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**WIC RETAIL STORE HANDBOOK**  
**BUREAU OF**  
**WOMEN, INFANTS AND CHILDREN**

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WIC is an equal opportunity provider  
WIC provee igualdad de oportunidades

Effective October 1, 2013

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# **WIC RETAIL STORE HANDBOOK**

## **Purpose of Handbook**

This handbook was designed to inform owners, managers and staff of WIC authorized stores about the nutritional aspects of the WIC Program and about important procedures the cashing of WIC checks. Use this handbook to help you train staff about WIC Program procedures.

Information concerning authorization/reauthorization, selection criteria, terms and conditions of participation, sanctions and disqualifications, along with other information essential to the successful operation of a WIC approved store in Pennsylvania can be found in the Pennsylvania WIC Program Regulations. These Regulations were provided to your store when you applied to be on the WIC Program and are the final authority in any discrepancy between them and this handbook. The Pennsylvania WIC Program Regulations and other reference materials are available on the Vendor Assistant website (<https://wic.health.state.pa.us/vendorassistant/>).

## **Use of the WIC Acronym and the WIC Logo**

Stores may not use the WIC Acronym in the store's name, registered or not registered, nor can stores use the letters "W", "I" and "C" in that order in the store's name. The purpose of this restriction is to avoid giving the impression to WIC customers that the business is affiliated with or sponsored by the State agency, USDA, or the WIC Program, when this is not true.

The WIC Acronym and the WIC Logo are registered service marks of the USDA for USDA's WIC, Registration Nos. 1,630,468 and 1,641,644, respectively, hereinafter referred to collectively as the "service marks." Private organizations may not use the service marks in ways likely to cause confusion in regard to their involvement with the WIC Program. It is USDA policy to avoid endorsements, directly or indirectly, of any commercial product, service, or enterprise.

WIC-authorized retail vendors are not permitted to use the service marks, including close facsimiles thereof, in total or in part, either in the official name in which the vendor is registered or in the name under which it does business, if different. The purpose of this restriction is to avoid giving the impression to program participants that the business is affiliated with or sponsored by the State agency, USDA, or the WIC program, when this is not true.

Example of prohibited use of the service marks include using the letters "W," "I" and "C"; or "W," "I" "K" in that order next to one another in the vendor's name, or these letters in that order but not next to one another, with the letters made to stand out in some fashion, such as with a different color or size than other letters. There may be other examples of inappropriate use of the service marks.

WIC-authorized food vendors may describe themselves as such only with the use of The WIC decal distributed by the State or Local Agency. The WIC decal must be placed in the front window of the store and is the only sign that is allowed to be used to identify the store as WIC-authorized.

WIC-authorized food vendors are also prohibited from using the service marks in their advertising and other promotional materials.

## Foods Available in the Pennsylvania WIC Program

Foods allowed in the WIC Program have been carefully chosen to provide good sources of vitamins, minerals, and protein most often lacking in the diets of women, infants and children at nutritional risk. The following chart shows these nutrients and the WIC foods which provide them.

Nutrient	WIC Foods Which Supply the Nutrient
<b>Protein</b>	infant formula, milk, eggs, cheese, peanut butter, legumes (beans), canned fish
<b>Iron</b>	WIC-allowed brands of cereal, legumes (beans), eggs, iron-fortified infant formula
<b>Vitamin C</b>	WIC-allowed juices (citrus fruit juice, fruit juices fortified with Vitamin C), infant formula, fruits and vegetables
<b>Vitamin A</b>	milk, eggs, infant formula, fruits and vegetables, canned fish
<b>Calcium</b>	cheese, milk, infant formula, soy products
<b>Fiber</b>	fruits, vegetables, whole grains, whole grain cereal

The types and quantities of food provided to WIC customers varies according to individual need. Exact amounts and kinds of foods for a WIC customer are determined by a WIC program professional (nutritionist or a nurse) at the WIC office, or by a physician. These foods are listed on the WIC check, which the WIC participant redeems at the store.

Stores must display the current shelf price of each allowable food either on the allowable food, on the shelf immediately above or below the allowable food, or prominently on an allowable food price list easily located by WIC customers and clearly visible to them. A receipt for each transaction should be provided to the WIC customer.

The types and brands of foods WIC customers are allowed to buy appear on the current WIC Food List. Each authorized retail store must ensure that the current WIC Food List is maintained at each cash register for easy reference. There are several special points to remember about the foods allowed:

1. As a result of a contract entered into for a WIC infant formula cost savings initiative, infant formula purchased by WIC customers will be primarily Similac Products; specifically Similac Advance and Similac Soy Isomil. Other brands of infant formula may be prescribed for WIC customers by their physicians. Cashiers must pay close attention to WIC checks, which allow WIC customers to buy infant formula. The brand and type of formula the WIC customer is authorized to purchase will be printed on the WIC check. Only the brand and the type listed (i.e. concentrate, ready to feed, or powder) may be purchased.
2. Cheeses must be natural, domestic cheese. WIC does not allow cheese food, cheese spread, cheese products, cream cheese, cottage cheese, deli service cheese, individually wrapped slices of cheese and cheese with pimento, bacon bits, jalapeno peppers or other seasonings or spices. Cheeses must be purchased in 8 or 16 oz. packages and be specified on the WIC Food List. Stores are required to stock the minimum inventory in 8 or 16 oz. packages (see WIC Foods Minimum Inventory Requirements).
3. Specific brands and names of cereals are specified on the WIC Food List. Only those that are high in iron and low in sugar are included on the WIC Food List. The total weight of the cereal(s) chosen by the WIC customer may be no more than the number of ounces indicated on the WIC check. All cereal must be purchased in 12 oz. or larger packages.
4. Only 48 oz. or 64 oz. single strength and 11.5 oz. to 12 oz. frozen concentrate or 11.5 oz. shelf stable concentrate juices are allowed. Only the brands listed on the WIC Food List or otherwise **authorized in writing** by the State Agency or Local Agency may be purchased.
5. Only those WIC customers whose checks specify lactose free milk, kosher milk, evaporated milk, dry milk or soy beverage may purchase those types of milk. Container size is listed on the WIC check and/or the WIC Food List.  
  
The fat level of milk for all types of milk is now specified on the WIC checks as whole or low fat milk. Low fat milk can be 2%, 1%, Skim or Fat Free milk.
6. Eggs must be raw shell chicken eggs, white or brown, sized small, medium or large.
7. Canned fish may be purchased only if it is specified on the WIC check. Any brand chunk light tuna, pink salmon, or sardines, not packed in oil, in 3.75, 5 or 6oz. cans are allowed.
8. Fruits and Vegetables will be distributed through the Cash Value Voucher (CVV). This WIC Check is written for up to a specific dollar value; \$6, \$10, or \$15. The CVV is used to purchase fresh, frozen, and/or canned fruits and vegetables. At the store's discretion, multiple CVVs may be combined into one transaction. WIC customers may purchase more than the value of the CVV if the WIC customer chooses to pay the difference with cash, check, credit, SNAP (formerly Food Stamps) benefits, or some other form of payment.
9. All other WIC foods may be purchased in any brand desired by the WIC customer and shall not be limited by the store to the store brands or generic labeled products.

**WIC Foods Minimum Inventory Requirements**  
(Requirements must be available at or below the current competitive price)

Food Item	Minimum Brand/Type Standard	Minimum Quantity Standard
<b>FORMULA</b>		
<b>Milk Based-Iron Fortified</b>		
Liquid Concentrate	Similac Advance	17 – 13 oz. cans*
Powder	Similac Advance	10 – 12.4oz. cans*
<b>Soy Based</b>		
Liquid Concentrate	Similac Soy Isomil	17 – 13 oz. cans*
Powder	Similac Soy Isomil	10 – 12.4oz. cans*
<b>INFANT FOODS:</b>		
Cereal	2 varieties, Gerber	24oz. in 8oz. containers
100% Fruit	2 varieties, Any Brand	32 – 4oz. containers
100% Vegetable	2 varieties, Any Brand	32 – 4oz. containers
100% Meat	2 varieties, Any Brand	31 – 2.5oz. containers*
<b>FRUITS &amp; VEGETABLES</b>		
Fresh, Frozen or Canned	2 varieties Fruits 2 varieties Vegetables	Totaling at least \$15 worth of fruits and vegetables
<b>COW'S MILK:</b>		
Fluid Whole	1 brand	8 – ½ gallons
Fluid Skim, Fat Free, 1% or 2%	1 brand	18 – ½ gallons
<b>NATURAL DOMESTIC CHEESE</b>	Any brand in 8oz. (½ lb.) or 16oz. (1 lb.) packages	Three (3) Types, 4 pounds Total
<b>GRADE "A" CHICKEN EGGS</b>	Any brand, white or brown, small, medium or large	3 - 1 dozen containers
<b>JUICES:</b>		
Single Strength	2 allowable varieties	5 – 48oz. containers
	2 allowable varieties	2 – 64oz. containers
Concentrated, Frozen or Shelf Stable	2 allowable varieties	5 – 11.5 to 12oz. containers
<b>CEREAL:</b>		
Adult	5 allowable varieties at least one whole grain variety, in 12oz. or larger packages	60oz. Total
<b>WHOLE GRAINS</b>	2 allowable varieties	2 – 16oz. packages
<b>PEANUT BUTTER</b>	Any brand labeled "peanut butter"	2 – 16 to 18oz. containers
<b>LEGUMES</b>		
DRIED PEAS AND BEANS OR CANNED BEANS	2 varieties  2 varieties	1 lb. each, 2 lb. Total  4 – 15.5oz. to 16 oz. Cans
<b>CANNED FISH</b>	Any brand chunk light tuna, pink salmon, or sardines, not packed in oil, in 3.75, 5 or 6oz. cans	At least 45 ounces*

Stores applying to become WIC Authorized are required to have all of the above listed inventory.

(\*) WIC Authorized stores may be granted an exception to stocking these items based on proven lack of WIC customer need. Excepted products specified on a WIC check must be available within 48 hours.

Other standard formulas, kosher formulas and alternative products specified on the WIC check are not minimum inventory requirements. The store must be able to provide these within 72 hours after being presented with a WIC check for that item. These items are as follows:

## Other Standard Formulas

Similac Sensitive

Similac Go & Grow

Similac Go & Grow Soy

Similac Total Comfort

Similac For Spit-Up

## Alternative Products

### **Soy Beverage (32 or 64 ounce containers):**

Pacific Natural Foods - Ultra Soy (Original or Vanilla flavored) Shelf Stable  
8<sup>th</sup> Continent (Original or Vanilla) Refrigerated Section

### **Tofu (16 ounce containers):**

Azumaya:	Firm, Extra Firm
House Foods Premium:	Medium Firm, Firm, Extra Firm
Nasoya:	Silken, Lite Silken

**Dry Milk** Container size printed on the WIC check

**Evaporated Milk** in 12oz. cans

## **WIC Checks and WIC Customer Identification Card**

**WIC CHECKS.** The WIC Program in Pennsylvania uses retail stores and the banking system to provide food to WIC customers. This system allows WIC customers to transact negotiable vouchers (WIC checks) for specific foods available from retail food stores. The retailer receives payment for the food items by depositing the WIC checks in the store's bank account; see Depositing WIC Checks. Acceptance of the WIC checks by the store represents a financial transaction between the State Agency (payer) and the retail store (payee), not the WIC customer and the retail store.

All WIC checks are currently produced locally, statewide. All checks are computer produced. An example of the latest WIC check can be seen on page 12.

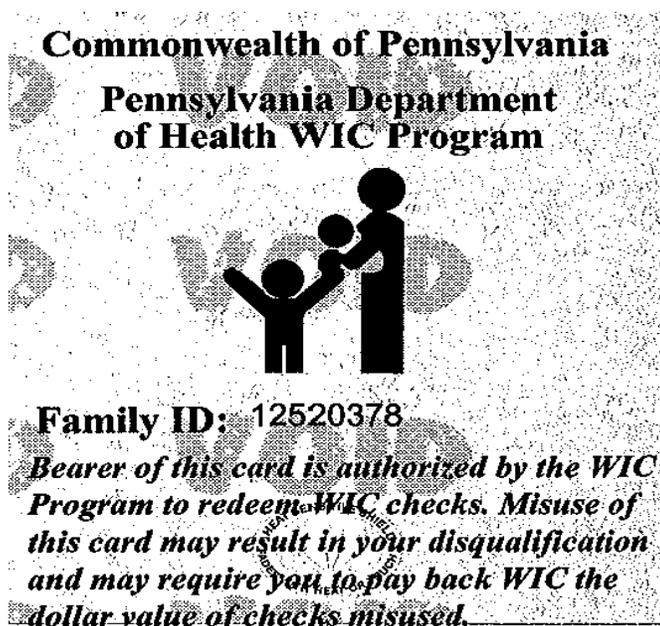
A WIC check is **NOT** signed at the WIC office. It must be signed and dated when it is transacted at the WIC Authorized store to verify the "Pay Exactly amount" after the cashier enters the amount. **If your store is presented with a check that has already been signed, your store may not accept the check.** Please refer the WIC customer to their WIC office for assistance.

WIC customers may be parents or guardians who are referred to as proxies, and are permitted to transact WIC checks. The Local Agency provides the WIC customer or designated proxy with an **identification card which must be presented when picking up WIC checks at the WIC office and when transacting them at the WIC retail store.** An example of how WIC checks should appear when they are transacted is shown on pages, 12, 13 and 14.

**WIC CUSTOMER IDENTIFICATION CARD.** An identification (ID) card is issued by Local Agencies to all families participating in the WIC Program. This card is used as identification for WIC customers during WIC office visits and for the issuance and transaction of WIC checks. It is printed on the same type of paper as the WIC check.

**WIC customers must present the identification card when picking up WIC checks at the WIC office and when transacting them at the WIC retail store.** The cashier **must** ask to see the WIC customer's ID card to verify that he/she is authorized to transact the WIC checks **every time** they go through the check-out line. **The family identification number printed on the check must match the family identification number printed on the WIC ID card.**

If **the WIC customer** does not have a WIC ID card, or if the family ID number on the ID card does not match the family ID number on the WIC check the cashier **must** refuse to accept the WIC check.



The statement under the Family ID number is written to the WIC customer, not the store.

**TRANSACTING WIC CHECKS.** WIC customers are instructed to separate WIC foods from their other purchases and separate WIC purchases by check. This is done to simplify the transaction and take less time at the check-out. Sometimes it may be necessary for the cashier to assist WIC customers in separating WIC foods from other items before ringing up the sale.

When accepting WIC checks, the cashier is to use the following procedures:

### **WIC Check Transaction Procedure**

The following procedures must be followed to successfully transact a WIC Check.

1. Ask to see the WIC customer's WIC ID Card to verify that he/she is authorized to transact the WIC checks **every time** a WIC check is presented. Verify that the Family ID number on the WIC ID matches the Family ID number on all the checks presented. If the numbers are different, tell the WIC customer to return to the WIC office for assistance.
2. Check the "First Day to Use" and the "Last Day to Use" dates to verify that today's date is within these dates. There will never be more than 30 days between the first and last day to use. If either of the dates are missing, changed or altered in any way, you may not accept the check. Tell the WIC customer to return to the WIC office for assistance. If you transact a check that has been altered you will not be reimbursed for it.
3. Check to see that only the items listed on each WIC check and no more than the quantities printed on each WIC check are being purchased **and that these items are also authorized** on the current WIC allowable food list. Milk is listed in half-gallon units. For example, \*3\* half gals\* means three half-gallons; that is 1 ½ gallons total - not 3 gallons and a half. Milk may be bought in half gallon or gallon containers unless the check specifically states 1 quart of milk. If 1 quart is specified, then one quart and only one quart of milk may be purchased. The store may not encourage or discourage a WIC customer from purchasing gallons or half gallons, as long as the amount being purchased is equal to or less than the amount on the check.
4. Ring up the sale for each WIC check **separately** and deduct cents-off coupons which apply to the foods on the WIC check, then write the amount from the register in the "Pay Exactly" box using a blue or black pen. The "Pay Exactly" amount is the exact amount of the sale minus any cents-off coupons.
5. After filling in the "Pay Exactly" box the WIC customer must verify that the amount on the register matches the amount in the "Pay Exactly" box of each WIC Check. The customer then signs and dates in ink on the "Signature of Endorser or Proxy" and "date" lines. If the check is not signed it will be rejected by the bank.
6. If an error is made in recording the "Pay Exactly" amount, a single line should be drawn through the amount and the correct amount must be written above. **The WIC customer must write his/her initials next to the corrected amount to verify the correction**, as shown on page 14.
7. You must ensure the person transacting the WIC check signs on the "Signature of Endorser or Proxy" line. Please also ask the person to date the check in the space provided.

## Cash Value Voucher (CVV) Transaction Procedure

The CVV is a WIC Check that is transacted in the same way as a regular WIC check except that it is written for up to a specific dollar value; \$6, \$10, or \$15 and that it is used to purchase allowable fresh, frozen, and/or canned fruits and vegetables.

1. Ask to see the WIC customer's WIC ID Card to verify that he/she is authorized to transact the WIC CVV **every time** a CVV is presented. Verify that the Family ID number on the WIC ID matches the Family ID number on all the CVVs that have been presented. If the numbers are different, tell the WIC customer to return to the WIC office for assistance.
2. Check the "First Day to Use" and the "Last Day to Use" dates to verify that today's date is within these dates. There will never be more than 30 days between the first and last day to use. If either of the dates is missing, changed or altered in any way, you may not accept the CVV. Tell the WIC customer to return to the WIC office for assistance. If you transact a CVV that has been altered you will not be reimbursed for it.
3. For the CVV, instead of verifying that the foods that the WIC customer has chosen are the foods listed on the check, the cashier will verify that the fruits and vegetables are WIC allowable fruits and vegetables. Please use the WIC Food List that is at the register to determine what is allowed.
4. Ask the WIC customer if they are prepared to pay the difference if their order goes over the value of the CVV.

If the WIC customer is **prepared to pay the difference**; ring up the allowable fruits and vegetables and total the order. If the order exceeds the value of the CVV, write the value of the CVV in the "Pay Exactly" box and accept the WIC customer's payment of the difference.

If the WIC customer is **not prepared to pay the difference**; ring up the allowable fruits and vegetables getting as close as possible to the value of the CVV. Write the amount that is less than or equal to the value of the CVV, from the register in the "Pay Exactly" box using a blue or black pen. **No change is ever given to the WIC customer.**

5. After filling in the Pay Exactly box the WIC customer must verify that the amount on the register matches the amount in the Pay Exactly box of each CVV. The customer then signs and dates in ink on the "Signature of Endorser or Proxy" and "date" lines. If the CVV is not signed it will be rejected by the bank.
6. If an error is made in recording the "Pay Exactly" amount, a single line should be drawn through the amount and the correct amount written above. **The WIC customer must write his/her initials next to the corrected amount to verify the correction**, as shown on page 14.

At the discretion of the store, multiple CVVs may be combined into one transaction.

WIC customers may purchase more than the value of the CVV if the WIC customer chooses to pay the difference with cash, check, credit, SNAP (formerly Food Stamps) benefits, or some other form of payment.

If the WIC customer spends less than the dollar amount they **must not** receive any money back.

1. **You may not give rain checks** for allowable foods that are unavailable or charge for foods not provided.
2. **You may not give cash or credit** for WIC checks instead of the food prescribed.
3. **You may not substitute non-allowable foods or non-food items** in place of allowable foods listed on the WIC check.
4. **You may not charge to the WIC check more than the quantity of each type of food printed on the check.** The WIC customer may purchase less than the printed amount.
5. **You may not require personal identification such as a driver's license or telephone number as a condition for accepting WIC checks.** All WIC customers are issued a WIC ID Card by the WIC Local Agency to indicate that they are eligible to receive WIC foods. If a question arises regarding the person's right to transact the WIC checks, the WIC Local Agency should be contacted for verification.
6. **You may not seek cash, personal check or another WIC check as reimbursement** from the WIC customer for the cost of WIC checks rejected by the banking system. WIC retail stores should contact the Local Agency regarding WIC checks for which they have not received payment for possible reissuance. **Checks older than 120 days past the First Day to Use cannot be reissued.**
7. **You may not transact a WIC check that has been altered or changed in any way.** Other than a cashier's correction to the "Pay Exactly" block, when necessary (see page 14)
8. **You may not deny use of cents-off coupons** for WIC transactions. Cents-off coupons must be deducted from the total purchase price, reducing the "Pay Exactly" amount to be entered on the WIC check.
9. **You may not give change to the WIC customer** due to a difference between the "Pay Exactly" and the maximum allowable prices for the foods authorized on the WIC check. Nor shall change be given if the WIC customer is using coupons toward the purchase of WIC foods.
10. **You may not require the WIC customer to pay for WIC foods,** for which purchase is authorized, for any reason.
11. **You may not treat WIC customers differently from cash customers,** for example, by not allowing WIC customers to take advantage of special manufacturer or store promotions such as "Free Ounces of product as marked on container" or "Buy One-Get One Free".

# COMPUTER GENERATED WIC CHECK

TO VERIFY AUTHENTICITY, SEE REVERSE SIDE FOR DESCRIPTION OF THE 13 SECURITY FEATURES

97-097 CLINIC NUMBER	①	13649413 PARTICIPANT ID NUMBER	②	340 Child under 2 Te PARTICIPANT NAME	③	1 FIR	④	4710124191 CHECK #
PARTICIPANT MUST REDEEM BY LAST DAY TO USE		④	OCT 1 2009	⑤	OCT 13 2009	⑥	12520378	60-142 313
*4*Half Gal Whole Milk		REDEEM FOR THESE ITEMS ONLY		LAST DAY TO USE		FAMILY ID		STORE MUST DEPOSIT WITHIN 45 DAYS OF FIRST DAY TO USE
*1*Doz Eggs								
*4-16 oz Canned Beans (Or *1-Lb Dry Beans/Peas)								
*1*64 oz containers Juice								
*36-oz or less WIC Cereal								
*16 oz. WIC Allowable Whole Grain								
<p style="font-size: x-small;">Eating a rainbow of fruits &amp; vegetables daily will keep the doctor away!</p> 				<p><b>PAY EXACTLY</b></p> <div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div> <p><b>TO THE ORDER OF</b> Any Authorized WIC Vendor</p>		<p><b>SIGNATURE OF ENDORSER OR PROXY</b> (SIGN IN INK AT STORE) FULTON BANK LANCASTER, PENNSYLVANIA 17604</p>		<p><b>DATE</b></p>
 <p>COMMONWEALTH OF PENNSYLVANIA DEPARTMENT OF HEALTH - WIC PROGRAM ROOM 604 HANBING, 7TH &amp; FOSTER STREETS HARRISBURG, PA 17120</p>								

⑈4710124191⑈ ⑆031301422⑆ 019 000 249 0⑈

1. The number of the WIC Office that issued the check.
2. The WIC customer's identification number. Every family member will have his/her own ID number.
3. The WIC customer name.
4. "First Day to Use" The first date that the WIC check may be transacted. The WIC customer has up to 30 days to transact (through the "Last Day of Use" date). Checks may have less than 30 days to use but never more than 30 days to use. The WIC store has 45 days from the "First Day to Use" to deposit.
5. "The Last Day to Use" The last date WIC check may be transacted.
6. The "Family ID Number" This must match the Family ID number on the WIC ID card.
7. The Maximum quantities of specified foods for which the WIC check may be transacted.
8. The "Pay Exactly" Box. The cashier enters the exact amount of the transaction here, in ink.
9. "Signature of Endorser or Proxy" and "date" lines. The endorser or proxy signs and dates here at the completion of the WIC transaction; **after** the cashier has entered the exact amount in the "Pay Exactly" Box. The cashier must assure this individual shows appropriate WIC ID Card.

Completion of the "Signature of Endorser or Proxy" line is required for all WIC checks no matter who (participant/their parent or guardian/or proxy) is transacting them. The person presenting the WIC check must produce a WIC ID card with the appropriate Family ID number on it.

## CASH VALUE VOUCHER - FRUIT AND VEGETABLE CHECK

TO VERIFY AUTHENTICITY, SEE REVERSE SIDE FOR DESCRIPTION OF THE 13 SECURITY FEATURES

97-097 CLINIC NUMBER	1	13649413 PARTICIPANT ID NUMBER	2	340 Child under 2 Te PARTICIPANT NAME	3	3 F#	4710124353 CHECK #
PARTICIPANT MUST REDEEM BY LAST DAY TO USE	4	OCT 1 2009 FIRST DAY TO USE REDEEM FOR THESE ITEMS ONLY	5	OCT 13 2009 LAST DAY TO USE	6	12520378 FAMILY ID	60-142 313
***** VALID FOR \$6 WIC ALLOWABLE FRUITS AND VEGETABLES ONLY *****				7			
Eating a rainbow of fruits & vegetables daily will keep the doctor away!				8	<b>PAY EXACTLY</b> <div style="border: 1px solid black; width: 100px; height: 20px; margin: 5px 0;"></div> <b>TO THE ORDER OF</b> Any Authorized WIC Vendor		
				9	SIGNATURE OF ENDORSER OR PROXY (SIGN IN INK AT STORE) FULTON BANK LANCASTER, PENNSYLVANIA 17604		
					DATE STORE MUST DEPOSIT WITHIN 45 DAYS OF FIRST DAY TO USE		



COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF HEALTH - WIC PROGRAM  
ROOM 604, 400 N. 3RD ST.  
HARRISBURG, PA 17102

⑈4710124353⑈ ⑆031301422⑆ 019 000 249 0⑈

The Cash Value Voucher is a WIC Check that is printed on the same paper a regular WIC Check, has a set dollar value and allows the WIC customer to purchase the set value of WIC allowable fruits and vegetables.

1. The Number of the WIC Office issuing the check.
2. The WIC customer's identification number. Every family member will have his/her own ID number.
3. The WIC customers name.
4. "First Day to Use" The first date that the WIC check may be transacted. The WIC customer has up to 30 days to transact (through the "Last Day of Use" date). Checks may have less than 30 days to use but never more than 30 days to use. The WIC store has 45 days from the "First Day to Use" to deposit.
5. "Last Day to Use" The last date WIC check may be transacted.
6. The "Family ID Number" This must match the Family ID number on the WIC ID card.
7. The Maximum Value of the Cash Value Voucher, CVV.
8. The "Pay Exactly" Box. The cashier enters the exact amount of the transaction here, in ink.
9. "Signature of Endorser or Proxy" and "date" lines. The endorser or proxy signs and dates here at the completion of the WIC transaction; **after** the cashier has entered the exact amount in the "Pay Exactly" Box. The cashier must assure this individual shows appropriate WIC ID Card.

Completion of the "Signature of Endorser or Proxy" line is required for all WIC checks no matter who (participant/their parent or guardian/or proxy) is transacting them. The person presenting the WIC check must produce a WIC ID card with the appropriate Family ID number on it.

# CORRECTING A WIC CHECK OR CASH VALUE VOUCHER

TO VERIFY AUTHENTICITY, SEE REVERSE SIDE FOR DESCRIPTION OF THE 13 SECURITY FEATURES

97-097 CLINIC NUMBER	13649413 PARTICIPANT ID NUMBER	340 Child under 2 Te PARTICIPANT NAME	2 FI#	4710124221 CHECK #	 <p style="font-size: x-small; text-align: center;">COMMONWEALTH OF PENNSYLVANIA DEPARTMENT OF HEALTH - WIC PROGRAM ROOM 604 - HAVILDOR 7TH &amp; FORSTER STREETS HARRISBURG, PA 17120</p>
PARTICIPANT MUST REDEEM BY LAST DAY TO USE *4*Half Gal Whole Milk *1*64 oz containers Juice *16 oz. WIC Allowable Whole Grain		OCT 1 2009 FIRST DAY TO USE REDEEM FOR THESE ITEMS ONLY	OCT 13 2009 LAST DAY TO USE	12520378 FAMILY ID	60-142 313 STORE MUST DEPOSIT WITHIN 45 DAYS OF FIRST DAY TO USE
		PAY EXACTLY <u>15.99</u> \$ <u>15.59</u> TO THE ORDER OF Any Authorized WIC Vendor			
Eating a rainbow of fruits & vegetables daily will keep the doctor away!		SIGNATURE OF ENDORSER OR PROXY <u>Jane Doe</u> DATE <u>10/2/09</u> (SIGN IN INK AT STORE) FULTON BANK - LANCASTER, PENNSYLVANIA 17604			

⑈ 4 7 1 0 1 2 4 2 2 1 ⑈ ⑆ 0 3 1 3 0 1 4 2 2 ⑆ 0 1 9 0 0 0 2 4 9 0 ⑈

1. The number of the WIC Office that issued the check.
2. The WIC customer's identification number. Every family member will have his/her own ID number.
3. The WIC customers name.
4. "First Day to Use" The first date that the WIC check may be transacted. The WIC customer has up to 30 days to transact (through the "Last Day of Use" date). Checks may have less than 30 days to use but never more than 30 days to use. The WIC store has 45 days from the "First Day to Use" to deposit.
5. "The Last Day to Use" The last date WIC check may be transacted.
6. The "Family ID Number" This must match the Family ID number on the WIC ID card.
7. The Maximum quantities of specified foods for which the WIC check may be transacted.
8. The "Pay Exactly" Box. The cashier enters the exact amount of the transaction here, in ink.
9. "Signature of Endorser or Proxy" and "date" lines. The endorser or proxy signs and dates here at the completion of the WIC transaction; **after** the cashier has entered the exact amount in the "Pay Exactly" Box. The cashier must assure this individual shows appropriate WIC ID Card.
10. If at the time of the sale a correction is necessary to the Pay Exactly amount of a regular WIC Check or a CVV, the cashier must draw one single line through the incorrect Pay Exactly amount and write the correct amount above. The WIC customer who signs the check at the store must write his/her initials near the correct Pay Exactly amount, to verify the corrected amount, at the time of the transaction. This is the only method accepted for correction of a WIC check and may be done only once per check. Multiple corrections will not be accepted.

Completion of the "Signature of Endorser or Proxy" line is required for all WIC checks no matter who (participant/their parent or guardian/or proxy) is transacting them. The person presenting the WIC check must produce a WIC ID card with the appropriate Family ID number on it.

## Depositing Checks

**All WIC Checks must be transacted, submitted and deposited by the same store. Only stores that are authorized by the WIC Program may transact WIC Checks.**

The WIC retail store is reimbursed for the WIC checks deposited in the store's bank account. The WIC Checks are to be deposited as soon as practicable but not later than forty-five (45) days from the "First Day to Use" date. Deposits after this date may not be honored.

**Prior to depositing WIC checks in the store's bank, the store must submit to the WIC Program the check numbers of the checks they have accepted. Without this information WIC Checks will be returned by WIC's bank without payment.**

Check information can be submitted to the WIC Program using four methods depending upon the electronic capabilities of the store.

1. Electronic Cash Register system - Requiring a cash register that captures the WIC Check number off the MICR line of the WIC Check; and an in-store network to capture that information on the store's computer system in a file format that can be transmitted via the internet to the State WIC Office.
2. Mini MICR reader requiring a personal computer with internet access.
  - a. Stores must be registered on the Vendor Assistant Website to use this method.
  - b. Contact your Local Agency Retail Store Coordinator for more information.
3. Touchtone telephone system. All new stores are notified of their WIC Vendor ID number and their Touchtone Telephone PIN in their authorization letter. To use this system:
  - a. Gather daily WIC checks before depositing them in the bank;
  - b. Call the WIC Check Line at **(800) 675-6395**; and
  - c. Follow audio prompts to enter each WIC check number.
4. Stores can also submit checks on the Vendor Assistant website as follows:
  - a. Log onto: <https://wic.health.state.pa.us/VendorAssistant/>
  - b. Click on: New users click here
  - c. Click on: Apply for a user account now
  - d. Then apply for a single store account by:
    - i. Entering and confirm your e-mail address;
    - ii. Enter the store's five digit WIC store number;
    - iii. Enter the store's Federal Tax ID number; and
    - iv. Click on Submit Application.
  - e. Once your store has an account on the Vendor Assistant website you will receive an email with your password. The password is case sensitive, so we recommend copying and pasting it into the "password" area.
  - f. Once signed in, click on "My Stores" then "Check Acceptance" to input your redeemed check numbers. Print the page before submitting to document the submission. Always save your check data to submit the check numbers.

Stores may upgrade or change their system of check acceptance notification by contacting the Pennsylvania Bureau of WIC.

## WIC Check Issues

### Check Reissuances:

For a check to be considered for reissuance the store must have submitted the check number to the WIC program via the phone, MICR reader, electronic cash register or on-line.

WIC must receive the original check or the Check 21-Bank copy of the check, the check must be presented to the store's Local Agency, Retail Store Coordinator for reissuance within 120 days from the "First Day to Use" and the check must not be altered. Correction of the "Pay Exactly" amount is not considered an alteration.

### Reasons a check would need to be reissued:

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| <ul style="list-style-type: none"> <li>a. Check missing the customer's signature.</li> <li>b. Pay exactly amount is missing.</li> <li>c. Pay exactly amount is corrected incorrectly.</li> <li>d. WIC Check is post or stale dated.</li> </ul> | <ul style="list-style-type: none"> <li>e. WIC Check is completed in pencil.</li> <li>f. WIC Check is rejected as "Stop Payment"</li> <li>g. "Over Maximum Amount"</li> <li>h. "VOID" by the bank.</li> </ul> |
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### Store Identified Reissuances:

If stores review their checks for errors before the check is submitted to the bank they are allowed roughly twice as many reissuances than if the checks go to the bank and are rejected.

## REISSUANCE GUIDE FOR FOOD INSTRUMENTS (FIs) REJECTED BY THE BANK OR IDENTIFIED BY THE RETAIL STORE

NOTE: Any FI presented for reissuance must fall within this policy Section A1 and A2.

Number of WIC customers	1-100	101-300	301-600	601-850	851-1000	1001-2000	2001 +
<b>AUTHORIZED REISSUANCE ALLOWANCE</b>							
FIs Rejected by the Bank	6	15	20	25	40	60	80
FIs Identified by the retail store prior to deposit in bank	12	40	50	60	75	100	120
Total	18	55	70	85	115	160	200
75% of Total	14	42	53	64	87	120	150

## Bank Rejected Checks:

If a WIC check is bank rejected it will have a return reason in the left column of the bank copy. The return reasons are as follows:

C - Stop Payment	G - Stale Dated
H - Post Dated	P - Over Maximum Amount
Q - Not Authorized (Check number has not been submitted to the WIC Program)	
S - Refer to Maker (Any other type of rejection)	

**“Return Reason – Q Not Authorized”**, will be the **Only reason** used for checks that have not been submitted to WIC prior to being deposited in the bank. These and All WIC checks **must** be submitted to PA WIC via the PA WIC Checkline (800-675-6395), Check Scan, or the Vendor Assistant website (<https://wic.health.state.pa.us/vendorassistant/>) as soon as possible, before you deposit or re-deposit them in the bank. Checks must be processed by the bank within **45 days** from the “First Day to Use” to be paid.

Checks with Return Reasons C, G, H and P must be sent as soon as possible to your local agency retail store coordinator for reissuance. Checks received beyond **120 days** from the “First Day to Use” will not be reissued.

If a store receives a “Return Reason - S Refer to Maker” check that has not already been rejected for another reason and the MICR line has not been altered, please contact your local agency, retail store coordinator, or the State Agency to determine the return reason.

WIC’s bank has stopped stamping checks. Any stamps that appear will be done by the depositing bank. Please contact your bank to ensure that they will process “Return Reason – Q Not authorized” checks after you submit the check information to WIC and re-deposit.

## **Contacting the WIC Program**

Retail stores are encouraged to contact the WIC program whenever questions or problems arise. Questions regarding the operation of the program should be directed to the State Agency.

Pennsylvania Department of Health  
Bureau of WIC  
Retail Store Management Unit  
625 Forster St.  
7 West Health & Welfare Bldg.  
Harrisburg, PA 17103  
(717) 783-1289

Questions about conditions of participation, WIC allowable foods, minimum inventory and transaction of WIC checks may be referred to the local agency. **Complaints about participants** should also be reported to the local agency.

A Tech support phone line is available to help with set-up and assistance with MICR Reader problems;

**Tech Support: (866) 805-8502**

A Vendor Help Desk is available via e-mail or telephone as follows;

Email: [wicvendorhelp@state.pa.us](mailto:wicvendorhelp@state.pa.us)

Telephone: **Help Desk Phone: (866) 407-4370**

WIC is an equal opportunity provider. If you believe you have been discriminated against because of race, color, national origin, age sex or handicap, write immediately to the Secretary of Agriculture, Washington, DC 20250. You should be aware that participants are also advised that WIC is an equal opportunity program.

WIC provee igualdad de oportunidades.