



HAWAII Vendor Training 2023



What is WIC?

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a no cost health and nutrition program for pregnant women, breastfeeding women, postpartum women, infants, and children up to the age of 5.



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

FY 2022

- Approximately \$22 million in WIC food sales at 134 Hawaii WIC Vendors
- Approximately 40,000 women, infants, and children under the age of 5 participated in the WIC Program



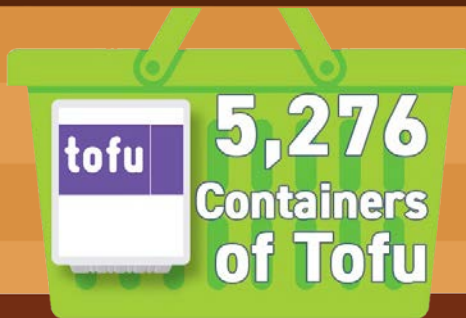
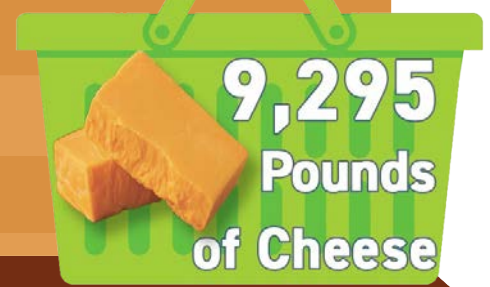
WIC Approved Foods

WIC approved foods are carefully selected to ensure they meet the nutrition needs of WIC Participants. They include:

- Breakfast Cereal
- Cheese
- Eggs
- Legumes
- 100% Juice
- Bread & other Whole Grains
- Canned Fish
- Infant Formula, Food, & Cereal
- Milk
- Soy Milk
- Tofu
- Yogurt



Average Quantities
of Select Foods
Redeemed Each
Month in FY 2022





Hawaii WIC Approved Food List

WIC approved foods are carefully selected to ensure they meet the nutrition needs of WIC participants. The WIC Approved Food List can be found 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.



CHEESE & EGGS

Cheese

Can Buy | 8 or 16 oz ball, block, stick, string, shredded, sliced, any combination of these types. Cheddar, Colby, Monterey Jack, Mozzarella, Muenster, Provolone, Swiss, any combination of these types. Regular, reduced, or fat-free. Made in U.S.A. only.



Cannot Buy

- Organic
- Cube or deli
- Cheese with peppers, herbs, or flavors

Eggs

Can Buy | Packages of one dozen, white or brown.



Cannot Buy

- Organic
- Specialty eggs such as fertilized, or free range.
- Powdered, liquid, cooked, or frozen

MILK

Can Buy | Gallon or half gallon size. Any brand, plain fluid cow's milk. Pasteurized or ultra-pasteurized. Fat-free (skim), low-fat (1%).

Organic - Horizon and O Organics brands only.



If included in your WIC food balance, can buy:

- Whole Milk
- 2% Milk (Reduced-fat)
- Quarts
- Lactose-reduced or lactose-free milk
- Dry (powdered) milk
- Evaporated Milk

Cannot Buy

- Rice milk
- Buttermilk
- Goat's milk
- Flavored milk
- Grassfed
- Added DHA Omega-3
- Growing Years™

SOYMILK & TOFU

YOGURT



Soymilk

Can Buy | Brands, types, and sizes listed below.

Half-Gallon



8th Continent Original Vanilla



Silk Original

Quart



Pacific Ultra Soy Plain



Silk Original



Westsoy Organic Plus Plain, Vanilla

Cannot Buy

- Other brands or flavors
- DHA/ARA

Tofu

Can Buy | 16 oz package only. Brands and types listed below.
 If included in your WIC food balance, can buy:
 • 12.3 oz package.



Azumaya Silken, Firm, Extra Firm



Aloha Tofu Non-Gmo Firm



House Firm, Medium Firm, Extra Firm



O Organics Silken



Mori-Nu 12.3 oz* Firm



Mori-Nu 12.3 oz* Extra Firm

Cannot Buy

- Soft
- Products with flavoring or with seasoning
- Cooked

*can only buy if included in your WIC food balance.



Can Buy | 32 oz size only.

- Low-fat or nonfat. Plain, Vanilla, Peach, Strawberry and Strawberry Banana only. Brands listed below.
- Greek, low-fat or nonfat, plain only. Brands listed below.

If included in your WIC food balance, can buy:

- Whole fat yogurt. Plain, Vanilla, Peach, Strawberry and Strawberry Banana only. Brands listed below.



Cannot Buy

- Products with toppings or add-ins



WHOLE GRAINS



Tortillas

Can Buy | 10 oz to 16 oz size whole wheat, white, or yellow corn tortillas. Brands listed below.



Cannot Buy ☹

- Organic
- Fried, flavored or seasoned

Pasta

Can Buy | 16 oz whole wheat pasta. Brands listed below.



Bread

Can Buy | 16 oz size 100% whole wheat. Brands listed below.



Can Buy | 24 oz Whole Wheat Bread if listed in your WIC Food Balance. Oroweat brand only.



Cannot Buy ☹

- Organic

Brown Rice

Can Buy | 16 oz size only, any brand. Short or long grain. Instant, quick or regular cooking time.



Cannot Buy ☹

- Organic
- Boil in a bag or ready to serve

JUICE



Juice For Women

Can Buy | 100% juice, with no sugar added and have at least 80% Daily Value for vitamin C.

- 48 oz bottles Juicy Juice (any flavor) and Freedom's Choice (apple)
- Calcium fortified with Vitamin D
- 46 oz bottles V8
- 11.5 to 12 oz frozen concentrate:
 - Apple: Tree Top (green label), Seneca (red label), Best Yet, Signature Select, or Old Orchard
 - White or Purple Grape: Welch's (yellow pull tab) or Old Orchard
 - Orange: Any Brand
 - Pineapple: Dole or Old Orchard
 - Blends: Old Orchard



Cannot Buy

- Organic
- Products that are labeled juice beverage, cocktail, drink, punch, nectar or ade

Juice For Children

Can Buy | 64 oz plastic bottles, any flavor. 100% juice, with no sugar added and have at least 80% Daily Value for vitamin C. Brands listed below.



Cannot Buy

- Organic
- Products that are labeled juice beverage, cocktail, drink, punch, nectar or ade

Juice Packs

Can Buy | Must buy the size and number of packs included in your WIC Food Balance.

- Juicy Juice and Apple & Eve pack of 8-4.23 oz boxes and pack of 8-6.75 oz boxes (any flavor)
- Dole pineapple juice 6 pack of 6 oz cans
- Mott's apple juice 6 pack of 8 oz bottles



Cannot Buy

- Organic
- Products that are labeled juice beverage, cocktail, drink, punch, nectar or ade

FRUITS



Fresh Fruits

Can Buy | Organic, whole, pre-cut, or packaged.

Cannot Buy

- Products with added flavor, spices, dressing, or dip
- Salad bar items/party trays
- Decorative or ornamental
- Baked goods with fruit
- Fruit roll-ups or leather

Canned Fruits

Can Buy | Organic, any brand or variety, packed in water or juice without added sugars. Applesauce - "no sugar added" or "unsweetened" varieties only. Products in cans, jars, or plastic containers. Any Brand.

Cannot Buy

- Products packed in syrup, such as heavy, light, or extra light
- Cranberry sauce, pie filling
- Products with added sugars or artificial, reduced-calorie, or no-calorie sweeteners
- Dried or powdered

Frozen Fruits

Can Buy | Organic, whole, pre-cut, or packaged. Any brand.

Cannot Buy

- Products with added ingredients, sauce, sugar or artificial sweeteners
- Products with added herbs or nuts



VEGETABLES



Canned Vegetables

Can Buy | Organic, products in cans, jars, or plastic containers. Any brand, variety, regular or low sodium/salt. Poi, plain tomatoes, or tomato products (paste, puree, whole, crushed, diced, sauce).



Cannot Buy

- Products with added sugars, fats, oils, and meats
- Products with added mature beans, including baked beans, pork and beans
- Products that are pickled, or with added cream or sauce
- Soups, ketchup, relishes, olives, or salsa
- Dried or powdered

Fresh Vegetables

Can Buy | Organic, whole, pre-cut, shredded, or packaged.

Cannot Buy

- Salad bar items or party trays
- Decorative or ornamental
- Products with cheese
- Products with added flavor, herbs, spices, dressing or dip
- Herbs or spices

Frozen Vegetables

Can Buy | Organic, whole, pre-cut, shredded or packaged. Any Brand.

Cannot Buy

- Products with added ingredients, sauce, nuts or cream
- Products with added flavors, herbs, spices, dressing, or dip
- Products with added rice, pasta, meat or noodles
- French fries, hash browns, tater tots, or Potatoes O'Brien
- Breaded or battered vegetables

BREAKFAST CEREAL



Cereals with this symbol are made with whole grains and are a good source of fiber.



Helpful Hint

Ways to buy 36 ounces of cereal:



Cold Cereal

Can Buy | 9 oz to 36 oz package. Brands listed below.



Best Yet Crispy Rice



Signature Select Crispy Rice



Kellogg's Rice Krispies



Signature Select Crispy Rice



Best Yet Corn Flakes



Post Honey Bunches of Oats Honey Roasted



Post Honey Bunches of Oats w/Almonds



General Mills Cheerios



General Mills Multi Grain Cheerios



Best Yet Toasted Oats



Signature Select Toasted Oats



Signature Select Oats & More w/Honey



Signature Select Oats & More w/Almonds



Post Honey Bunches of Oats w/Vanilla



General Mills Blueberry Chex



General Mills Wheat Chex



General Mills Rice Chex



Best Yet Bite Size Shredded Wheat



Quaker Oatmeal Squares w/Brown Sugar



General Mills Total



Post Great Grains Banana Nut



General Mills Cinnamon Chex



General Mills Vanilla Chex



General Mills Corn Chex



Signature Select Rice Pockets



Signature Select Corn Pockets



Quaker Life



General Mills Fiber One Honey Clusters



General Mills Kix



General Mills Berry Berry Kix



General Mills Honey Kix



Malt-O-Meal Frosted Mini Spooners



Malt-O-Meal Frosted Mini Spooners Strawberry



Malt-O-Meal Crispy Rice



Kellogg's Frosted Mini Wheats



Ralston Frosted Shredded Wheat



Cannot Buy

- Organic
- Other brands, type, size, or flavor

BREAKFAST CEREAL

Hot Cereal

Can Buy | 11.8 oz or larger package. Brands listed below.



Best Yet
Original Instant Oatmeal



Essential Everyday
Original Instant Oatmeal



Great Value
Original Instant Oatmeal



Sunny Select
Regular Instant Oatmeal



Quaker
Original Instant Oatmeal



Quaker
Original Instant Grits



Essential Everyday
Original Instant Grits



Malt-O-Meal
Hot Wheat Original



Malt-O-Meal
Hot Wheat Chocolate

Cannot Buy

- Organic
- Other brands, type, size, or flavor
- Products with added fruits, nuts or sugars

CANNED FISH



Pink Salmon

Can Buy | 7.5 oz can only, any brand, pink salmon in its own juice.

Cannot Buy

- Organic
- Red, sockeye or blueback
- Products that are flavored, boneless or skinless
- Products in pouches or snack packs

Tuna Chunk Light

Can Buy | 5 oz can only, any brand, chunk light tuna in water.



Cannot Buy

- Organic
- Albacore or fancy tuna
- Products in pouches or snack packs
- Products with added flavors and spices

Jack Mackerel

Can Buy | 15 oz can only, any brand, Jack mackerel in any sauce.

Cannot Buy

- Organic
- King Mackerel

Sardines

Can Buy | 3.75 oz can only, any brand except those listed below, sardines in any sauce.

Cannot Buy

- Organic
- King Oscar or Crown Prince brands



BEANS & PEANUT BUTTER



Peanut Butter

Can Buy | 16-18 oz container, plain, creamy, chunky, crunchy, extra crunchy, natural or smooth. Any brand except those listed below.



Cannot Buy

- Organic
- Powdered, reduced-fat or spreads
- Added chocolate, flavors, honey, jam or jelly
- FIFTY50 and PB2 brands

Dry Beans, Peas & Lentils

Can Buy | 8 oz or larger up to 16 oz, mix or single type. Any brand.



Cannot Buy

- Organic
- Added grains, spices, flavors, or seasoning packets
- Hokkaido (azuki and black soy beans)



Canned Beans

Can Buy | 15-30 oz only. Any type, including: Blackeye Peas, Lima, Garbanzo, Kidney and Pinto Beans. Brands listed below.



Cannot Buy

- Green (sweet) peas
- Products with added sugars, fats, oils or meat

Refried Beans

Can Buy | 15-30 oz cans only. Brands listed below.



Cannot Buy

- Products with added sugars, fats, oils or meat



INFANT FOODS



Cereals

Can Buy | 8 oz or 16 oz container only, organic allowed. Brands listed below.



Cannot Buy

- Rice cereal
- Products with DHA/ARA, prebiotics or probiotics
- Products with added formula, milk, fruit or yogurt
- Jars, cans or single serving packages

Fruits & Vegetables

Can Buy | 4 oz container only. Plain fruits, plain vegetables, or combinations of two or more plain fruits and vegetables. Organic and multi-packs are allowed. Brands listed below



Cannot Buy

- Products with DHA/ARA, prebiotics or probiotics
- Products with added formula, milk, yogurt, nuts or sugars
- Pouches

Helpful Hint

Single containers and multi-packs can be mixed and matched. A multi-pack has 2 or more containers.

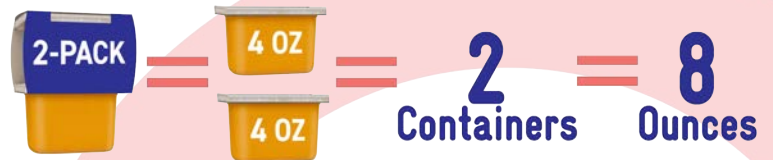
Meats

Can Buy | 2.5 oz container only. Organic, added broth or gravy, and multi-packs are allowed. Brands listed below.



Cannot Buy

- Products with DHA/ARA, prebiotics or probiotics
- Products labeled as dinners, soups or stews
- Products with added rice, noodles or other pastas



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.



The Vendor's POS system will 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 WIC 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 WIC card. Vendors cannot override or substitute products that are not in the APL.



UPC

PLU

Produce Mapping

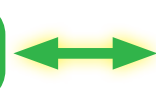
Produce mapping is the process a retailer or corporate office uses to link a UPC for a fresh fruit or vegetable that is not in the APL with a PLU that is in the APL. This is done using their POS software. Mapping works only for packaged fresh fruits and vegetables, not frozen fruits and vegetables or 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.



UPC



PLU

Minimum Stock Requirements

All authorized WIC Vendors must meet and maintain minimum stock and variety requirements for WIC approved foods. The stock must be on shelf or stored on-site at the store's location. Minimum stock requirements are in place to ensure the WIC approved foods are available at the store when WIC customers shop.

Food Category	Approved Sizes	Minimum Required Inventory
Breakfast Cereal	12 oz to 36 oz (cold cereal) 11.8 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
Infant Food - Fruits and Vegetables	4 oz plastic container (2-packs allowed) or 4oz 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 Beverages	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

Exceptions

WIC vendors may be granted an exception to stocking the minimum inventory items based on proven lack of WIC customer need.

- Categories for exceptions DO NOT include fresh fruits and vegetables and cereal.
- If a customer presents WIC benefits for an item that you have been granted an exception for, you must be able to provide that item to them within 48 hours.

Infant Formula

The WIC Program recognizes and promotes breastfeeding as the optimal source of infant nutrition. For infants of women who do not fully breastfeed, WIC provides iron-fortified infant formula, including special infant formulas and medical foods when prescribed by a health care provider.

Vendors must only purchase formula from sources that are approved by Hawaii WIC.

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
UNFI Grocers Distribution, LLC	1990 Piccoli Rd	Stockton	CA	95215	(209)931-9440
UNFI Grocers Distribution, LLC	1919 Boeing Way	Stockton	CA	95206	(209)547-6580
WalMart	702 SW. 8th St.	Bentonville	AR	72216	(479)258-7208
Walgreens	780 Waukegan Rd.	Deerfield	IL	60015	(800)925-4733
Manufacturers					
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. Liloyd 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
Pharmacies					
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

WIC Signs



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.

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



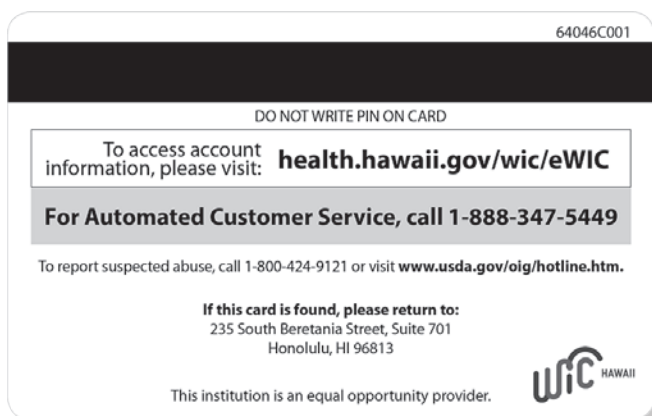
Redeeming WIC Benefits

The Hawaii WIC Program utilizes electronic benefits transfer (EBT) for WIC. WIC benefits are loaded into an electronic benefit account that combines the benefits for all participants in the family into one account. The WIC card provides access to the family's account when the Personal Identification Number (PIN) is entered. This allows the WIC customer to purchase WIC approved foods with their benefits.

WIC customers can only purchase WIC approved foods that are issued to them and that are included in the Approved Product List (APL). If it is not in their benefits or in the APL, they cannot purchase the item.

When redeeming WIC transactions, the cashier must know:

- How to run a balance inquiry, if the WIC customer asks for it.
- How to read WIC receipts.

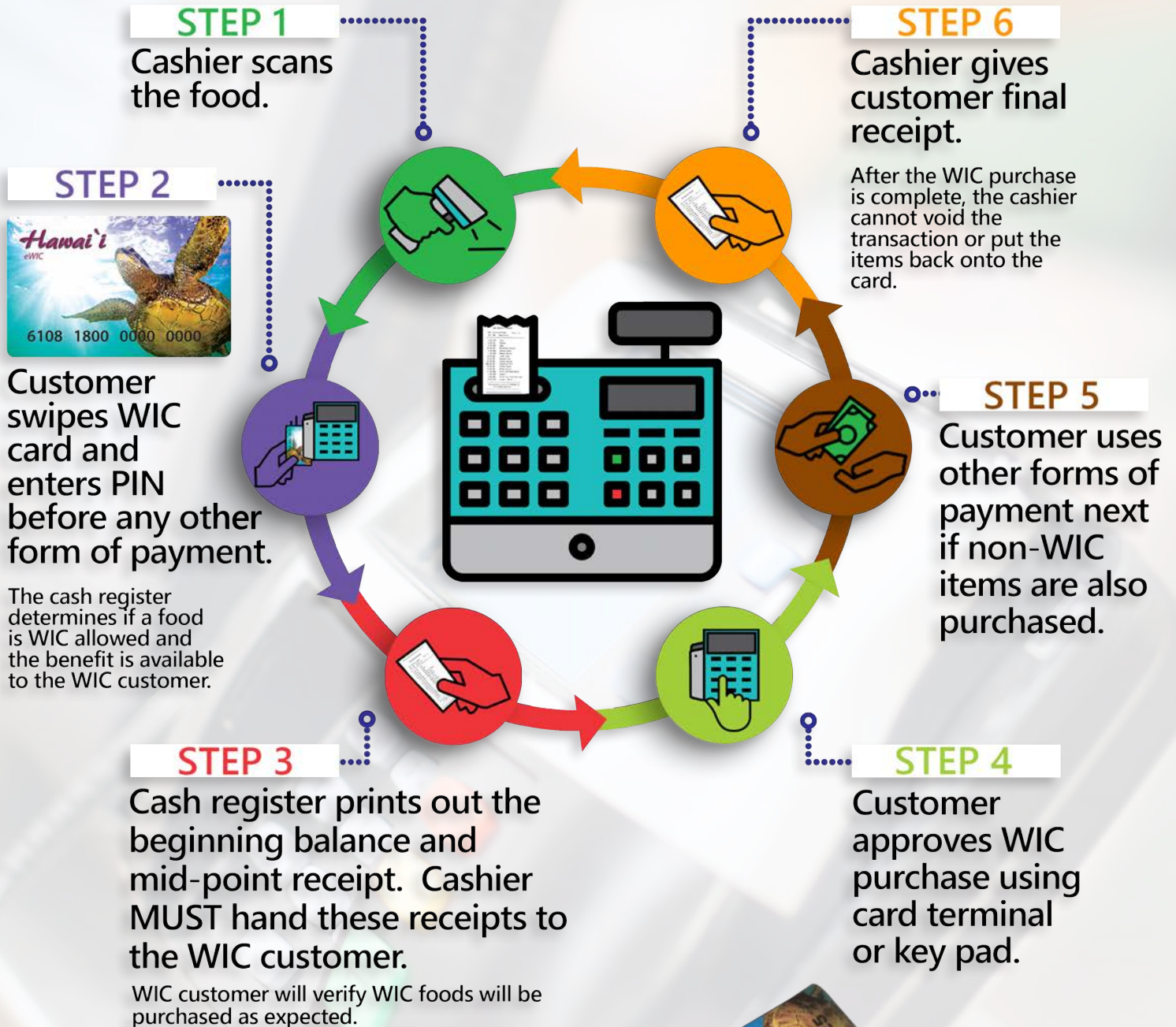


WIC Transaction Procedures

When processing WIC transactions, the cashier must know:

- How to run a balance inquiry, if the WIC customer asks for it.
- How to read WIC receipts.

Processing WIC Transactions (Integrated POS)*



* Not all integrated register systems are the same. Depending on the software developer and maker of the point-of-sale (POS) register system, processing WIC transactions may be a little different.

The Vendor will process WIC transactions in accordance with the POS system instructions and WIC policies.



WIC Transaction Procedures

Processing WIC Transactions (Stand-Beside POS)*

STEP 1

Customer separates WIC foods from other items.

STEP 6

Cashier presses F1 to complete the transaction and hands receipt to customer.

- Cashier can press F1 to print a merchant copy.

STEP 5

Cashier scans barcodes and enters prices into the stand-beside terminal starting with items that are not purchased with Cash Value Benefits (fruits & 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 WIC Card, press F1 (Yes) and enter the price of each item and press ENTER after each entry. If there are no CVB items, press F2 (No). Press F1 after all WIC CVB items have been entered.
- If coupons are being used, cashier enters coupon amounts, one at a time, and presses ENTER after each amount.

STEP 2

Cashier presses F2 to activate the WIC Purchase option in the main menu.



STEP 3

Cashier or customer swipes WIC Card Through the reader.

Card number may be manually entered using the gray number keys (1-0) on the terminal and press ENTER.

STEP 4

Customer enters PIN.

*Vendors who have stand-beside terminals will follow the instructions that were provided to them by them by the WIC processor. These instructions are for the Verifone VX520.



WIC Receipts*



W WIC STORE

Wic Beginning Balance

PAN: *****7554 State: HI

QTY	UOM	Description
4.00	CTR	Tofu
2.00	LB	Cheese
2.00	DOZ	Eggs
36.00	OZ	Breakfast Cereal
4.00	CAN	Canned beans
1.00	CTR	Peanut Butter
15.00	OZ	Light tuna
15.00	OZ	Canned Fish
24.00	OZ	Infant Cereal
256.00	OZ	Infants F & V
77.50	OZ	Infant Meats
16.00	OZ	Whole Grains
11.00	\$\$\$	Fruit and Vegetables
1.00	CTR	Yogurt
4.00	GAL	1% or Fat Free Milk gal
3.00	CTR	Juice - 48 oz

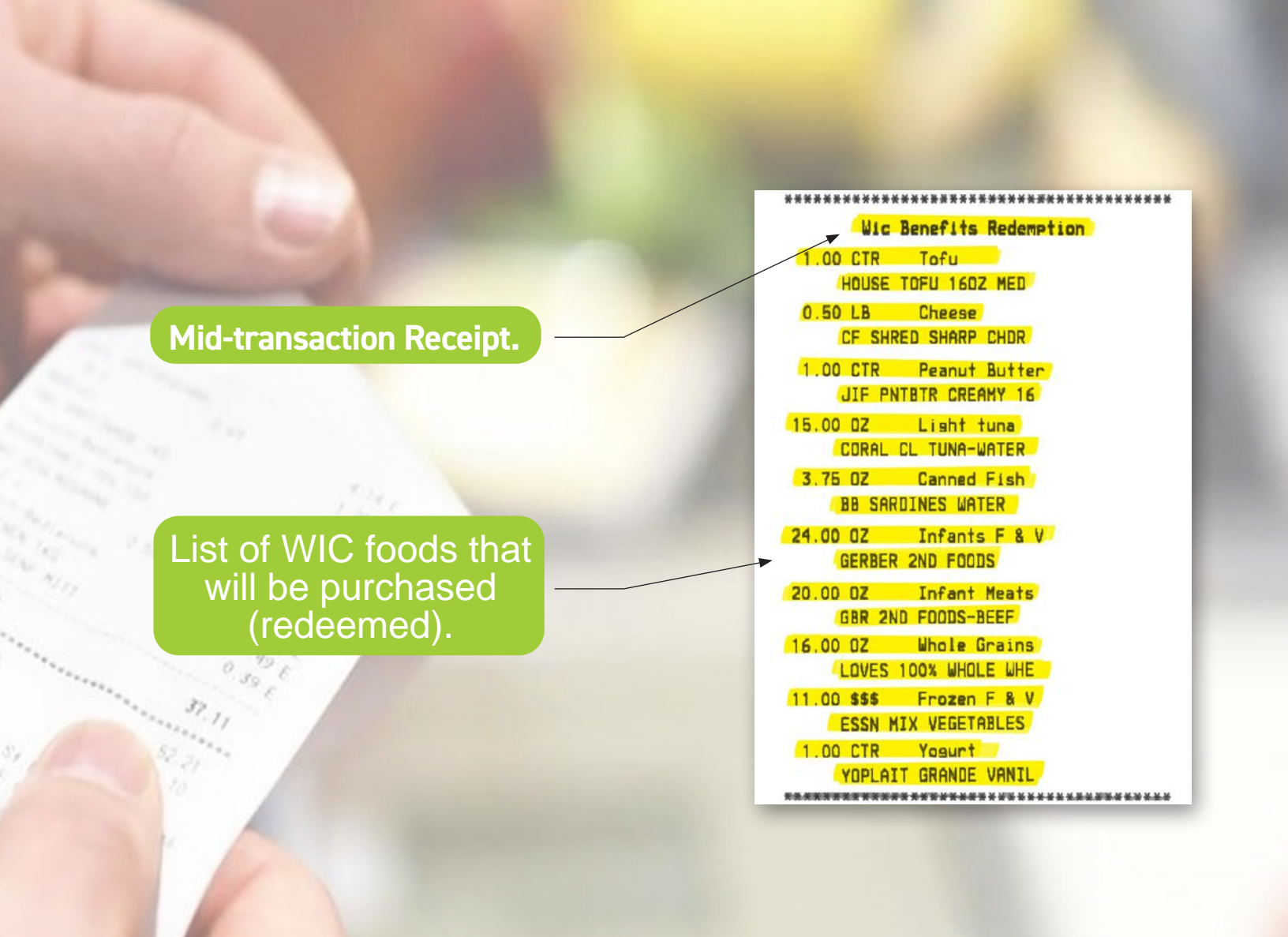
These benefits expire at MIDNIGHT on
11/29/2022

CASHIER NAME:
STORE:00029 REGISTER:003 CASHIER:0118
TICKET#: 71 9NOV20 12:55:10

WIC Beginning Balance.

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

The last day these WIC foods are available to the customer to purchase.



Mid-transaction Receipt.

List of WIC foods that will be purchased (redeemed).

```
*****  
Wic Benefits Redemption  
1.00 CTR Tofu  
HOUSE TOFU 16OZ MED  
0.50 LB Cheese  
CF SHRED SHARP CHDR  
1.00 CTR Peanut Butter  
JIF PNTBTR CREAMY 16  
15.00 OZ Light tuna  
CORAL CL TUNA-WATER  
3.75 OZ Canned Fish  
BB SARDINES WATER  
24.00 OZ Infants F & V  
GERBER 2ND FOODS  
20.00 OZ Infant Meats  
GBR 2ND FOODS-BEEF  
16.00 OZ Whole Grains  
LOVES 100% WHOLE WHE  
11.00 $$$ Frozen F & V  
ESSN MIX VEGETABLES  
1.00 CTR Yogurt  
YOPLAIT GRANDE VANIL  
*****
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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 WIC 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.

WIC Ending Balance.

List of remaining foods and quantities available to purchase

After the WIC purchase is complete, the cashier cannot void the transaction or put food back on the card.

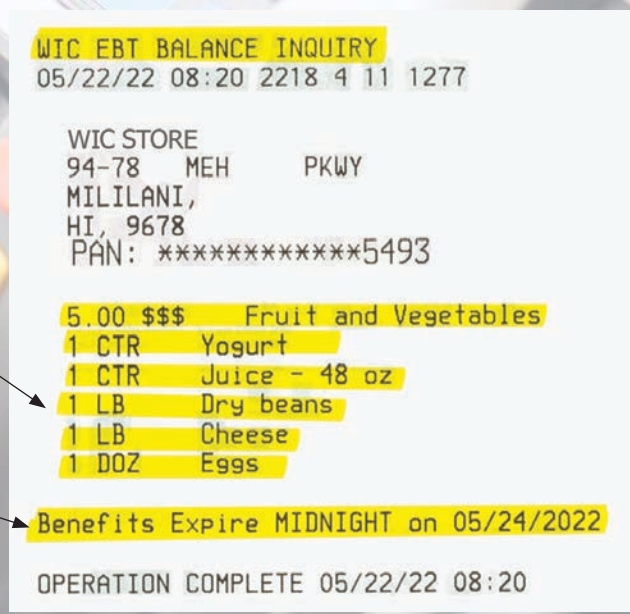


WIC Balance Inquiry.

A balance inquiry is a type of transaction used to check a WIC customer's available balance. Contact your POS provider for instructions on how to perform a WIC balance inquiry.

Foods and quantities available to purchase.

The last day these WIC foods are available to the customer to purchase.





- 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.
- WIC 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 WIC Card and PIN are all that is needed.
 - Anyone with the PIN can use the WIC card
- All WIC purchases are tax exempt.
- WIC foods are not to be returned for cash.
- WIC customers should swipe their WIC card before ANY other form of payment.
- WIC customers are allowed to pay the difference for fruit and vegetable purchases exceeding their Cash Value Benefit (CVB).
- WIC foods may only be exchanged for the exact same foods.
- The store must allow WIC customers to use coupons. Using coupons helps cut food costs allowing the WIC program to serve more people.
- If a buy one get one free coupon is used for a WIC allowed item, the "free" item will not count against the WIC customer's benefits.
- If an item is on sale, you must charge the WIC customer the same amount you would charge any other customer.





Basic Troubleshooting



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 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



Card Error

Probable Cause:

- Damaged Card.
- If card does not read, do not key in the card number (PAN). WIC Customer will need to return to WIC clinic to get a new card.

Invalid PIN

- Incorrect PIN entered.
- WIC Customer has 4 attempts to enter correct PIN before card is locked.
- Customer can unlock card by calling the 888 number on the back of their card and resetting their PIN.

Insufficient Funds

- WIC Customer has no active benefits.
- Customer needs to contact their WIC Clinic.

Invalid Amount Field

- The total dollar amount of the WIC transaction is not equal to the individual item prices.
- If it is possible to determine which item is causing the issue, remove it from the transaction and process the transaction again.
- Discrepancy might be caused by a coupon or discount that is being added to an item incorrectly. Notify your POS provider/IT/Pricing Department.

Product	Requested
72220011043 - Love's WWBread 16oz 16 - 000 - Bread - 100% Whole Wheat	\$4.99
75925300191 - Mozzarella 8oz 02 - 000 - Cheese	\$6.00
857297006815 - Sunhearth 1% Gal 52 - 000 - Low Fat Milk (1% fat)	\$7.49
889497008221 - JJ Grape 64oz 54 - 000 - Single strg, natl strg, or ready-to-drink (liquid)	\$6.99
Settled Price is \$25.47	\$25.47

Invalid amount field error will occur when these amounts do not add up to this amount.

Format Error

Probable Cause:

- Error in mapped produce.
- If possible, remove the fresh fruit(s) or vegetable(s) that caused the error and reprocess transaction.
- Notify your POS provider/IT/Pricing Department of possible error.

NTE and Competitive Price

WIC PURCHASE

QTY	UNITS	DESCRIPTION	PRICE
2.00	CTR	JJ FtPnch 64oz 2.00 @ \$9.19	18.28
32.00	OZ	SaraLWWBrd16oz 2.00 @ \$6.99	6.99
0.50	LB	Cheddar 8oz 1.00 @ \$16.98	16.98
		NTE 1.00 @ \$15.00	1.98
0.50	GAL	Meadow Gold 1% HGal 1.00 @ \$6.39	6.39
1.00	CTR	Jif Crunchy PB 16oz 1.00 @ \$7.29	7.29
1.00	CTR	Yoplait NF Plain 32oz 1.00 @ \$9.98	9.98
1.00	DOZ	Akahi Large Eggs Dozen 1.00 @ \$5.49	5.49
7.18	\$\$\$	Fresh F & V 7.18 @ \$1.00	7.18
4.30	\$\$\$	Fresh F & V 4.30 @ \$1.00	4.30
12.52	\$\$\$	Fresh F & V 12.52 @ \$1.00	12.52
PURCHASE SUBTOTAL			102.49
DISCOUNTS APPLIED			80.85
PURCHASE TOTAL			21.64
NTE ADJUSTMENT			1.98
PAYMENT TO MERCHANT			19.66
BALANCE DUE/OTHER TENDER - \$0.00			

**** MERCHANT COPY ****

****PLEASE SAVE THIS RECEIPT****

- The NTE (Not To Exceed) is the maximum allowable price the WIC Program will pay a store for food purchased using a WIC card.
- The Competitive Price is the price WIC foods must be priced at or below.
- NTEs are generated daily based on average claim prices plus a % margin.
- If an item exceeds NTE and adjustment is automatically made and the store will be paid the adjusted price.
- If there is a sudden price increase to an item, please report the new price to Hawaii WIC to avoid an NTE adjustment.



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

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.



WICShopper App



- Participants and store staff can scan items to see if they are WIC allowed.
- Shows WIC stores that accept WIC
- Food list is also available on this app.
- There is a method to send in products that participants and vendors think should be on the food list called “I couldn’t buy this”.
- The app comes in 23 different languages.



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.



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.

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**.



Vendor Monitoring

The Hawaii WIC Program must ensure that all WIC vendors fully understand and comply with program 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



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.

Sanctions

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.

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.



CLAIM

Complaints

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

Phone: 808.586.8392



COMPLAINTS

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 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.

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.



Program Updates

W
WIC STORE

Wic Beginning Balance

PAN: *****7554 State: HI

QTY	UOM	Description
1.00	CTR	Yogurt
4.00	GAL	1% or Fat Free Milk gal
3.00	CTR	Juice - 48 oz

If WIC Customer has been issued 4 gallons of milk, they can purchase:



4 Gallons
(1% or Fat Free Milk)

or



8 Half Gallons
(1% or Fat Free Milk)

or a combination Gallon and Half Gallon milk to equal 4 Gallons

WIC balances no longer list "Half Gallon". If a WIC Customer's balance lists "Gallon", they can purchase the Gallon and Half gallon size. This applies to whole milk, 2% milk, and 1% or fat free milk.

W
WIC STORE

Wic Beginning Balance

PAN: *****7554 State: HI

QTY	UOM	Description
1.00	CTR	Yogurt
3.00	QT	1% or Fat Free Milk QT
3.00	CTR	Juice - 48 oz

If WIC Customer has been issued 3 quarts of milk, they can purchase:



3 Quarts
(1% or Fat Free Milk)

or



3 Quarts Shelf Stable
(1% or Fat Free Milk)

or a combination to equal 3 Quarts

WIC balance must list "Quart" for participant to purchase quart size milk. This applies to whole milk, 2% milk, and 1% or fat free milk.

W
WIC STORE

Wic Beginning Balance

PAN: *****7554 State: HI

QTY	UOM	Description
4.00	CTR	Tofu
2.00	LB	Cheese
3.00	HGL	Soymilk

If WIC Customer has been issued 3 Half Gallons (HGL) of soymilk, they can purchase:



3 Half Gallons
of Soymilk

or



6 Quarts
of Soymilk

or a combination to equal 3 Half Gallons

WIC balance must list "Soymilk" for participant to purchase soymilk. Two (2) quarts = 1 (one) half gallon.

WIC VENDOR ORDER FORM

INSTRUCTIONS:

Indicate the amount requested for any of the following and mail, fax, or email to:

WIC Vendor Management Unit
235 South Beretania St., Suite 701
Honolulu, HI 96813-2419

Fax: (808)586-8189

Email: doh.wic.vendor@doh.hawaii.gov

Shelf Talkers



4" X 1.875" _____



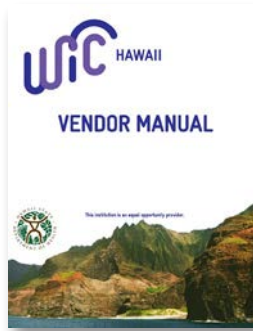
2" X 2" _____



2" X 1.25" _____



Door Decal - approx 6" X 8.5" _____



Vendor Manual _____



Approved Food List _____

Please Mail To:

Attn: _____

Address:

Please forward any questions or comments by email or phone to:

DOH.wic.vendor@doh.hawaii.gov

Phone: (808) 586-8392

Rev. 2022



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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
Manufacturers					
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. Lloyds 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
Pharmacies					
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

Attachment 3 Hawaii WIC Formula List

Formula	UPC
Abbott Nutrition	
Cyclinex-1 - Powder, 14.1 oz	070 074 511 450
Cyclinex-2 - Powder, 14.1 oz	070 074 511 474
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
Glutarex-1 - Powder, 14.1 oz	070 074 511 412
Glutarex-2 - Powder, 14.1 oz	070 074 511 436
Hominex-1 - Powder, 14.1 oz	070 074 511 177
I-Valex-1 - Powder, 14.1 oz	070 074 511 375
I-Valex-2 - Powder, 14.1 oz	070 074 511 399
Ketonex-1 - Powder, 14.1 oz	070 074 511 139
Ketonex-2 - Powder, 14.1 oz	070 074 511 153
Pediasure No Fiber (Chocolate), 8 oz	070 074 675 367
Pediasure No Fiber (Strawberry), 8 oz	070 074 675 381
Pediasure No Fiber (Vanilla), 8 oz	070 074 675 343
Pediasure w/ Fiber (Vanilla), 8 oz	070 074 675 329
Phenex-1 - Powder, 14.1 oz	070 074 511 214
Phenex-2 - Powder, 14.1 oz	070 074 511 238
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

Formula	UPC
Mead Johnson	
Enfamil AR - Powder, 12.9 oz	300 870 201 423
Enfamil Gentlease - Powder, 12.4 oz	300 875 100 691
Enfamil Nutramigen RTU 32oz	300 875 115 640
Enfaport - Ready to Use, 6 oz	300 875 105 252
NeuroPro EnfaCare - Powder, 12.8 oz	300 875 122 082
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
Portagen - Powder, 16 oz	300 870 387 011
Pregestimil - Powder, 16 oz	300 870 367 013
PurAmino - Powder, 14.1 oz	300 875 104 804
PurAmino Jr - Powder (Unflavored), 14.1 oz	300 875 122 464
PurAmino Jr - Powder (Vanilla), 14.1 oz	300 875 122 440
Nestle	
Alfamino Infant - Powder 14.1 oz	761 303 478 821 4
Alfamino Jr - Powder (Unflavored), 14.1 oz	761 308 478 795 8
Alfamino Jr - Powder (Vanilla), 14.1 oz	761 328 710 607 0
Beneprotein - Powder, 8 oz	043 900 284 101
Gerber Good Start Extensive HA - Powder, 14.1 oz	050 000 598 526
Nutren Junior No Fiber (Vanilla) - Ready to Use, 8.45 oz	798 716 060 622
Nutren Junior w/ Fiber (Vanilla) - Ready to Use, 8.45 oz	798 716 060 639
Peptamen Junior (Strawberry), 8.45 oz	798 716 601 405
Peptamen Junior (Unflavored), 8.45 oz	798 716 062 534
Peptamen Junior (Vanilla), 8.45 oz	798 716 062 527
Vivonex Pediatric - Powder, 1.7 oz	043 900 713 199
Nutricia	
Neocate Infant w/ DHA & ARA - Powder, 14.1 oz	749 735 025 956
Neocate Junior (Chocolate) - Powder, 14.1 oz	749 735 026 908
Neocate Junior w/ Prebiotics (Chocolate) - Powder, 14.1 oz	749 735 026 908
Neocate Junior w/ Prebiotics (Strawbery) - Powder, 14.1 oz	749 735 064 566
Neocate Junior w/ Prebiotics (Unflavored) - Powder, 14.1 oz	749 735 029 121
Neocate Junior w/ Prebiotics (Vanilla) - Powder, 14.1 oz	749 735 006 276





Attachment 4 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:

<https://health.hawaii.gov/wic/vendor-information/>

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.



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

Food Category	Approved Sizes	Minimum Required Inventory
Breakfast Cereal	12 oz to 36 oz (cold cereal) 11.8 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
Infant Food - Fruits and Vegetables	4 oz plastic container (2-packs allowed) or 4oz 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 Beverages	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	



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

This institution is an equal opportunity provider.

October 1, 2020

Attachment 5

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.

MANDATORY FEDERAL SANCTIONS		
VIOLATION	MAXIMUM NUMBER OF INCIDENTS	LENGTH OF DISQUALIFICATION
1. 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
2. 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.
3. Buying or selling WIC food instruments or cash-value vouchers for cash (trafficking).	One (1)	Termination of MOA and six (6) year disqualification.
4. 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.

MANDATORY FEDERAL SANCTIONS		
VIOLATION	MAXIMUM NUMBER OF INCIDENTS	LENGTH OF DISQUALIFICATION
5. 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.
6. A pattern of charging for supplemental food not received by the WIC participant.	Two (2)	Termination of MOA and three (3) year disqualification.
7. 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.
8. 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.
9. A pattern of vendor overcharges.	Two (2)	Termination of MOA and three (3) year disqualification.
10. 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.
11. 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.

STATE SANCTIONS		
VIOLATION	MAXIMUM NUMBER OF INCIDENTS	LENGTH OF DISQUALIFICATION
1. 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.

STATE SANCTIONS		
VIOLATION	MAXIMUM NUMBER OF INCIDENTS	LENGTH OF DISQUALIFICATION
2. 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.
3. 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.
4. 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.
5. A pattern of failure to maintain the minimum variety and inventory of WIC foods.	Three (3)	Termination of MOA and six (6) month disqualification.
6. 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.
7. 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.
8. 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.
9. A pattern of failure to remit payment for refunds requested by WIC.	Two (2)	Termination of MOA and one (1) year disqualification.
10. 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 Penalties

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)(iv)	Civil penalty for any entity that submits a bid to supply infant formula to carry out the Special Supplemental Nutrition Program for Women, Infants and Children and discloses the amount of the bid, rebate, or discount practices in advance of the bid opening or for any entity that makes a statement prior to the opening of bids for the purpose of influencing a bid, codified at 42 U.S.C. 1786(h)(8)(H)(i)	\$195,054,878
§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)	\$16,865 for each violation, maximum penalty for violations occurring during a single investigation is \$67,461
§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)	\$16,865 for each violation, maximum penalty for violations occurring during a single investigation is \$67,461

Citation	Violation	Max per Violation
§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)	\$16,451 for each violation, maximum penalty for violations occurring during a single investigation is \$67,461

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.

HAWAII WIC

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