



# Hawaii WIC Vendor Training Newsletter

Summer 2021

## Welcome to the Hawaii WIC Annual Training!

The Hawaii WIC Program thanks you for partnering to provide nutritious WIC foods for WIC participants in your community!

This newsletter serves as annual training for federal fiscal year 2021 (October 1, 2020 - September 30 2021). ***It is your responsibility to ensure this training information is available to all store employees involved with stocking WIC foods and conducting WIC transactions.*** The vendor is accountable for its owners, officers, managers, agents, and employees who commit vendor violations.

This newsletter includes important information for vendors, including:

- **WIC Program Purpose**
- **Authorized Foods**
- **WIC Signage**
- **Minimum Stocking Requirements**
- **Infant Formula**
- **Transaction Procedures**
- **Complaint Process**
- **Vendor Monitoring and Sanction System**
- **Incentive Items**
- **Payment Adjustments**
- **Transaction Disputes**
- **Record Keeping Requirements**

## WHAT IS WIC?

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a public health nutrition program under USDA providing nutrition education, nutritious foods, breastfeeding support, and healthcare referrals for income eligible women who are pregnant or post partum, infants and children up to age 5. WIC safeguards the health of eligible women, infants, and children who are at nutritional risk. As the third largest food and nutrition assistance program, WIC served 6.2 million participants per month in fiscal year 2020, including almost half of all infants born in the United States.

## HOW DOES WIC HELP?

Studies have shown that WIC helps:

- Reduce premature births
- Reduce infant deaths
- Increase access to prenatal care earlier in pregnancy
- Increase the likelihood of children having a regular provider of medical care
- Reduce health care costs
- Improve diet quality
- Increase pregnant women's consumption of key nutrients such as iron, protein, calcium, and Vitamins A and C
- Increase immunization rates
- Improve vocabulary scores for children of mothers who participated in WIC prenatally
- Significantly improve memory for numbers for children enrolled in WIC after the first year of life

Source: [fns.usda.gov/wic/about-wic-how-wic-helps](https://fns.usda.gov/wic/about-wic-how-wic-helps)



# WIC APPROVED FOODS

WIC approved foods are carefully selected to ensure they meet the nutrition needs of WIC participants. WIC approved foods can be found in the food list here: <https://health.hawaii.gov/wic/>. Please refer to the **Hawaii WIC Approved Food List** to make sure you are familiar with the allowed types and brands of WIC foods.



## THE APL

The Approved Product List (APL) is an electronic file that has all approved Universal Product Codes (UPCs) and Price Look Up (PLU) codes that are authorized by the Hawaii WIC Program. Vendors are required to download the APL daily to ensure that they are using the most current list. It is required to scan and identify WIC foods that can be bought with an eWIC card.

The APL will not allow an unauthorized UPC or PLU to be processed. If a product is not on the APL, the WIC participant cannot purchase it with their eWIC card. Also, Vendors cannot override or substitute products that are not in the APL.

The APL can be found here: <https://health.hawaii.gov/wic/vendor-information/>

## FY 2020 at a Glance

- Approximately \$19.5 million in WIC food sales at Hawaii WIC Vendors
- Approximately 41,000 women, infants, and children under the age of 5 participated in the WIC Program

## Average Quantities of Select Foods Redeemed Each Month in FY 2020

32,000  
Gallons of  
Cow's Milk



8,448  
Quarts of  
Soy milk



17,530  
Boxes of  
Cereal



12,700  
Pounds of  
Cheese



3,935  
Containers  
of Tofu



7,832  
Jars of  
Peanut Butter



9,432  
Containers of  
Yogurt



44,786  
Containers of  
Baby Food



2,762  
Cans of  
Fish



186,291  
Eggs



9,099  
Cans of  
Beans



17,297  
Containers of  
Infant Formula



## WIC SIGNAGE

It is recommended that Vendors place the WIC ALLOWED FOOD shelf talkers on shelves where WIC foods are displayed. Shelf talkers that endorse a specific food or brand are not allowed.

Posting shelf talkers assists WIC participants in bringing correct items to the cashier for checkout, thereby reducing checkout times.

WIC shelf talkers produced by the vendor must be approved by the Hawaii WIC Vendor Unit in advance.



## WIC DOOR SIGN

Re-applicable window clings are also available. They are a useful way to identify your store as a Hawaii WIC vendor.



## Need Signs?

Order forms can be found here:  
<https://health.hawaii.gov/wic/vendor-forms-2/>

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## INFANT FORMULA SUPPLIERS

Vendors must only purchase formula from sources that are approved by Hawaii WIC. The enclosed list of formula wholesalers, distributors, retailers, and infant formula manufacturers are approved sources of infant formula.



## MINIMUM STOCK REQUIREMENTS

All authorized WIC Vendors must meet and maintain minimum stock and variety requirements for WIC approved foods. The minimum stock and varieties required are outlined in the enclosed minimum stocking requirements document.

Minimum stock requirements are in place to ensure WIC approved foods are available at the store when WIC customers shop.

Having trouble selling WIC foods? You may be eligible for a reduction in the types and quantities of WIC foods required to be maintained in inventory. To learn more, contact the WIC Vendor Management Unit.

## WIC TRANSACTION PROCEDURES

WIC Transaction Procedures can be found in the "Processing eWIC Transactions" document enclosed with this Newsletter.



## COMPLAINT PROCESS

We welcome any input you may have that may help to improve the WIC program. Hawaii WIC values its relationship with the vendor community. If you experience an issue or concern with a WIC participant, please don't hesitate to let us know about it.

Email: [DOH.WIC.VENDOR@doh.hawaii.gov](mailto:DOH.WIC.VENDOR@doh.hawaii.gov)  
Phone: 808.586.8392

## HOW WE MONITOR YOU

The Hawaii WIC Program must ensure that all WIC vendors fully understand and comply with programs rules and regulations that are outlined in the Vendor Manual. Therefore, vendors are monitored in several different ways, including:

- Vendor Monitoring Visits
- Inventory Audits
- Customer Complaint Reporting
- Compliance Investigations

## PROGRAM INTEGRITY

You can help control program costs and protect the integrity of the WIC Program by reporting WIC participant and vendor fraud. Buying, selling or otherwise misusing WIC benefits is a crime. Suspected program abuse should be reported to the Hawaii WIC Program Vendor Manager at 808.586.8392 or visit [www.usda.gov/oig.hotline](http://www.usda.gov/oig.hotline).



## SANCTION SYSTEM

Authorized Vendors shall comply with the Hawaii WIC Program regulations, policies and procedures. If any violations are found through the monitoring efforts, Hawaii WIC may take certain measures to assist the vendor in complying with the rules and regulations of the WIC Program or may disqualify the vendor for a period of time.

### WHAT IF WE FIND PROBLEMS AT YOUR STORE?

If we find your store is not following program rules, you may receive a written warning, training, fines, disqualification and/or termination depending on the severity of the violation. Fines are monetary penalties that are issued when a pattern of violations has been established. Stores may also be disqualified for a minimum of one year to a permanent disqualification for federally mandated sanctions. See the enclosed violations and sanctions for more information.



### WIC Shopper App

The WIC Shopper App is a free app for iPhone and Android users that allows Hawaii WIC participants check their balance in real time and scan foods to determine if they are WIC allowed. Anyone can use it to scan foods in the store, including store staff. The App also allows any user to view the Food List and submit a request for a product to be added to the APL.



# INCENTIVE ITEMS

The Hawaii WIC Program, in accordance with federal regulations, prohibits WIC Vendors from offering incentive items solely to WIC customers in an effort to encourage participants to redeem their WIC Food Benefits at their store. WIC Vendors can provide incentive items to WIC customers as long as the same incentive items are being provided to ALL customers.

WIC authorized vendors may not treat WIC customers differently from non-WIC customers by excluding them from in-store promotions –this includes disallowing the use of coupons or other vendor discounts in WIC transactions that are allowed in non-WIC transactions.

# RECORD KEEPING REQUIREMENTS

Vendors must maintain program related records and records relating to WIC transactions, keep these records for a period of four years from the vendor contract expiration date, and must be able to provide these records to Hawaii WIC upon request. Records that are required to be kept include the following:

- Inventory records showing all wholesale and retail purchases
- Invoices for purchase of WIC foods
- Other records that are necessary to support the quantity of foods and prices charged
- Records relating to WIC transactions

A vendor's inventory records may be used to audit the vendor to determine if contract violations have occurred. These records may also be used to determine the amount of money owed to Hawaii WIC in the event of any improper WIC transactions or other program violations related to inventory. Vendors authorized to accept WIC benefits are subject to audit by the WIC state agency they are contracted with, and additionally subject to audit by the US Department of Agriculture (USDA). In the event of an audit, vendors must provide Hawaii WIC, or USDA, access to their facility and provide access to records associated with WIC transactions and other documentation needed to verify vendor compliance with program rules and regulations at the time of the audit.

In addition to purchase and receiving records, vendors must keep any and all records related to disputes, litigation, and financial claims imposed upon the vendor for program violations. These records must be kept for a period of four years from the contract expiration date or until the dispute is resolved, whichever is later.

# PAYMENT ADJUSTMENTS

Payments made by the Hawaii WIC Program to authorized vendors may be adjusted for the following reasons:

- Item over the Not To Exceed amount
- Food removed from WIC customer benefits but not received by WIC customer
- Transaction communication errors

Not To Exceed (NTE) amounts are calculated for each WIC item sold during a WIC transaction. An NTE is determined by using historical redemption data to calculate the value of WIC foods. Vendors are not paid more than the NTE for an item, even if the requested price was higher than the NTE amount. Payments may also be adjusted for items charged to the WIC Program that were not received by the WIC customer.

If for any reason, there is a dispute regarding a payment, the vendor must communicate the dispute to the Hawaii WIC Vendor Management Unit.

If a transaction communication error results in over payment to the vendor, the Hawaii WIC program will adjust the payment to reflect the accurate dollar amount. If transaction communication errors result in underpayment to an authorized vendor, the vendor must notify the Hawaii WIC Vendor Management Unit to resolve the error.

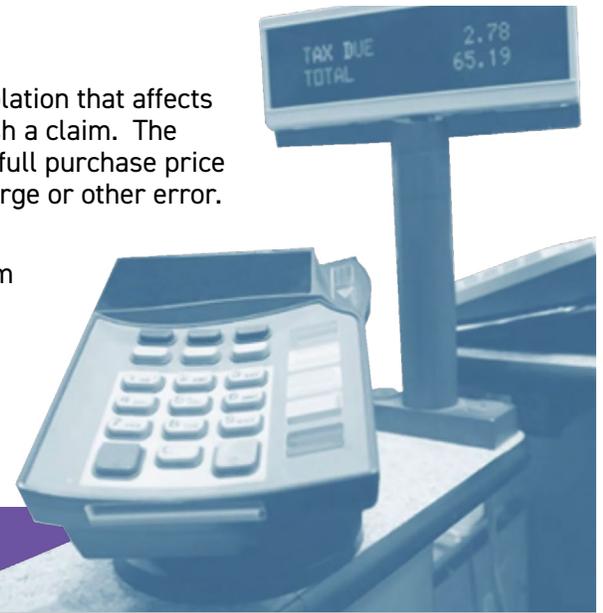


# VENDOR CLAIMS

When the State Agency determines the vendor has committed a vendor violation that affects the payment to the vendor, the State Agency will delay payment or establish a claim. The State Agency may delay payment or establish a claim in the amount of the full purchase price of each food item in the WIC transaction that contained the vendor overcharge or other error.

The State Agency will provide the vendor with an opportunity to justify or correct a vendor overcharge or other error. The vendor must pay any claim assessed by the State Agency. In collecting a claim, the State Agency may offset the claim against current and subsequent amounts to be paid to the vendor.

In addition to denying payment or assessing a claim, the State Agency may sanction the vendor for vendor overcharges or other errors in accordance with the State Agency's sanction schedule.



# WIC FORMULA UPDATE:

In November 2020, Hawaii WIC authorized WIC participants to purchase Similac Sensitive, Similac Spit-up, and Similac Total Comfort at authorized WIC vendors.

Starting in March 2021, Hawaii WIC authorized participants to redeem their benefits for special infant formula in addition to the 3 formula types we authorized in November.

THERE IS NOT A STOCKING REQUIREMENT FOR THESE ITEMS. If your store already carries these products you can expect them to start being purchased by WIC participants that have been issued these of formula in their benefit.

Stores are not required to stock this item. AT THIS TIME THERE IS NO PLAN TO REQUIRE VENDORS TO STOCK THESE ITEMS. NO ACTION IS REQUIRED on your part. Your store POS system has already downloaded the new allowable UPCs.

The complete list of WIC allowed formula is enclosed with this newsletter.



## SPECIAL INFANT FORMULA SALES (November 1, 2020 - June 30, 2021)

**\$442,608** in special infant formula sales,  
**\$4,123,484** in total formula sales,  
**10.34%** of all formula sales for this period was special infant formula.

Questions? Contact the Vendor Management Unit.



# COMING SOON!

The ALL NEW Hawaii WIC  
Approved Food List,  
Effective November 1, 2021.

Stay tuned for exciting details!  
(Details will be provided VERY SOON)

# FRUIT/VEGETABLE BENEFITS HAVE TEMPORARILY INCREASED TO \$35

On March 11, 2021, President Biden signed the American Rescue Plan Act of 2021 (ARPA) into law. Under section 1105 of Subtitle B, Title I of ARPA, the USDA has temporarily increased the Cash-Value Voucher/Benefit for Fruit and Vegetable Purchases (CVV/B) for certain food packages to an amount that is less than or equal to \$35 per month during the federally declared COVID-19 public health emergency under Section 319 of the Public Health Service Act (42 U.S.C. 247d).

As a result, Hawaii WIC increased WIC participants' fruit and vegetable benefits to \$35 per participant per benefit period from June 2021 to September 2021.

Participants will be able to purchase fresh, canned, and frozen fruits and vegetables with their increased benefit. Benefits will be issued at the regular amounts beginning in October 2021.



## WIC Sales of Fresh, Frozen, and Canned Fruits and Vegetables Benefit Increase!

Since being implemented in June 2021, WIC sales of fresh, frozen, and canned fruits and vegetables have more than **DOUBLED** from the previous months' sales!

**MAY 2021 SALES: \$68,829**  
**JUNE 2021 SALES: \$188,155**  
**A 173% INCREASE!**

## INTEGRATED VENDORS: BE SURE TO KEEP CURRENT WITH YOUR PRODUCE MAPPING TO MAXIMIZE WIC SALES

**Produce mapping** is the process a retailer or corporate office uses to link a UPC for a fresh fruit or vegetable that is not in the APL with a PLU that is in the APL. This is done using their POS software. Mapping works only for packaged fresh fruits and vegetables, not frozen fruits and vegetables or other WIC foods. Produce mapping is not necessary for stores that use a stand-beside terminal.

Contact your POS provider or corporate office for more information on mapping.

## WIC FOOD WAIVERS

Hawaii WIC was granted food waivers in response to the Covid-19 pandemic. The waivers allow some flexibility in the allowed food list. During this time when it might be hard to find what WIC participants need at the stores, we want to help participants buy the WIC foods on their eWIC account. The waivers include:

- Trays of 6 and 18 eggs are temporarily allowed when trays of 12 eggs are not available.
- Boiled eggs are allowed when trays of 12 eggs are not available.
- Multi-packs of juice boxes or individual juice cans when 46-48 oz containers are not available.
- 14 ounce silken, medium firm, firm, or extra firm tofu when 16 ounce tofu is not available.

Participants are urged to use the WICShopper APP to scan the UPC code to see if a brand is WIC allowed. A complete list of the foods given a waiver is enclosed with this newsletter.

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**REMINDER**

# ALL VENDOR AGREEMENTS EXPIRE 9/30/2021

ALL Vendor Agreements that took effect 10/1/2018 will expire on 9/30/2021. **APPLICATIONS WERE emailed to vendors on 5/27/2021.** Please fill these out and return to the Hawaii WIC Vendor Unit in a timely manner to ensure there is no interruption in your WIC eligibility. The new Agreements will take effect 10/1/2021 and will expire 9/30/2024.

Regardless of when your store was WIC authorized during the current cycle, **ALL** Agreements will expire on 9/30/2021. **ALL** stores that wish to continue to participate in the WIC Program after 10/1/2021 will have to fill out a new application.



## WIC AT SELF CHECKOUT

The Hawaii WIC Program is allowing WIC shoppers to use self checkout lanes. Notify the Hawaii WIC Program if your store plans to implement WIC at self checkout (SCO). SCO must be tested and authorized by Hawaii WIC in order to be used for WIC purchases.



## HAWAII WIC

Leiopapa A Kamehameha Building State Office Tower  
235 S. Beretania Street, Suite 701 Honolulu, HI 96813  
808.586.477, Fax 808.586.8189

[www.health.hawaii.gov/wic/](http://www.health.hawaii.gov/wic/)

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the **USDA Program Discrimination Complaint Form**, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov). This institution is an equal opportunity provider.



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# WIC AUTHORIZED INFANT FORMULA SOURCES

October 1, 2020

Authorized WIC Vendors must order infant formula from authorized sources only. Contact Hawaii WIC Vendor Management Unit to inquire about a source not listed.

Wholesaler/Distributor/Retailers	Address	City	State	Zip	Phone
Amazon.com	410 Terry Ave. North	Seattle	WA	98109	(833)663-6600
AmerisourceBergen (HI)	238 Sand Island Access Rd.	Honolulu	HI	69819	(808)848-6566
Associated Grocers (WA)	3301 S. Norfolk St.	Seattle	WA	98118	(206)762-2100
C&S Wholesale Grocers	91-315 Hanua St.	Kapolei	HI	96707	(808)682-7300
Coastal Pacific Food Dist.	1520 Mission Blvd. #B	Ontario	CA	91761	(909)947-2066
Costco Wholesale	525 Alakawa St.	Honolulu	HI	96817	(808)526-6100
Direct Support Resources	91-241 Kalaleloa Blvd. #B	Kapolei	HI	96707	(808)682-2980
Hansen Food Service	96-1282 Waihona St.	Pearl City	HI	96782	(808)456-3334
Hawaii Agents Inc.	91-314 Komohana St.	Kapolei	HI	96707	(808)682-7377
Horizon Organic Dairy	12002 Airport Way	Broomfield	CO	80021	(888)494-3020
L.H. Gamble	3615 Harding Ave. #502	Honolulu	HI	96816	(808)735-8199
Machida, Inc.	620 Puuhale Rd.	Honolulu	HI	96819	(808)845-4844
Okimoto Corporation	85-863 Farrington Hwy.	Waianae	HI	96792	(808)696-3131
Safeway Central Buy	1801 W. 11th St.	Tracy	CA	95376	(209)830-2950
Sam's Club	750 Keeaumoku St.	Honolulu	HI	96814	(808)230-9841
Shimaya Shoten Ltd.	710 Kohou St.	Honolulu	HI	96817	(808)845-6691
Unified Western Grocers, Inc.	455 N. Canyon's Pkwy. #C	Livermore	CA	94551	(925)960-8455
WalMart	702 SW. 8th St.	Bentonville	AR	72216	(479)258-7208
Walgreens	780 Waukegan Rd.	Deerfield	IL	60015	(800)925-4733
<b>Manufacturers</b>					
Abbott Laboratories	3300 Stelzer Rd.	Columbus	OH	43219	(800)227-5767
Applied Nutrition Corporation	10 Saddle Rd.	Cedar Knolls	NJ	07927	(973)743-0047
Hormel Health Labs	3000 Tremont Rd.	Savannah	GA	31405	(912)651-5112
Mead Johnson	2400 W. Lloyd Expsrwy	Evansville	IN	47721	(800)222-9123
Novartis	31 Leslie Ct.	Whippany	NJ	07932	(844)422-2752
Nutricia North America	9900 Belward Campus Dr.	Rockville	MD	20850	(800)365-7354
PBM Nutritionals	POB 2109, 147 Industrial Park Rd.	Georgia	VT	05468	(802)827-0521
Prolacta Bioscience	757 Baldwin Park Blvd.	City of Industry	CA	91746	
Scandipharm	22 Inverness Center Pkwy.	Birmingham	AL	35242	
Solus Products, LLC	8910 Purdue Rd. Ste 230	Indianapolis	IN	46268	(336)886-6487
Wyeth Nutritionals, Inc.	12 Vreeland Rd., Box 697	Florham Park	NJ	07932	(844)422-2752
<b>Pharmacies</b>					
CVS/Longs Drug Stores	1025 Opakapaka St.	Kapolei	HI	96707	(808)690-8500
McKesson Drug Co.	80 Sand Island Access Rd.	Honolulu	HI	96819	(808)847-3911
Pharmacare	3375 Koapaka St., Ste G320	Honolulu	HI	96819	(808)836-0223



Please forward any questions or comments by email or phone to:  
 DOH.wic.vendor@doh.hawaii.gov  
 Phone: (808) 586-8392

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October 1, 2020

# Hawaii WIC Formula List

Formula	UPC
<b>Abbott Nutrition</b>	
Cyclinex-1 - Powder, 14.1 oz	070 074 511 450
EleCare for Infants - Powder, (Unflavored) 14.1 oz	070 074 535 111
EleCare Jr - Powder, (Unflavored) 14.1 oz	070 074 552 545
EleCare Jr - Powder, (Vanilla Flavor) 14.1 oz	070 074 565 866
Hominex-1 - Powder, 14.1 oz	070 074 511 177
Phenex-1 - Powder, 14.1 oz	070 074 511 214
Pro-Phree - Powder, 14.1 oz	070 074 511 498
ProViMin - Powder, 5.3 oz	070 074 502 618
RCF - Concentrate, 13 oz	070 074 401 089
Similac Advance - Concentrate, 13 oz	070 074 569 741
Similac Advance - Powder, 12.4 oz	070 074 559 582
Similac Advance - Ready to Use, 32 oz	070 074 533 643
Similac Alimentum - Powder, 12.1 oz	070 074 647 128
Similac Alimentum - Ready to Use, 32 oz	070 074 575 131
Similac for Spit Up - Powder, 12 oz	070 074 509 600
Similac for Spit Up - Ready to Use, 32 oz	070 074 567 310
Similac Human Milk Fortifier - Powder, 0.90 g (0.031 oz)	070 074 545 998
Similac Neosure - Powder, 13.1 oz	070 074 574 318
Similac Neosure - Ready to Use, 32 oz	070 074 574 561
Similac PM 60/40 - Powder, 14.1 oz	070 074 608 501
Similac Sensitive - Powder, 12 oz	070 074 575 414
Similac Sensitive - Ready to Use, 32 oz	070 074 575 346
Similac Soy Isomil - Concentrate, 12 oz	070 074 569 765
Similac Soy Isomil - Powder, 12.4 oz	070 074 559 643
Similac Soy Isomil - Ready to Use, 32 oz	070 074 559 681
Similac Special Care 24 - Ready to Use, 2 oz	070 074 114 859
Similac Total Comfort - Powder, 12 oz	070 074 626 000
<b>Mead Johnson</b>	
NeuroPro EnfaCare - Powder, 12.8 oz	300 875 122 082
Enfaport - Ready to Use, 6 oz	300 875 105 252
PurAmino - Powder, 14.1 oz	300 875 104 804
Nutramigen - Concentrate, 13 oz	300 870 498 014
Nutramigen - Ready to Use, 32 oz	300 870 499 011
Nutramigen with Enflora LGG - Powder, 12.6 oz	300 871 239 418
Pregestimil - Powder, 16 oz	300 870 367 013
<b>Nutricia</b>	
Neocate Infant w/ DHA & ARA - Powder, 14.1 oz	749 735 025 956
Neocate Junior w/ Prebiotics (Unflavored) - Powder, 14.1 oz	749 735 029 121





# Minimum Stocking Requirements

Effective October 1, 2020

Required stocking levels must be maintained at all times. Failure to maintain the required minimum inventory of WIC allowed foods may result in the disqualification of the vendor from WIC.

Refer to the current Hawaii WIC Approved Food List for WIC approved brands and other criteria. For a list of authorized infant formula sources, please visit:

Hawaii WIC Approved Food List:

<https://health.hawaii.gov/wic/files/2019/10/WIC-FoodList-2019-Final-Spread-R1version.pdf>

Infant Formula Sources:

<https://health.hawaii.gov/wic/files/2020/10/Infant-Formula-Sources.pdf>

## General Guidelines

- Always carry enough inventory so that a sudden rush of WIC shoppers doesn't put you below the minimum requirements.
- Expired food and spoiled produce do not count toward the minimum stocking requirements.
- Inventory on the store's shelves and in a storage area count towards the minimum stocking requirements.
- Some WIC approved foods have no minimum stocking requirement. For these products we ask that you stock enough to meet your WIC shoppers' needs.
- To help with your inventory planning and ordering, you can request reports from the Hawaii WIC Vendor Management Unit for data such as: total WIC foods sold, the number of WIC clients, and total WIC sales for a given month. Please contact the Vendor Management Unit to request this info.
- Please post WIC shelf tags (shelf talkers) by all WIC approved foods. These tags help WIC shoppers find approved foods and will reduce problems at the check stand. Contact the Vendor Management Unit if you need more shelf tags.
- If you are unsure if a food is WIC eligible, email the WIC vendor unit at:

DOH.wic.vendor@doh.hawaii.gov or call (808)586-8392  
Monday - Friday, 7:00am to 3:45pm.



October 1, 2020

**Refer to the current Hawaii WIC Approved Food List for WIC approved brands and other criteria.**

<b>Food Category</b>	<b>Approved Sizes</b>	<b>Minimum Required Inventory</b>
Breakfast Cereal	12 oz to 36 oz (cold cereal) 1.8 oz to 36 oz (hot cereal)	15 boxes total (can be mix of cold and hot cereals); 5 varieties
Cheese	8 oz or 16 oz sizes	6 pounds total; 3 varieties
Dried or Canned Beans/Peas/Lentils	8 oz to 16 oz bag 15 oz to 30 oz can	64 oz total; 2 varieties
Eggs	12-count carton (1 dozen)	6 cartons
Fish - Canned	Tuna, 5 oz can Pink Salmon, 7.5 oz can Mackerel, 15 oz can Sardines, 3.75 oz can	Tuna, 12 cans Pink Salmon, 10 cans Mackerel, 4 cans Sardines, 10 cans
Fresh Fruits and Vegetables	Bags or packages, whole or cut	\$18 worth in stock of fruits; 2 varieties, \$18 worth in stock of vegetables; 2 varieties
Frozen and Canned Fruits and Vegetables	Any	\$18 worth in stock of fruits; 2 varieties, \$18 worth in stock of vegetables; 2 varieties
Infant Cereal	8 oz container	6
Baby Food - Fruits and Vegetables	4 oz plastic container (2-packs allowed) or 4 oz glass jar	Any combination of 96 total jars/containers; 4 varieties
Baby Food - Meats	2.5 oz glass jar	32 jars total; 2 varieties
Infant Formula	Similac Advance Powder 12.4 oz Similac Soy Isomil Powder 12.4oz	24 cans Similac Advance 8 cans Similac Soy Isomil
Juice for Women	11.5 oz to 12 oz can (frozen) 46 oz to 48 oz bottles	6 cans 10 bottles
Juice for Children	64 oz bottle	10 bottles
Milk - Whole, 1%, and Skim	Gallon container	10 gallons total; including a total of at least 5 gallons of 1% or skim milk
Peanut Butter	16 oz to 18 oz jar	4 jars; 2 varieties
Soy Beverage	Quart or half gallon	Any combination of 2 total gallons
Tofu	16 oz container	2 containers
Whole Grains	Brown rice, 16 oz bag; whole wheat pasta, 16 oz package; soft tortillas, 11 oz to 24 oz package; whole wheat bread 16 oz size	128 oz total; including at least 2 options, and at least 5 loaves of 100% whole wheat bread
Yogurt	32 oz container	3 containers
Evaporated Milk, Juice Packs, Powdered Milk, Shelf Stable Milk, Shelf Stable Tofu, Similac Advance Concentrate 13 oz, Similac Soy Isomil Concentrate 13 oz, 24 oz 100% Whole Wheat Bread	No Minimum Inventory Requirement	



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Phone: (808) 586-8392

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October 1, 2020

# WIC Vendor Violations and Sanctions

## **FEDERALLY MANDATED SANCTIONS**

Federal regulations at 7 CFR Part 246.12(l)(1) mandates that the violations included in the Mandatory Federal Sanctions chart in this section shall result in mandatory sanctions.

Incidents of a Federal violation are accrued over a three (3) year period starting on the date of the first incident, regardless of the date that the Vendor was notified. Violations remain on the Vendor's record for thirty-six (36) months and will be used when determining how many incidents have occurred.

A Vendor who is assessed a second mandatory sanction for violations numbered 2 -10 in the Mandatory Federal Sanctions chart below shall be assessed double the second mandatory sanction. Civil Money Penalties (CMP) may be doubled up to the limits allowed.

A Vendor who has previously been assessed two (2) or more mandatory sanctions for violations 2-10 listed below and receives another mandatory sanction shall be assessed a mandatory sanction that is double the second sanction and all subsequent mandatory sanctions. Civil Money Penalties may not be assessed in lieu of disqualification for third or subsequent sanctions for violations listed below.

WIC shall disqualify a Vendor who has been disqualified from the Supplemental Nutrition Assistance Program (SNAP). The length of disqualification shall be for the same amount of time as the SNAP disqualification but may start at a later date. Disqualification based on a SNAP disqualification shall not be subject to administrative or judicial review under WIC. WIC may disqualify a Vendor that has been assessed a Civil Money Penalty for hardship in SNAP. The length of such disqualification shall be for the same amount of time the Vendor would otherwise have been disqualified from SNAP.

A Vendor who commits fraud or abuse of the WIC Program is liable to prosecution under applicable Federal, State or local laws. Under 7 CFR Part 246.23, whoever embezzles, willfully misapplies, steals or obtains by fraud any program funds shall be fined not more than \$25,000 or imprisoned for not more than five years or both, if the value of the funds is \$100 or more. If the value is less than \$100, the penalties are a fine of not more than \$1,000 or imprisonment for not more than one year or both.

<b>MANDATORY FEDERAL SANCTIONS</b>		
<b>VIOLATION</b>	<b>MAXIMUM NUMBER OF INCIDENTS</b>	<b>LENGTH OF DISQUALIFICATION</b>
<b>1.</b> Vendor convicted of trafficking WIC food instruments or cash-value vouchers or selling firearms, ammunition, explosives, or controlled substances [as defined in section 102 of the Controlled Substances Act (21 U.S.C. 802)] in exchange for WIC food instruments or cash-value vouchers.	One (1)	Termination of MOA and permanent disqualification
<b>2.</b> Selling firearms, ammunition, explosives or controlled substances [as defined in 21 U.S.C. 802] in exchange for WIC food instruments or cash-value vouchers.	One (1)	Termination of MOA and six (6) year disqualification.
<b>3.</b> Buying or selling WIC food instruments or cash-value vouchers for cash (trafficking).	One (1)	Termination of MOA and six (6) year disqualification.
<b>4.</b> Sale of alcohol or alcoholic beverages or tobacco products in exchange for WIC food instruments or cash-value vouchers.	One (1)	Termination of MOA and three (3) year disqualification.
<b>5.</b> A pattern of providing credit or non-food items, other than alcohol, alcoholic beverages, tobacco products, cash, firearms, ammunition, explosives, or controlled substances as defined in 21 U.S.C. 802, in exchange for food instruments or cash-value vouchers.	Two (2)	Termination of MOA and three (3) year disqualification.
<b>6.</b> A pattern of charging for supplemental food not received by the WIC participant.	Two (2)	Termination of MOA and three (3) year disqualification.
<b>7.</b> A pattern of receiving, transacting, and/or redeeming WIC food instruments outside of authorized channels, including the use of an unauthorized vendor and/or an unauthorized person.	Two (2)	Termination of MOA and three (3) year disqualification.
<b>8.</b> A pattern of claiming reimbursement for the sale of an amount of a specific supplemental food item which exceeds the store's documented inventory of that supplemental food item for a specific period of time.	One (1) audit	Termination of MOA and three (3) year disqualification.
<b>9.</b> A pattern of vendor overcharges.	Two (2)	Termination of MOA and three (3) year disqualification.

<b>MANDATORY FEDERAL SANCTIONS</b>		
<b>VIOLATION</b>	<b>MAXIMUM NUMBER OF INCIDENTS</b>	<b>LENGTH OF DISQUALIFICATION</b>
<b>10.</b> A pattern of providing unauthorized food items in exchange for food instruments or cash-value vouchers, including charging for supplemental foods provided in excess of those listed on the food instrument.	Three (3)	Termination of MOA and one (1) year disqualification.
<b>11.</b> Vendor who has been disqualified from SNAP.	One (1)	Termination of MOA and disqualification for the same length of time as the SNAP disqualification. No administrative review is allowed

### **STATE VIOLATIONS AND SANCTIONS**

Violations listed in the State Sanctions chart below include administrative, procedural, fraud, and abuse violations. Incidents of a State violation are accrued over a one (1) year period starting on the date of the first incident regardless of the date that the Vendor was notified. Violations remain on the Vendor's record for 12 months and will be used when determining how many incidents have occurred.

For both Federal and State violations, If WIC determines that disqualification of the Vendor would result in inadequate participant access, a Civil Money Penalty may be imposed in lieu of disqualification. This option will only be offered in cases where the WIC Program determines that disqualifying the Vendor would result in a hardship, not just an inconvenience, to participants. The Civil Money Penalty details and calculations are included at the end of this section.

<b>STATE SANCTIONS</b>		
<b>VIOLATION</b>	<b>MAXIMUM NUMBER OF INCIDENTS</b>	<b>LENGTH OF DISQUALIFICATION</b>
<b>1.</b> A pattern of failure to remove or allow the purchase of WIC food items after the manufacturer's expiration date printed on the food container.	Three (3)	Termination of MOA and six (6) month disqualification.
<b>2.</b> A pattern of requiring the purchase of all items listed in the WIC benefit or preventing the purchase of all items listed in the WIC food benefit.	Three (3)	Termination of MOA and six (6) month disqualification.
<b>3.</b> A pattern of requiring the purchase of specific brands (although other WIC-authorized brands are available).	Three (3)	Termination of MOA and six (6) month disqualification.
<b>4.</b> A pattern of failure to document on receipt the value of any discount coupon or other amount that was deducted from the total sales price of the WIC foods purchased with the WIC card.	Three (3)	Termination of MOA and six (6) month disqualification.
<b>5.</b> A pattern of failure to maintain the minimum variety and inventory of WIC foods.	Three (3)	Termination of MOA and six (6) month disqualification.
<b>6.</b> A pattern of requiring participants to make additional purchases in order to redeem WIC benefits.	Two (2)	Termination of MOA and one (1) year disqualification.
<b>7.</b> A pattern of failure to clearly display prices or clearly mark the prices for all WIC foods on the shelf, product, or nearby area.	Two (2)	Termination of MOA and one (1) year disqualification.
<b>8.</b> A pattern of failure to maintain or provide purchase records for infant formula and other WIC foods as well as other records, including inventory records, relating to the performance of the WIC Vendor Agreement that are required to be maintained for four (4) years after the expiration of the Agreement.	Two (2)	Termination of MOA and one (1) year disqualification.
<b>9.</b> A pattern of failure to remit payment for refunds requested by WIC.	Two (2)	Termination of MOA and one (1) year disqualification.
<b>10.</b> A pattern of obtaining infant formula from a source not included on the WIC Authorized Infant Formula Sources list.	Two (2)	Termination of MOA and one (1) year disqualification.

In the case of an outlet of a chain-store, only the violating outlet will be disqualified and removed from the list of outlets covered by the MOA.

WIC may assess multiple violations to the Vendor at the same time.

Disqualifications that extend past the end of an Agreement period shall continue in force into the new Agreement period until the end of the disqualification. Vendors may start the reapplication, authorization and training process beginning ninety (90) days prior to the end of the disqualification, noting the disqualification on the application where indicated. Enrollment is open all year with the exception of July, August and September every third year when all authorizations expire. If the Vendor meets all application, training and contract requirements, the new WIC Agreement may become effective immediately after the end of the last month of disqualification.

### **SANCTION PROCESS**

WIC shall disqualify a Vendor from participating in WIC for any of the violations listed above, including substantiated Vendor errors, abuse or fraud committed by the Vendor, its owners, officers, managers, employees, or agents. The imposition of disqualifications shall not be construed as excluding or replacing any other criminal or civil sanctions, penalties or remedies applicable under any Federal or State law.

Any method used by WIC to determine a violation is an investigation. An infraction of WIC regulations or other requirements is a violation. **An administrative action taken as a result of a violation is a sanction. All reference to days or years shall be calculated in calendar days or calendar years.** Vendors will be notified in writing of the initial violation, prior to documenting another incidence of the violation, as notification is required for violations that require a pattern before a sanction is imposed, unless the State agency determines that notification will compromise the integrity of its investigation. Disqualification of the Vendor from WIC may result in disqualification from the Supplemental Nutrition Assistance Program (SNAP). The length of disqualification shall be for the same amount of time as the WIC disqualification, but may start at a later date. Such disqualification shall not be subject to administrative or judicial review under SNAP.

WIC shall disqualify a Vendor who has been disqualified from SNAP. The length of disqualification shall be for the same amount of time as the SNAP disqualification but may start at a later date. Disqualification based on a SNAP disqualification shall not be subject to administrative or judicial review under WIC.

A pattern of incidences is usually needed to warrant a mandatory sanction. In cases of extreme program abuse, only one incident of violation may warrant a Vendor disqualification. For example, a Vendor shall be disqualified from WIC for one incidence of buying or selling WIC food instruments for cash (trafficking) or one incidence of selling firearms, ammunition, explosives, or controlled substances in exchange for WIC food instruments. See the Federal and State Violations and Sanctions tables above for detailed information on number of incidences needed to impose sanctions.

Federal regulations establish the length of disqualification for mandatory sanctions appropriate to the severity of the violation. For mandatory Federal sanctions and for State sanctions, WIC must impose either disqualification or a Civil Money Penalty in lieu of disqualification.

In situations where a Vendor is found guilty of multiple violations during the course of a single investigation, the mandatory sanction against the Vendor shall be determined by the most severe violation or the assessment of multiple Civil Money Penalties.

Prior to being disqualified, the Vendor shall be sent a written notice of the disqualification. This notice shall include reasons for the disqualification, the effective date of the action (some disqualifications may be effective upon date of receipt of this notice), the Vendor's right to appeal, and the procedures to be followed to file an appeal. Vendors may receive a copy of the administrative hearing procedures upon request.

For mandatory Federal and State sanctions, WIC may not accept the Vendor's voluntary withdrawal from the WIC Program or non-renewal of the vendor agreement as an alternative to disqualification or payment of Civil Money Penalties.

### **CIVIL MONEY PENALTIES**

Using the formula outlined below, WIC shall make the calculation of the CMP amount.

If WIC imposes CMPs in lieu of disqualification, the Vendor shall submit a written corrective action plan that indicates the steps the Vendor shall take to assure that the violations shall not reoccur.

CMPs do not relieve the Vendor of the financial liability for previous compliance issues such as outstanding overcharge recoveries or payments due for the sale of unauthorized foods. Such outstanding liabilities must be paid in addition to the CMP.

WIC shall not accept voluntary withdrawal by the Vendor or non-renewal of the vendor agreement to avoid payment of CMPs. If CMPs are not paid as required, WIC shall impose the disqualification corresponding to the violation for which the CMPs were assessed.

### **PROCEDURE FOR ASSESSING A CIVIL MONEY PENALTY**

The Vendor shall be sent a written notice of the CMPs in lieu of disqualification. This notice shall include reasons for the disqualification, notice that WIC has decided to offer CMPs in lieu of disqualification, the effective date of the action, the Vendor's right to appeal, the procedures to file an appeal and notice that the Vendor will be contacted to schedule a meeting with WIC to discuss the CMP offer.

The meeting shall cover the following:

1. The amount of the CMP (as determined by the following procedure for calculating CMPs);
2. The method(s) of payment of the CMP available to the Vendor; and
3. Discussion of all non-compliance issues, not just those that brought about the disqualification.

Also, at the meeting, the Vendor shall be advised of the following:

- Payment of the CMP does not relieve the Vendor of its obligation to complete a corrective action plan approved by WIC to resolve identified problems or protect the Vendor from future sanctions or disqualification for continued non-compliance;
- Payment of the CMP does not settle all civil liabilities;
- When determining disqualifications, mandatory sanctions settled by CMPs must be used to double a second or subsequent mandatory sanction, even if the type/nature of violations resulting in the previous mandatory sanction differs; and
- The CMP settlement does not prohibit further WIC investigations.

### **PROCEDURE FOR CALCULATING CIVIL MONEY PENALTY**

For all mandatory Federal and State sanctions listed above, WIC will use the following formula to calculate a Civil Money Penalty imposed in lieu of disqualification:

- Step 1:** Determine the vendor's average monthly redemptions for at least the 6-month period ending with the month immediately preceding the month during which the notice of adverse action is dated;
- Step 2:** Multiply the average monthly redemptions figure by 10 percent (.10); and
- Step 3:** Multiply the product of Step 2 by the number of months for which the vendor would have been disqualified to determine the amount of the Civil Money Penalty.

**Note:** The Civil Money Penalty shall not exceed the maximum amount specified below for each violation. Instances of other violations that have not yet reached disqualification sanction shall not be used to calculate the CMPs. For a subset of mandatory Federal violations, the following provisions will be used to calculate CMPs:

Citation	Violation	Max per Violation
§3.91(b)(3)(v)	Civil penalty for a vendor convicted of trafficking in food instruments, codified at 42 U.S.C. 1786(o)(1)(A) and 42U.S.C. 1786(o)(4)(B)	\$15,692 for each violation, maximum penalty for violations occurring during a single investigation is \$62,767
§3.91(b)(3)(vi)	Civil penalty for a vendor convicted of selling firearms, ammunition, explosive, or controlled substances in exchange for food instruments, codified at 42 U.S.C.1786(o)(1)(B) and 42 U.S.C. 1786(o)(4)(B)	\$15,306 for each violation, maximum penalty for violations occurring during a single investigation is \$62,767

### **Payment of Civil Money Penalties**

The payment must be made by one of the following methods as determined by WIC.

1. A lump sum payment of the CMPs shall be received on or before the date the disqualification is to become effective; or
2. Installment payments of equal amounts, of which the total number of installments cannot exceed one-half the number of months of the disqualification and shall be paid with interest.

WIC must receive the first installment on or before the date the disqualification is to become effective. The subsequent payments must be received on or before the first day of the month for all subsequent months until final payment is received. If a Vendor fails to make any scheduled installment payment by the due date, WIC shall notify the Vendor that the balance of the CMPs are due within 20 calendar days or the full disqualification sanction period shall be implemented.

All payments (either lump sum or installment) shall be made by **certified check or money order** payable to the **"Hawaii State Director of Finance"** and must include the Vendor's name and Vendor ID Number. **Payments must be sent by certified mail to:**

**Hawaii WIC Services Branch  
Vendor Management Unit  
235 South Beretania Street, Suite 701  
Honolulu, Hawaii 96813-2419**

A Vendor that does not pay, partially pays, or fails to pay on a timely basis shall receive the disqualification corresponding to the violation for which the CMP was assessed.

# WIC FOOD WAIVERS

In response to the Covid-19 public health emergency, Hawaii WIC has temporarily authorized the following foods in anticipation of limited food selection:

## TOFU



House Foods  
Firm Tofu 14oz  
UPC 076371011099



House Foods  
Medium Firm Tofu 14oz  
UPC 076371011020



O Organics  
Firm Tofu 14oz  
UPC 079893401874



O Organics  
Extra Firm Tofu 14oz  
UPC 079893401867



Oshiro Tofu 20oz  
UPC 741681000100



Aloha Soft Tofu 20oz  
UPC 077254111110



Aloha Firm Tofu 20oz  
UPC 077254111127

## LACTOSE-FREE MILK\*



Lactaid Lactose-Free  
Fat Free Milk 96 OZ  
UPC 041383090707



Lactaid Lactose-Free  
1% Milk 96 OZ  
UPC 041383090714



Lactaid Lactose-Free  
2% Milk 96 OZ  
UPC 041383090721



Lactaid Lactose-Free  
Whole Milk 96 OZ  
UPC 041383090738

\* Participant must be issued lactose-free milk half-gallon to purchase 96oz lactose-free milk

## EGGS\*

Product Name	UPC
Chino Valley Organic Brown Eggs Dozen	095437125501
Hawaiian Maid Large Eggs Brown 12Ct	859356003377
Hickman's Large Eggs 18Ct	025444001840
Egglands Best Large Eggs AA 18Ct	715141113570
Egglands Best Large Eggs AA Dozen	715415034945
Horizon Organic Brown Eggs	742365012112
Ka Lei Eggs Brown Extra Large Dozen	859356003285
Ka Lei Eggs Extra Large Dozen	859356003278
Ka Lei Eggs Large A 18Ct	859356003254
Ka Lei Eggs Large Organic 6Ct	859356083409
Lucerne Eggs Hard Cooked	021130032389
Lucerne Eggs Large AA 18Ct	021130035236
Lucerne Eggs Large AA 6Ct	021130082766

Product Name	UPC
O Organics Eggs Brown 18ct	079893401454
O Organics Eggs Brown Dozen	079893401508
O Organics Eggs Hard Cooked	079893401652
Open Nature Brown Large 18ct	079893110721
Open Nature Brown Large Dozen	021130032297
Pete and Gerry's Hard Boiled Eggs Organic	815652000045
Sunhearth Eggs Large 1.5 Dozen	857297006860
Sunhearth Eggs XLarge 1.5 Dozen	857297006754



\* Trays of 6 and 18 eggs, organic, brown, and boiled eggs are temporarily allowed.

**JUICE\***

One 48 OZ Bottle FOR One 8 Pack (4.23 OZ) OR One 48 OZ Bottle FOR One 6 Pack (6 OZ)

One 48 OZ Bottle FOR One 8 Pack (6.75 OZ) OR One 48 OZ Bottle FOR One 6 Pack (8 OZ)

\* Participant must be issued 48 OZ size juice to purchase juice packs/bottles.

Summer 2021

# WIC TRANSACTION PROCEDURES

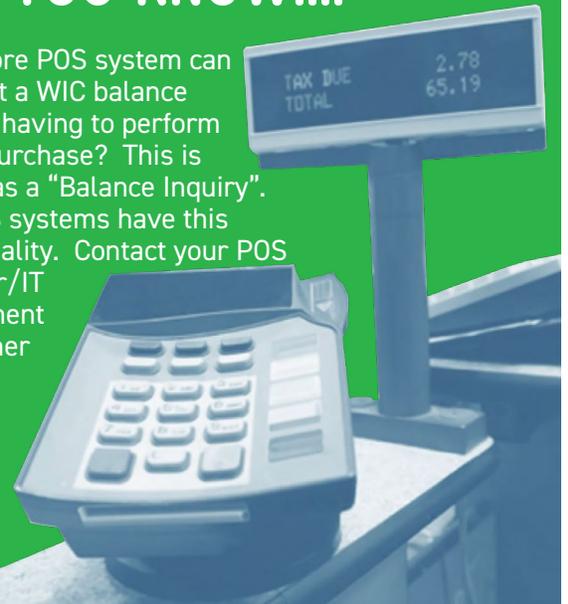
## Processing eWIC Transactions (Integrated POS)

- 1** Cashier **SCANS THE FOOD**.
- 2** Customer **SWIPES THE eWIC CARD** before any other form of payment and enters their PIN.
  - The cash register (Point of Sale system) determines if a food is WIC allowed and the benefit is available to the WIC customer.
- 3** **CASH REGISTER PRINTS OUT** the beginning balance and midpoint receipt.
  - Cashier must hand these receipts to the WIC customer and the customer verifies that WIC foods were purchased as expected.
- 4** Customer **APPROVES** WIC purchase using the card terminal or key pad.
  - WIC-allowed benefit items available to the customer are deducted from the balance on their eWIC card.
  - If an item did not deduct from the WIC balance as expected, the customer may request the cashier void that item from the purchase.
  - Cashiers cannot perform overrides with eWIC.
- 5** Customer uses **OTHER FORMS OF PAYMENT** next if non-WIC items are also purchased.
- 6** Cashier gives customer **FINAL RECEIPT**.
  - After the eWIC purchase is complete, the cashier cannot void the transaction or put the items back onto the card.



## DID YOU KNOW....

Your store POS system can print out a WIC balance without having to perform a WIC purchase? This is known as a "Balance Inquiry". All POS systems have this functionality. Contact your POS provider/IT department for further details.



## Processing eWIC Transactions (Stand-Beside)

- 1** Customer **SEPARATES WIC FOODS** from other items.
- 2** Cashier **PRESSES F2** to activate the WIC purchase option in the main menu.
- 3** Cashier or customer **SWIPES THE CARD** through the card reader. Card number may be manually entered using the gray number keys (1-0) on the terminal and press ENTER.
- 4** Customer **ENTERS PIN**.
- 5** Cashier **SCANS BARCODES AND ENTERS PRICES** into the stand-beside terminal starting with items that are not purchased with Cash Value Benefits (Fresh/Frozen/Canned fruits and vegetables).
  - After scanning each item, enter the price and press ENTER.
  - Press F1 after all non-fruit and vegetable foods have been scanned.
  - The terminal will ask if there are any CVB items. If the customer is purchasing fruits and vegetables with their eWIC Card, the cashier presses F1 (Yes) and enters the price of each item and presses ENTER after each entry. If there are no CVB items, press F2 (No).
  - Press F1 after all WIC CVB items have been entered.
- 6** If coupons are being used, **CASHIER ENTERS COUPON AMOUNTS**, one at a time, and presses ENTER after each amount.
- 7** Cashier **PRESSES F1** to complete the transaction. A receipt will print. Cashier **HANDS RECEIPT TO CUSTOMER** and can **PRESS F1** to print a merchant copy.



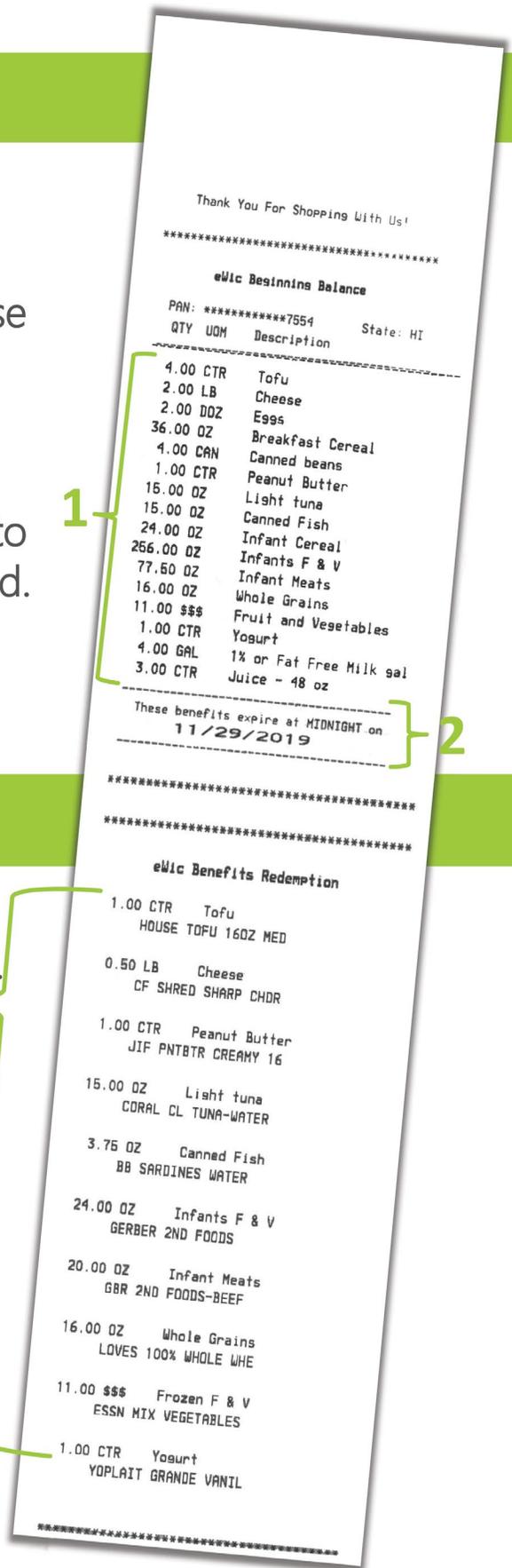
# READING eWIC RECEIPTS

## eWIC Beginning Balance

Receipts will look slightly different from store to store

**1** List of WIC foods available to purchase by the customer this benefit period.

**2** The last day WIC foods are available to the shopper during that benefit period.



## eWIC Mid-transaction Receipt

Receipts will look slightly different from store to store

List of foods that will be purchased (redeemed).

- Cashier must hand the beginning balance and mid-transaction receipt to the WIC Customer and the customer will verify that WIC foods were purchased as expected.
- Customer approves the WIC purchase and the WIC-allowed benefit items available to the customer are deducted from the balance on their eWIC card.
  - If an item did not deduct from the WIC balance as expected, the customer may request the cashier void that item from the purchase.
- Customer uses other forms of payment next if non-WIC items are also purchased.

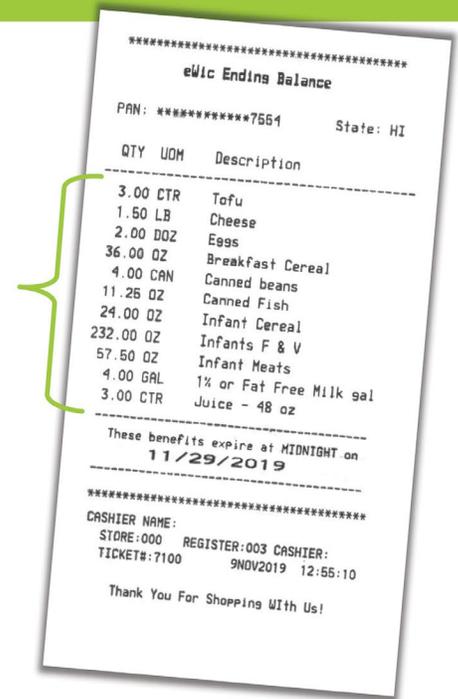
# READING eWIC RECEIPTS

## eWIC Ending Balance

Receipts will look slightly different from store to store

List of foods that have been purchased (redeemed).

- Cashier gives customer final receipt
- After the eWIC purchase is complete, the cashier cannot void the transaction or put the items back onto the card.



## Things to Remember For All eWIC Transactions...

- The store must provide the WIC customer with a **BALANCE INQUIRY** when requested.
- Stores must ensure that the **APPROVED PRODUCT LIST (APL)** is current and perform updates daily.
- eWIC only provides **WIC ALLOWED FOODS** that are in the customer's benefits and in the Hawaii WIC APL.
  - No overrides
  - No substitutions or rain checks
- **DO NOT ASK** for a second form of identification for a WIC purchase.
  - Just the eWIC Card and PIN are all that is needed.
  - Anyone with the PIN can use the eWIC card.

Reasons a **FOOD MAY NOT SCAN** as available to a WIC customer:

- The item is not WIC allowed.
- The item is not included in the WIC customer's benefits.
- There are not enough benefits left on the eWIC Card to buy the item. Compare the beginning balance with the package size of the item.
- The UPC is not in the APL. If you think it should be added to the APL, email a full picture of the label, including the ingredients, nutrition info, and full UPC code to:

[DOH.WIC.VENDOR@doh.Hawaii.gov](mailto:DOH.WIC.VENDOR@doh.Hawaii.gov)

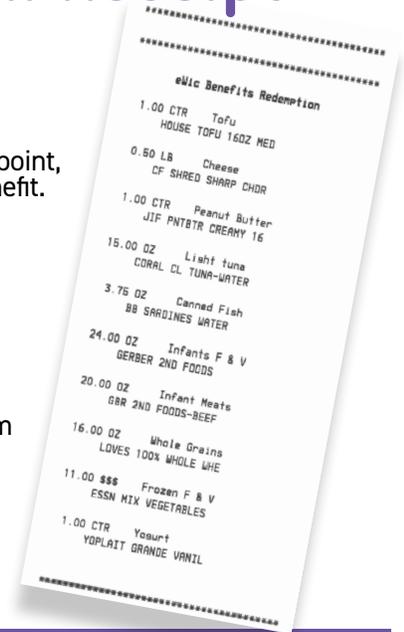
# The Importance of the Mid-Transaction Receipt

The mid-transaction receipt will show the WIC foods that will be redeemed in the transaction. It is VERY IMPORTANT to give this receipt to the WIC participant PRIOR to completing the transaction.

- Foods that are not on the mid-transaction receipt will NOT be paid for by WIC.
- When the mid-transaction receipt prints out, the transaction is not yet finalized. At this point, the transaction can be voided and no benefits will be removed from the participants benefit.
- If the WIC participant approves the transaction (presses "yes" on the PIN pad), the transaction will be completed if this is a WIC only transaction
  - At this point, the foods purchased will be removed from the participants benefit.
- If this is a mixed basket transaction, after pressing "yes", the POS will prompt for a secondary form of payment.
  - When secondary form of payment is entered (and the amount due is \$0.00), the WIC transaction will be completed and the foods purchased will be removed from the participants benefit.

Once a transaction is completed, it CANNOT be voided. Benefits removed from a participants benefit CANNOT be put back on.

If this is a mixed-basket transaction, the WIC participant MUST swipe their eWIC card first if they want to use WIC to pay for their items.



## Helpful Tips for Stand-Beside Stores Only:

Call FIS at 1-888-347-5450 if:

- Your stand-beside terminal is not working correctly.
- You have payment questions.
- You need training on you stand-beside terminal.

Please note: When calling FIS you may need to provide your Location ID that is listed on the side of your terminal and your WIC Vendor ID.

### WIC Purchase – Reduce Quantity

This function can be used to reduce the individual item quantity.

1. At any point during the scanning process, press F2 (List) to view the list of scanned items.
2. Press F1 (Prev) and F2 (Next) to navigate through the list.
3. When you locate the desired item, press F3 (Qty) to view the quantity of the item.
4. Change the quantity to the desired amount by pressing BACK on the terminal to highlight the amount, enter the new amount, and press ENTER. The item quantity will be modified in the shopping list, but not in the individual's WIC benefit balance.
5. Press ENTER to finish the transaction.

### WIC Purchase – Print Scanned Items

This function can be used to print the scanned items before sending the transaction to the host.

1. At any point during the scanning process, press F2 (List) to view the list of scanned items.
2. Press F4 (Prnt) to print the list of items that have been scanned.

### WIC Purchase – Reprint Receipt

This function is used to reprint a receipt within 24 hours of the transaction. It will print both the cardholder and merchant receipts.

1. Press REPRINT (3rd purple function key). By default, the last transaction will be displayed.
2. To print the last receipt, press F3 (Prnt).
3. To find a different transaction receipt to print, press F1 (Prev).
4. Navigate through the list by pressing F1 (Prev) or F2 (Next), and press F3 (Prnt) when the desired item is located.

## Helpful Tips for Integrated Stores Only:

Contact your POS provider for the following issues:

- Questions about your POS system.
- Questions about mapping fresh produce UPCs.
- If you suddenly can't transact eWIC.

If a WIC allowed item is not deducted from the WIC card, consider one of these possibilities:

- The item may not be available for that customer. Check the beginning balance to see if this is the case. Example: Whole milk was selected but only low-fat or non-fat milk is available on the WIC card.
- A fresh produce UPC may not be mapped/linked to a PLU on our APL. Example: A five pound bag of oranges doesn't scan as WIC allowed, and it may need to be mapped to a PLU for bulk oranges. Mapping is done at corporate or store level. For chain stores, send mapping issues to our corporate office.
- You may need to manually update the APL file in your system. Work with your POS provider or corporate office to set up automatic updates

If you are unsure if a WIC transaction was completed, run a Balance Inquiry and compare it to the midpoint receipt. If the two balances do not match, it indicates a purchase was made. Let the customer have the items and do not re-run the transaction.

If coupons for non-WIC items do not work in a mixed-basket transaction, you may need to void the non-WIC item that the coupon is for, and then run a separate transaction for that item to use the coupon.