returns or exchanges*

## Milk

Store Brand or Store Designated Brand

Type and container size as listed on the  
voucher

- Fresh (not flavored)
- Whole, Reduced Fat (1%), Skim
- Lactose Reduced (Whole, Reduced Fat (1%),  
Skim)
- Evaporated Milk (Whole, Reduced Fat (1%))
- UHT "Ultra High Temperature" (Whole,  
Reduced Fat (1%), Skim) (example:  
Parmalat)
- Soy Milk (8th Continent: Original or Vanilla)
- Powdered Milk
- Buttermilk

*Cannot buy:* flavored milk, raw unpasteurized  
milk, non-dairy milk substitutes, rice milk,  
organic or almond milk

## Eggs

Store Brand or Store Designated Brand

One Dozen, Large, White only

*Cannot buy:* brown, free-range, specialty eggs  
(Eggland's Best or EggsPlus) or organic



## Cheese

Store Brand or Store Designated Brand

1 lb (16 oz.) package only

Authorized choices of the following:

- Pasteurized Processed American (sliced)
- Cheddar (block)
- Mozzarella (block)

*Cannot buy:* 8 oz. packages, imported cheese,  
cheese food, product or spread, shredded  
cheese, cheese with added flavors, individually  
wrapped slices, organic, Velveeta, Cheez Whiz,  
Kraft Singles, low fat or low sodium products,  
grated or cheese sticks, deli-sliced cheese,  
variety packs (i.e., American/Swiss)

BABY FOOD, INFANT CEREAL, INFANT FORMULA, MILK, EGGS, FISH, CHEESE

FRUITS & VEGETABLES, PEANUT BUTTER, BEANS, BREAD & TORTILLAS

JUICE & BREAKFAST CEREALS

## Fresh Fruits & Vegetables

### Fresh Fruits & Vegetables ONLY

- Any variety of fresh, bulk fruits and vegetables
- Bagged fruit
- Bagged salad mixes (no dressing, croutons, nuts or meat added)
- Bagged & loose vegetables
- Tubs of cut fruit or vegetables (no dressing or dip)
- Organic

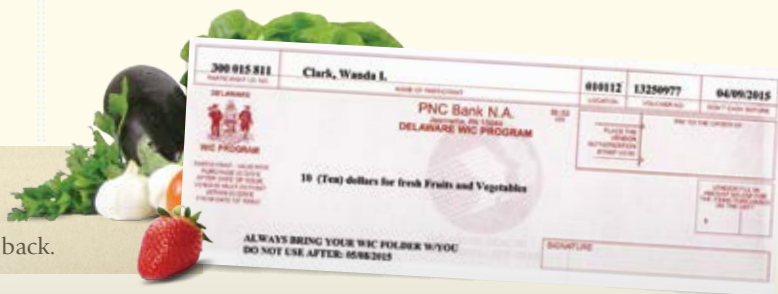
**Cannot buy:** frozen fruit, frozen vegetables, canned fruit, canned vegetables, dried fruit, dried vegetables, herbs (i.e., basil, cilantro, parsley), spices (i.e., vanilla bean, cinnamon sticks) or fruit cups (i.e., Del Monte, Dole)

#### \* REMEMBER:

If the fruit and vegetable purchase doesn't add up to the Fresh Fruit and Vegetable Cash Voucher amount, the participant will **not** receive change back.

### FRUIT AND VEGETABLE PURCHASES

- Must be separated from items listed on other WIC vouchers.
- Any combination of fresh fruits and vegetables.
- The WIC Fruit and Vegetable Voucher shows the dollar amount of fruits and/or vegetables the WIC customer can purchase, not the number of items. For example: \$10.00 Fruits and Vegetables.



## Peanut Butter

### Store Brand or Store Designated Brand

16 - 18 oz. jar

- Creamy
- Crunchy

**Cannot buy:** peanut butter spreads, peanut butter with added flavors or fortified peanut butter, natural or organic

## Dried Beans/Peas

### Store Brand or Store Designated Brand

1 lb (16 oz.) bag

Your choice of:

- Dried Beans
- Peas
- Lentils



**Cannot buy:** soup mixes, or canned beans, or beans mixed with spices or meat

## Whole Grains

### 100% WHOLE WHEAT BREAD

#### Store Brand or Store Designated Brand

1 lb (16 oz.) package

100% whole wheat bread only. Whole wheat flour must be the first ingredient listed.

### 100% WHOLE WHEAT TORTILLAS

#### Store Brand or Store Designated Brand

1 lb (16 oz.) package

100% whole wheat tortillas only. Whole wheat flour must be the first ingredient listed.

### THINGS TO LOOK FOR WHEN SCANNING WHOLE WHEAT PRODUCTS



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 you don't go over the ounces listed on the WIC voucher

## Juice

### Store Brand or Store Designated Brand

64 oz. plastic bottles or frozen concentrate

Buy only the container size and quantity listed on your WIC Voucher.

### 100% Fruit Juice Only

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

### 100% Orange Juice

#### Store Brand or Store Designated Brand



- Frozen Concentrate or 64 oz. Plastic Bottles



12 oz. Frozen Concentrate  
- Apple



12 oz. Frozen Concentrate  
- Apple



12 oz. Frozen Concentrate  
- Apple



64 oz. Plastic Bottles  
- Any flavor



64 oz. Plastic Bottles  
- Apple



64 oz. Plastic Bottles  
- Apple  
- Premium Apple



64 oz. Plastic Bottles  
- Any flavor with a green lid  
12 oz. Frozen Concentrate  
- Any flavor with a green lid



12 oz. Frozen Concentrate  
- Apple



64 oz. Plastic Bottles  
- Apple  
12 oz. Frozen Concentrate  
- Apple  
- Grape



11.5 oz. Frozen Concentrate  
- Any flavor with a yellow band



64 oz. Plastic Bottles  
- Apple

## Breakfast Cereals

All available packages up to 36 oz.

Good Source of Iron, Fiber, Folic Acid and Other Nutrients

### COLD CEREAL



- Cheerios
- Multi-Grain Cheerios
- Kix
- Corn Chex
- Rice Chex
- Wheat Chex
- Wheaties



- Corn Flakes
- Crispix
- Product 19

### HOT CEREAL



- Original Cream of Wheat 2½ Minute (red box)
- Whole Grain Cream of Wheat



- Quaker Oats
- Quick Oats
- Instant Oatmeal (regular/original flavor in individual serving packages only)

Cannot buy: any cereal or brand not listed or organic cereal

### WAYS TO BUY 36 OZ. OF CEREAL OR LESS

$$8.7 \text{ oz} + 10.9 \text{ oz} + 12.8 \text{ oz} = 32.4 \text{ oz.}$$


$$15.6 \text{ oz} + 18 \text{ oz} = 33.6 \text{ oz.}$$

$$8.7 \text{ oz} + 8.9 \text{ oz} + 18 \text{ oz} = 36 \text{ oz.}$$





## How to complete a WIC Voucher transaction:

300 015 811	Clark, Wanda I.	010112	13250980	05/13/2015
<small>PARTICIPANT ID NO.</small>	<small>NAME OF PARTICIPANT</small>	<small>LOCATION</small>	<small>VOUCHER NO.</small>	<small>DON'T CASH BEFORE</small>
<b>DELAWARE</b>  <b>WIC PROGRAM</b>	<b>PNC Bank N.A.</b> Journals, PA 15644 <b>DELAWARE WIC PROGRAM</b>	<small>86-182 433</small>	<small>PLACE THE VENDOR AUTHORIZATION STAMP HERE</small>	<small>PAY TO THE ORDER OF</small>
<small>PARTICIPANT - VALID FOR PURCHASE 30 DAYS AFTER DATE OF ISSUE VENDOR MUST DEPOSIT WITHIN 45 DAYS FROM DATE OF ISSUE.</small>	<b>1 10 to 12 ounce frozen concentrate juice</b> <b>1 Grade A Large Eggs 1 Dozen</b> <b>1 gallon, 1% or fat free</b> <b>1 quart, 1% or fat free</b> <b>36 ounces or less adult cereal</b>		<small>VENDOR FILL IN AMOUNT RECEIVED FOR THE ITEMS PURCHASED ON THE LEFT</small>	
<b>ALWAYS BRING YOUR WIC FOLDER W/YOU</b> <b>DO NOT USE AFTER: 06/12/2015</b>		<b>6</b> <small>SIGNATURE</small>		



SAY  
"Yes"  
TO COUPONS,  
SPECIALS AND  
STORE DISCOUNT  
CARDS!

SAY  
"No"  
TO RAIN CHECKS,  
REFUNDS AND  
IOU's.

If you make a mistake, mark through it with a single line and write the correct information next to it and have the WIC participant initial the corrected information. The corrected voucher can then be deposited with the vendor's daily receipts.

- 1) Check the dates in the "Don't Cash Before" and "Do Not Use After" boxes. Do not accept the WIC voucher before or after these dates.
- 2) Ask for the WIC Participant booklet/folder to compare the participant identification number(s) and signature(s). No other forms of identification are required.
- 3) Verify the WIC customer's selection of WIC foods matches the items listed on the WIC voucher. Use the WIC Program Booklet or food card as a guide; it answers questions about what is not allowed. If your store is out of an item, the WIC customer may choose to go to another store or not purchase the item. Rain checks or IOU's for out of stock items are not allowed.
- 4) Ring up the WIC items. Process each WIC voucher as a separate transaction.
- 5) Write in the amount of the transaction, using black or blue ink pens.
- 6) Have the customer sign in the designated box on the front of the WIC voucher.
- 7) Return the customer's identification booklet/folder and offer them a receipt for their WIC purchase as long as WIC is identified on the receipt.

HOW TO COMPLETE A WIC VOUCHER TRANSACTION (CASHIER)

HOW TO COMPLETE A FRUIT AND VEGETABLE VOUCHER TRANSACTION (CASHIER)

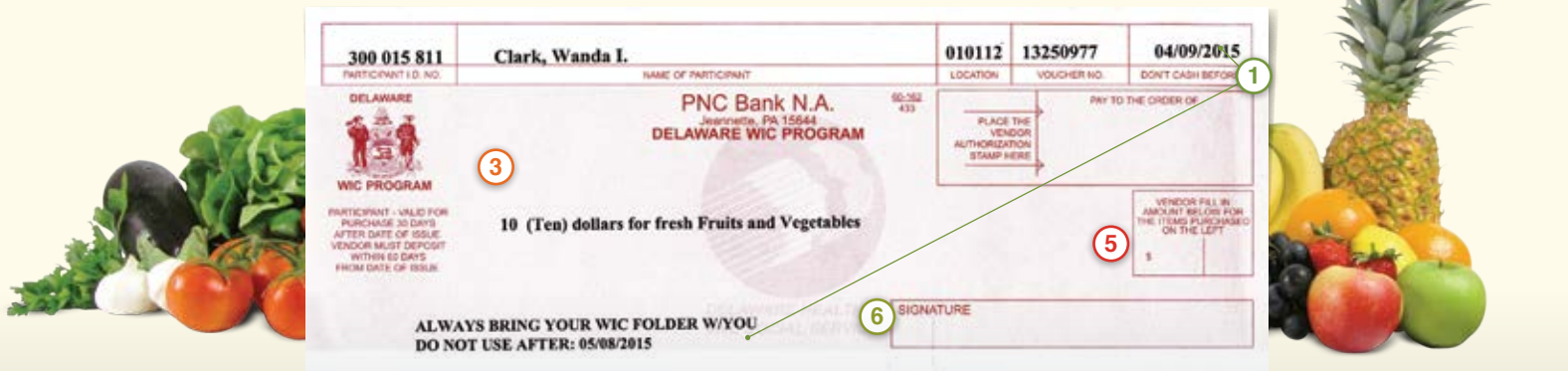
WIC VOUCHER PROCESSING (ACCOUNTING OFFICE)

FREQUENTLY ASKED QUESTIONS

VENDOR RESPONSIBILITIES

## How to complete a WIC Voucher transaction:

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



- 1) Check the dates in the “Don’t Cash Before” and “Do Not Use After” boxes. Do not accept the Fruit and Vegetable voucher before or after these dates.
- 2) Ask for the WIC Participant booklet/ folder to compare the participant identification number(s) and signature(s).
- 3) Verify the WIC customer’s selection of fruits and vegetables. Use the WIC Program Booklet or food card as a guide; it answers questions about what is not allowed. If your store is out of an item, the WIC customer may choose to go to another store or not purchase the item. Rain checks or

IOU’s for out of stock items are not allowed.

- 4) Ring up the fruits and vegetables.
- 5) Write in the purchase amount, up to the dollar amount printed on the Fruit and Vegetable voucher, using only black or blue ink pens.
  - If the purchase amount is less than the dollar amount printed on the Fruit and Vegetable Voucher, write the purchase amount on the Fruit and Vegetable voucher. *No change shall be given.*
  - If the purchase amount is more, the WIC Program will allow split tender

transactions when using the cash value voucher. For example: If a WIC customer comes to the checkout lane with \$10.50 worth of fresh fruits and vegetables and presents an \$8.00 CVV; the cashier would write \$8.00 on the CVV and collect \$2.50 in cash, check, credit card or any other form of payment.

- 6) Have the customer sign in the designated box on the front of the Fruit and Vegetable voucher.
- 7) Return the customer’s identification booklet/folder and offer them a receipt for their WIC purchase only if WIC is identified on the receipt.

HOW TO COMPLETE A FRUIT AND VEGETABLE VOUCHER TRANSACTION (CASHIER)

WIC VOUCHER PROCESSING (ACCOUNTING OFFICE)

FREQUENTLY ASKED QUESTIONS

VENDOR RESPONSIBILITIES

## WIC Voucher Processing

It is recommended that the bookkeeper review redeemed food benefits for errors prior to bank deposit. After the WIC voucher transaction is complete, store personnel should complete the following steps prior to depositing the voucher into the bank. Please ensure that:

- 1) The WIC voucher is reviewed with the receipt prior to depositing into the bank.
- 2) The actual purchased amount is written correctly on the voucher.
- 3) The WIC voucher is signed by the WIC customer using blue or black ink. If the signature is missing, contact the Vendor Unit at the WIC Administration Office.
- 4) Your WIC vendor stamp number is clearly imprinted on the front of the WIC voucher in the designated area. Using black ink only.

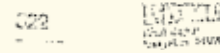
There may be times when WIC vouchers cannot be deposited to the bank without WIC State Agency approval. For example, altered amount, unsigned, expired, torn/damaged.

**Altered Amount (Simple):** If the wrong amount was written on the voucher, mark a line through the incorrect dollar amount and write the correct amount somewhere visible on the voucher. The WIC participant must initial the corrected amount. The corrected voucher can then be deposited with the vendor's daily receipts.

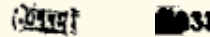
**Altered Amount (Complex):** If the voucher has numerous corrections in the amount, fill out an Altered Voucher Form. Submit the form, the voucher, and the register tape to the WIC State Agency Office, Vendor Section, for consideration of payment.

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

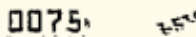
**Light Stamping:**



**Double stamping:**



**Uneven pressure:**



After reviewing the WIC vouchers with the receipts and correcting any errors that you find, deposit the WIC vouchers into your bank within 60 days from the "Don't Cash Before" date indicated on the voucher.

Contact the Vendor Unit at the WIC Administration Office prior to making corrections on vouchers.

**Unsigned Voucher:** If the cashier forgot to get the WIC participant to sign the WIC voucher, please call 1-800-222-2189 or 302-741-2900 and ask to speak with someone in the Vendor Unit. The Vendor Unit will contact the participant and request the person return to the store to sign the voucher. The signed voucher can then be deposited with the vendor's daily receipts.

If the participant does not come in within ten (10) days, fill out an Altered Voucher Form and submit the form, the voucher, and the register tape to the WIC State Agency Office, Vendor Section, for consideration of payment.

**Expired or Damaged Vouchers:** If the cashier redeems a voucher before or after the expiration date or redeems a voucher that is torn or damaged, fill out an Altered Voucher Form. Submit the form, the voucher, and the register tape to the WIC State Agency Office, Vendor Section, for consideration of payment.



## 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 participant wants, the participant can go to a different WIC authorized vendor.

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**Q:** If a voucher is processed at the cash register and is not signed by the WIC participants, what can the bookkeeper do?

**A:** This issue must be resolved prior to the voucher being deposited in the bank. Vendors need to contact the Vendor Unit at the WIC Administration Office.

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**Q:** What if I make a mistake on a WIC voucher or Fruit and Vegetable voucher?

**A:** If the wrong amount is written on the voucher, mark a line through the incorrect dollar amount and write the correct amount somewhere visible on the voucher. The WIC participant must initial the corrected amount. The corrected voucher can then be deposited with the vendor's daily receipts.

**Q:** What if the customer goes over the dollar amount on the fruit and vegetable voucher?

**A:** If a WIC customer comes to the checkout lane with \$10.50 worth of fresh fruits and vegetables and presents an \$8.00 CVV; the cashier would write \$8.00 on the CVV and collect \$2.50 in cash, check, credit card or any other form of payment.

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**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 or IOUs for out-of-stock items.

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**Q:** Who should the vendor call when a situation arises?

**A:** Vendors should contact the WIC State Agency Office, Vendor Unit, for concerns regarding complaints, minimum stocking exemptions for infant formula and general program questions at 302-741-2900.



# 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 Agreement and the Delaware WIC Vendor Handbook.
2. Purchase infant formula from the Approved List of Infant Formula Wholesalers/Retailers/Manufacturers only.
3. Accept and process WIC vouchers 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.
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 participants purchase only WIC foods identified in the approved foods section of the WIC Program Booklet.
7. Give all WIC participants the same service and the same courtesies as non-WIC customers.
  
8. Deposit all properly redeemed WIC vouchers prior to 60 days from the "Don't Cash before" date printed on the face of the voucher.
9. At least one employee is to attend and complete all required training per store. Those employees are then responsible to train all store employees on WIC procedures and distribute WIC materials.
10. Keep the current WIC Program Booklet and food card at each cash register.
11. Submit timely, accurate Monthly Self Monitoring checklist of minimum stock food items with formula prices 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 participants to redeem their WIC vouchers at the store.
14. Notify the WIC State Agency in writing at least fifteen (15) days in advance of when the store ceases operation, changes ownership, name, or location.
15. Compliance with the vendor selection criteria must be maintained throughout the agreement period, including any changes to the criteria.



*DELAWARE HEALTH AND SOCIAL SERVICES*

Division of Public Health

WIC Program

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[de.gov/wic](http://de.gov/wic)

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*The information in this booklet is subject to change.*