
Performance Guidelines: Monitoring

Effective Date: June 1, 2014

Supersedes: January 1, 2011

These guidelines define the authorized retailer's role when an agency representative from the WIC Program conducts an on-site monitoring or inventory survey visit.

I. General Monitoring

- A. A store representative (preferably a manager) is encouraged to accompany the agency representative during an on-site visit. The agency representative may be local, state, federal, or other staff. Anyone representing the WIC Program is required to show picture identification to a store manager prior to completing the on-site visit.
- B. The store representative must identify whether any Minimum Stocking Requirement food items are located anywhere other than the customer shopping areas. The store representative may be required to move available stock to the customer shopping area for stock to be counted during an on-site visit.
- C. Authorized retailers with areas of noncompliance observed during these visits will receive a warning letter from the State WIC Office due to documented violations including (but not limited to) failure to meet the Minimum Stocking Requirement and failure to post prices and/or shelf labels near WIC-approved foods.
- D. A store representative is required to sign the on-site visit record, acknowledging documentation of any findings during the visit. If after completion of the on-site visit a manager cannot be located or does not respond within 10 minutes of notification, the agency representative must obtain the signature of any available employee or record the reason why the results were not signed.
- E. Authorized retailers must contact the store's assigned Vendor Liaison to address questions about the corrective action required to resolve any areas of noncompliance documented during an on-site visit.

II. Formula Monitoring

- A. Authorized retailers must maintain at least twelve months of the most current infant formula purchase invoices from all sources including the primary formula supplier.

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- B. The formula purchase invoices retained by the store must include the following information:
1. Supplier's name, phone number, and address;
 2. Date of the purchase; and
 3. Itemized list of the items purchased including:
 - Size;
 - Stock number;
 - Quantity;
 - Unit price; and
 - Extended price.
- C. If retail cash receipts are used, this documentation must include the following information:
1. Store name and address or a code number by which the store location can be identified;
 2. Date of purchase; and
 3. Itemized list of the items purchased including:
 - Quantity;
 - Unit price; and
 - Extended price.
- D. Cash receipts are considered complete when a computer code (which can be verified by the store) accompanies the item description. Cash receipts without an item description require listing the exact WIC-approved items purchased (including brand, type, and size) on the back of the receipt and must be signed by a store manager.

References:

- State WIC Regulation 12VAC5-195-580. Performance and administrative monitoring.