



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



How Much Food do WIC Customers Buy Each Month?

Average Quantities of Select Foods Redeemed Each Month in FY 2022

WIC Approved Foods

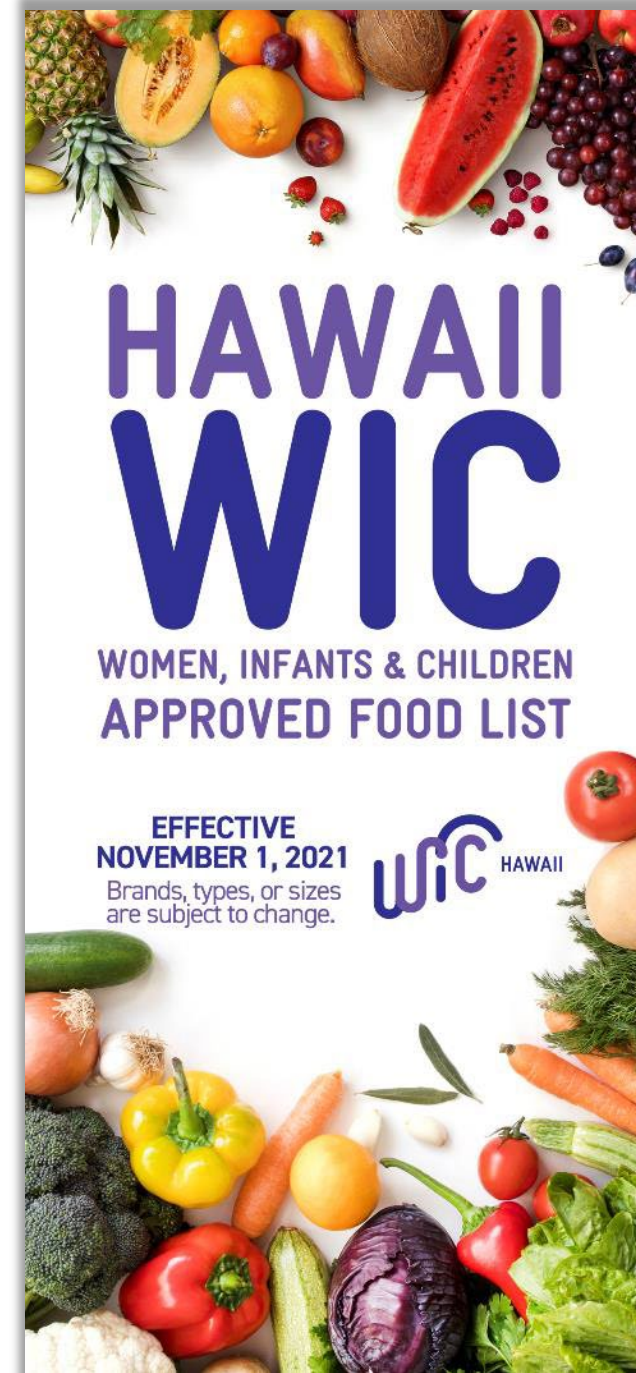
WIC approved foods are carefully selected to ensure they meet the nutrition needs of WIC Participants. They include:

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



WIC Approved Foods

A more detailed description of WIC allowed foods can be found in the **HAWAII WIC APPROVED FOOD LIST**. Participants and Vendors are provided with this list.



WIC Approved Foods

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™



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



WIC Approved Foods

YOGURT

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

SOYMILK & TOFU

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

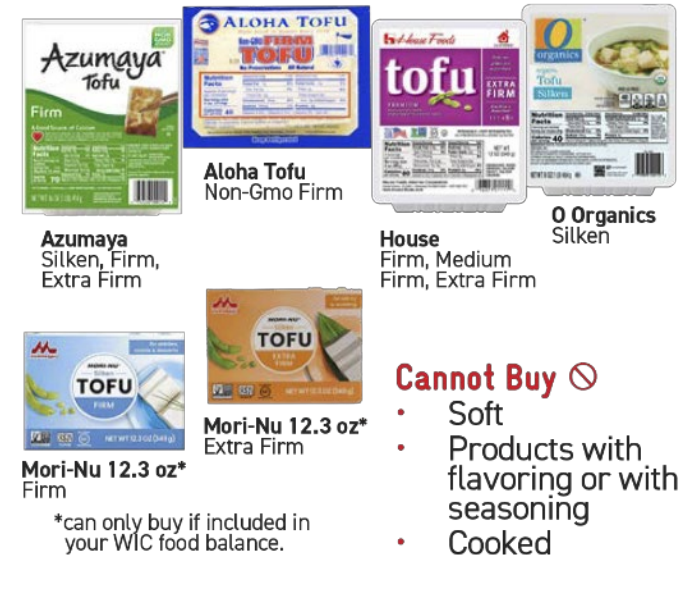


Tofu

Can Buy | 16 oz package only. Brands and types listed below.

If included in your WIC food balance, can buy:

- 12.3 oz package.



Cannot Buy ☹

- Soft
- Products with flavoring or with seasoning
- Cooked

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

WIC Approved Foods

WHOLE GRAINS

Tortillas

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



HAWAII'S TORTILLAS

Cannot Buy

- Organic
- Fried, flavored or seasoned

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

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



WIC Approved Foods

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



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



Cannot Buy ☹

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

WIC Approved Foods

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

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



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



VEGETABLES

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



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



WIC Approved Foods

BREAKFAST CEREAL

Cold Cereal

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



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



Best Yet Crispy Rice



Signature Select Rice Pockets



Kellogg's Rice Krispies



Best Yet Toasted Oats



General Mills Blueberry Chex



General Mills Vanilla Chex



Post Great Grains Banana Nut



General Mills Fiber One Honey Clusters



Quaker Oatmeal Squares w/Brown Sugar



Post Honey Bunches of Oats w/Almonds



Post Honey Bunches of Oats Honey Roasted



Post Honey Bunches of Oats w/Vanilla



General Mills Cheerios



Signature Select Crispy Rice



General Mills Wheat Chex



General Mills Rice Chex



General Mills Cinnamon Chex



Best Yet Bite Size Shredded Wheat



Kellogg's Frosted Mini Wheats



Ralston Frosted Shredded Wheat



Best Yet Corn Flakes



Signature Select Oats & More w/Almonds



Signature Select Oats & More w/Honey



Quaker Life



Signature Select Toasted Oats



General Mills Multi Grain Cheerios



General Mills Corn Chex



Signature Select Corn Pockets



Signature Select Crispy Rice



General Mills Berry Berry Kix



General Mills Kix



General Mills Honey Kix



General Mills Total



Malt-O-Meal Frosted Mini Spooners



Malt-O-Meal Frosted Mini Spooners-Strawberry



Malt-O-Meal Crispy Rice

Cannot Buy ☒

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

WIC Approved Foods

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



Quaker Original Instant Grits



Sunny Select Regular Instant Oatmeal



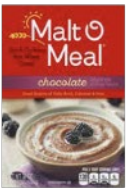
Quaker Original Instant Oatmeal



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

Helpful Hint

Ways to buy 36 ounces of cereal:



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



WIC Approved Foods

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



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

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)



Refried Beans

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



Cannot Buy

- Products with added sugars, fats, oils or meat

WIC Approved Foods

INFANT FOODS

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

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

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



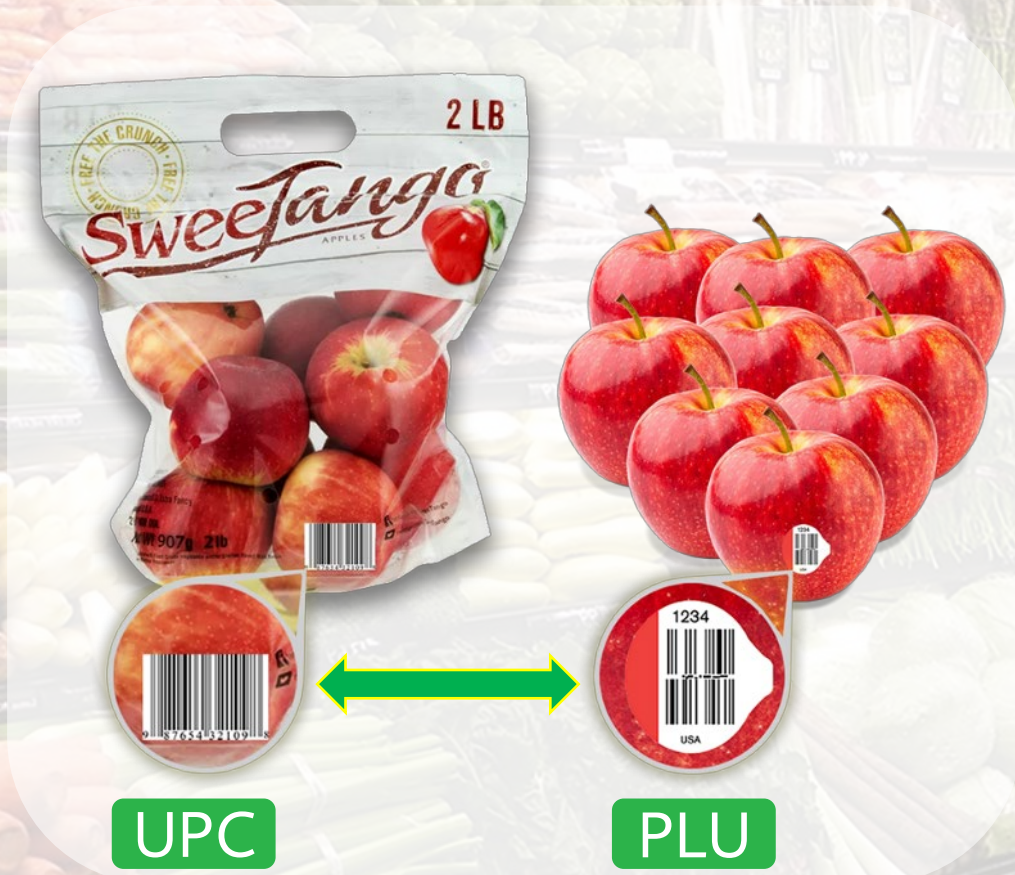
PLU

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.



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	



Minimum Stock Requirements



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.

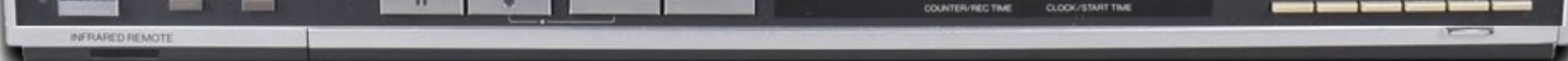


Infant Formula Sources

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

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
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. 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
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
Pharmicare	3375 Koapaka St., Ste G320	Honolulu	HI	96819	(808)836-0223



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.



Redeeming WIC Benefits



STEP 1

Cashier scans the food.

STEP 2



Customer swipes WIC card and enters PIN before any other form of payment.

The cash register determines if a food is WIC allowed and the benefit is available to the WIC customer.

STEP 3

Cash register prints out the beginning balance and mid-point receipt. Cashier **MUST** hand these receipts to the WIC customer.

WIC customer will verify WIC foods will be purchased as expected.

STEP 6

Cashier gives customer final receipt.

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

STEP 5

Customer uses other forms of payment next if non-WIC items are also purchased.

STEP 4

Customer approves WIC purchase using card terminal or key pad.



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.

Redeeming WIC Benefits



STEP 1

Customer separates WIC foods from other items.

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.

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.



Reading 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
77.60	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

Beginning Balance

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

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

*Receipts will look slightly different from store to store

Mid-Transaction Receipt

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

Cashier must hand the beginning balance and mid-transaction receipt to the WIC Customer. Customer will verify that WIC foods will be purchased as expected.

Customer approves the purchase and WIC-allowed foods available to the customer are deducted from their balance.

If an item does not appear on the mid-transaction receipt as expected, the customer may request the cashier void the transaction. Customer will use other forms of payment if non-WIC items are also purchased.

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*****  
Wic Benefits Redemption  
1.00 CTR Tofu  
HOUSE TOFU 160Z 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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Wic Ending Balance

Ending Balance

PAN: *****7551 State: HI

QTY	UOM	Description
3.00	CTR	Tofu
1.50	LB	Cheese
2.00	DOZ	Eggs
36.00	OZ	Breakfast Cereal
4.00	CAN	Canned beans
11.25	OZ	Canned Fish
24.00	OZ	Infant Cereal
232.00	OZ	Infants F & V
57.50	OZ	Infant Meats
4.00	GAL	1% or Fat Free Milk gal
3.00	CTR	Juice - 48 oz

List of remaining foods and quantities available to purchase.

These benefits expire at MIDNIGHT on

11/29/2022

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

CASHIER NAME:

STORE:00029 REGISTER:003 CASHIER:0118

TICKET#:71 9NOV20 12:55:10

Thank You For Shopping With Us!

Store Director:

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.

WIC Balance Inquiry

List of remaining foods and quantities available to purchase.

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

```
WIC EBT BALANCE INQUIRY
05/22/22 08:20 2218 4 11 1277

WIC STORE
94-78 MEH PKWY
MILILANI,
HI, 9678
PAN: *****5493

5.00 $$$ Fruit and Vegetables
1 CTR Yogurt
1 CTR Juice - 48 oz
1 LB Dry beans
1 LB Cheese
1 DOZ Eggs

Benefits Expire MIDNIGHT on 05/24/2022

OPERATION COMPLETE 05/22/22 08:20
```





Remember!



- 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



Remember!



- 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.



Remember!

Coupons/Sales



- 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.





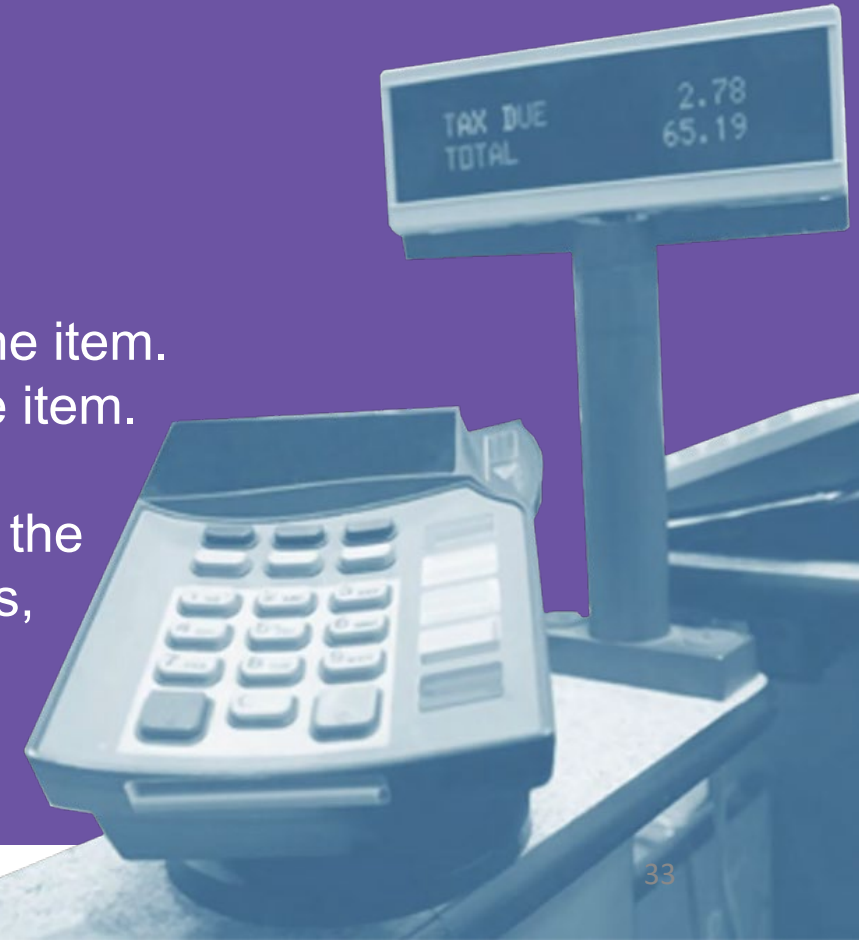
Basic Troubleshooting



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 on the WIC 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





Transaction Errors



Possible Cause:

Product	Requested
72220011043 - Hawai'i Whole Bread 16oz 16 - 000 - Bread - 100% Whole Wheat	\$4.99
7592500191 - Mozzarella 8oz 02 - 000 - Cheese	\$6.00
857297006815 - Sunhearth 1% Gal 52 - 000 - Low Fat Milk (1% fat)	\$7.49
889497008221 - JJ Grape 64oz 24 - 000 - Single-Strig, Trail Sng, or Ready-to-Drink (liquid)	\$6.99
Settled Price is \$25.47	\$25.47

- The amount requested is not equal to the amount on the receipt.
- The amount requested is not equal to the amount on the receipt.
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- The amount requested is not equal to the amount on the receipt.

WIC transaction is not active when these errors occur. To resolve the error, you should call the WIC Department to get a new card by calling the WIC Department or by calling the WIC Department. If the amount and amount is not equal to the amount on the receipt, you should call the WIC Department.

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
NTEADJUSTMENT			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 an 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.

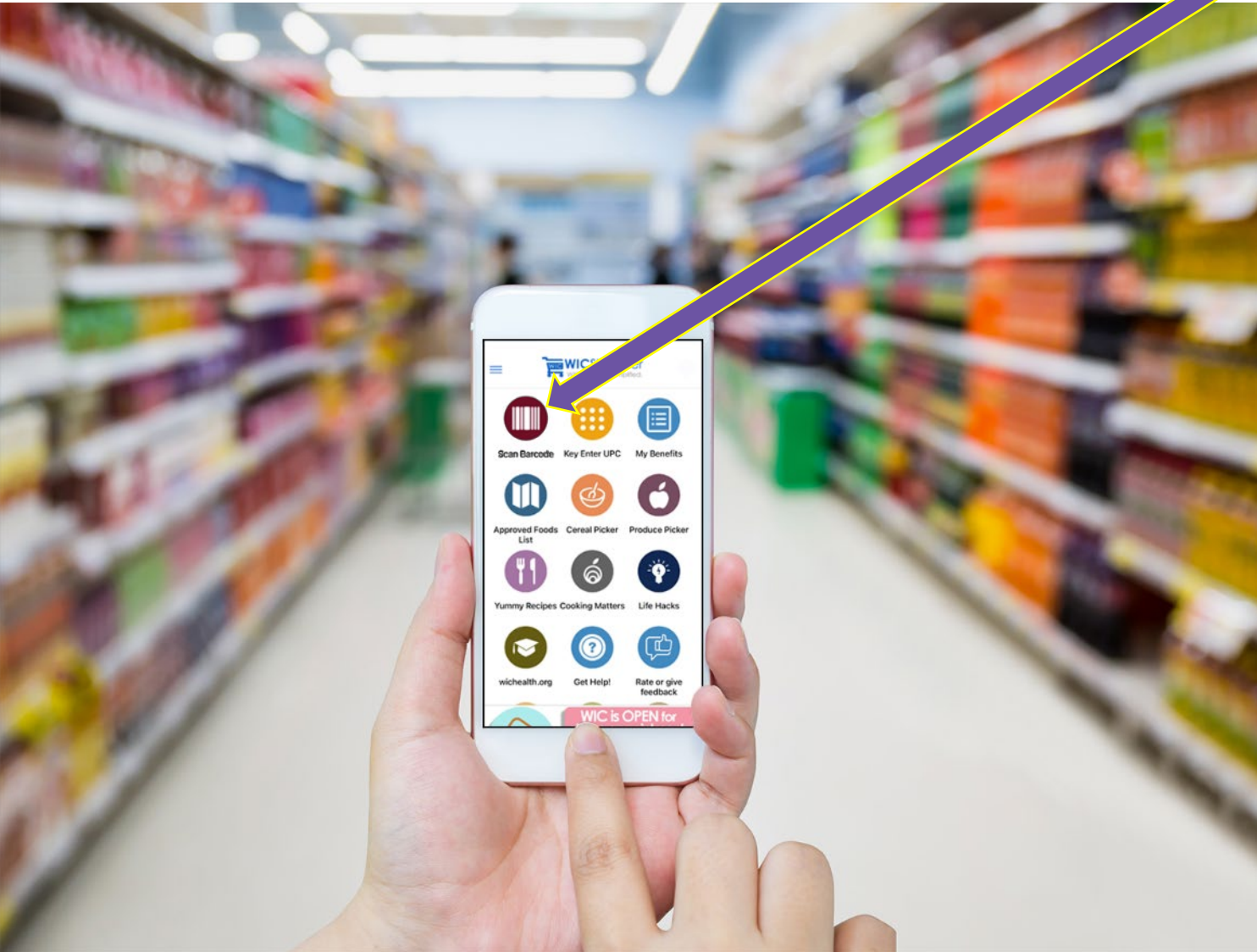


WIC at Self Checkout

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.



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 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.



The background image shows a grocery store aisle. On the left, there are wooden crates filled with fresh produce like lemons and apples. In the center, a green rounded rectangle contains text. On the right, there are shelves stocked with jars of honey or jam. Above the shelves, several signs are visible, including "Hawaii Proud" signs for "U of Hawaii", "Volcanos National Park", and "Pearl Harbor National Memorial", along with "Harvest Foods" signs featuring numbers 2, 3, and 4.

Incentive Items

The Hawaii WIC Program, in accordance with federal regulations, prohibits WIC Vendors from offering incentive items solely to WIC customers to encourage participants to redeem their WIC Food Benefits at their store. WIC Vendors can provide incentive items to WIC customers if 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.

Vendor Monitoring

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

Vendor Monitoring

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



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

Record Keeping Requirements

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**.

Milk Update

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



or



4 Gallons
(1% or Fat Free Milk)

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.



Program
Updates

Milk Update

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



or



3 Quarts
(1% or Fat Free Milk)

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

or a combination to equal 3 Quarts

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



Program
Updates

Soymilk Update

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



or



3 Half Gallons
of Soymilk

6 Quarts
of Soymilk

or a combination to equal 3 Half Gallons

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



Program
Updates



HAWAII WIC

Leiopapa A Kamehameha Building State Office Tower
235 S. Beretania Street, Suite 701 Honolulu, HI 96813
808.586.8392 • DOH.WIC.VENDOR@doh.hawaii.gov

www.health.hawaii.gov/wic/

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