

### Message from Mike

Dr. Marissa Levine, Commissioner, Virginia Department of Health (VDH), has challenged all VDH employees to make Virginia the healthiest state in the nation. The illustration depicts the holistic and integrated approach required to impact the health of a community. Unfortunately when one thinks about the health of a community, first thoughts are often related to access to healthcare systems. But to improve the overall health of a community, one must address many factors that impact our health: environmental factors, personal behaviors, economic factors, as well as access to medical care. All of these factors together determine the health of a community.

A strong start for children is critical. As a community we need to ensure that programs and processes are in place to ensure healthy births and proper early childhood development available to all. As a very important member of Team WIC, all of you should feel a great sense of fulfillment and accomplishment in what we do. Providing the nutritious foods for our participants is critically important to the success of the Virginia WIC Program. Numerous studies have repeatedly documented that every dollar spent in the

WIC Program saves several dollars in future medical costs. Women who participate in WIC give birth to healthier babies. Children participating in WIC are more likely to be immunized against childhood disease. Improvements made to the WIC food package in recent years have contributed to healthier food environments within low income neighborhoods and have improved access to fruits, vegetables, and whole grains, regardless of whether they participate in WIC.

As I mentioned at our last quarterly Retailer Advisory meeting, this is an important year for WIC as Congress begins to debate reauthorization. WIC is vitally important as we make Virginia the healthiest state in the country. By the way, Virginia is currently number 21!

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### Framework for Well-Being in Virginia



# Change Is On the Horizon

Change is inevitable. It has been a busy year. As you may recall, last September we stopped issuing paper food instruments and entered the eWIC world statewide. The following month we began using the Crossroads system to calculate the Not-To-Exceed (NTE) amounts for a specific Universal Product Code (UPC) or subcategory. The NTE values being used are now recalculated by the system weekly, using the past month's redemptions. A report is produced daily by the Crossroads system. WIC Program staff continues to monitor, as well as refine, the NTE levels being used. If you have any questions about the NTEs being used by the Program, please contact Jessica Owen Day, Vendor Liaison (Jessica.Owen.Day@vdh.virginia.gov, 804-864-7835).

Several times a year, the WIC Program analyzes eWIC redemptions paid to authorized retail stores. This type of analysis includes looking at eight different foods. The Program compares a store's redemption history for a specific period with stores assigned to that same peer group. Stores with redemption levels that are significantly higher than their peer group received a warning letter which outlines the paid amounts that are too high. This type of analysis was completed for redemptions processed during the months of January and February, as well as March and April. Every two months this type of redemption analysis will be done. Stores that receive "Non-Competitive Redemption Warning" letters are expected to look for ways to reduce their charges for the affected foods. The WIC Program will continue to look for additional ways to analyze redemption data and identify stores whose redemption levels are non-competitive.

Several changes were made that affect the existing Retailer Manual. These changes were made to existing guidelines and affect the Minimum Stocking Requirement (MSR) and the Signage and Shelf Label guidelines. A summary of these changes includes:

- Eliminating the requirement to stock a MSR for whole and 2% milk products;
- Adding a new requirement that stores must stock two different container sizes of reduced fat (1% or fat free) milks, i.e., half gallon and one gallon containers or quarts and one gallon containers; and
- Clarifying the use of "Wholesome Informed Choices" or "WIC" shelf labels on store brand or least expensive brand available for whole and 2% milks. Stores are discouraged from using "WIC" labels on these types of milks; however stores must continue to use "WIC" shelf labels on store brand or least expensive brand available for reduced fat milks only. A current copy of the Retailer Manual that includes these updated guidelines is available at the link below.

Another milestone accomplished this past year involves using a customized iPhone application to document monitoring review results. This new method significantly reduces the time between when MSR results are documented and administrative actions taken. In June, the State WIC Office will provide the necessary training to local agency staff so they can resume performing on-site store visits using this new approach. The WIC Program is excited to use this innovative approach to improve the support provided to retail stores and WIC participants.



## Virginia WIC Program Retailer Manual

[http://www.vahealth.org/DCN/Vendor/Files/PDFs/2011%20Vendor%20Manual\\_\\_with%20Links.pdf](http://www.vahealth.org/DCN/Vendor/Files/PDFs/2011%20Vendor%20Manual__with%20Links.pdf)

## Can I sell this Formula to a WIC Cardholder ?

Stores are authorized to sell various primary infant formulas manufactured by Abbott Nutrition. These primary formulas are considered "contract formulas". For special formulas, Nutramigen Lipil (powder and concentrate) and Similac Expert Care Alimentum (powder) can be purchased at retail stores. Additionally, medical foods such as Pediasure (all flavors) six packs can be purchased at retail stores.

An updated listing of formulas and medical foods that can be purchased at retail stores will be distributed through the WIC Approved Food List (2015). The specific forms and type of formulas and medical foods that can be sold at retail store are identified on the Formula Flyer. Please contact the State WIC Office if you need additional copies of the existing formula flyer.

# What is WIC?

The USDA stated mission for WIC is “To safeguard the health of low-income women, infants, and children up to age five who are at nutrition risk by providing nutritious foods to supplement diets, information on healthy eating, and referrals to health care.” Food, nutrition counseling, and access to health services are provided to low-income women, infants, and children under the Special Supplemental Nutrition Program for Women, Infants, and Children, popularly known as WIC.

Federal grants to States for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women and to infants and children who are found to be at nutritional risk are provided to WIC Programs. Established as a pilot program in 1972 and made permanent in

1974, WIC is administered at the Federal level by the Food and Nutrition Service (FNS) of the USDA. Formerly known as the Special Supplemental Food Program for Women, Infants, and Children, WIC’s name was changed under the Healthy Meals for Healthy Americans Act of 1994, in order to emphasize its role as a nutrition program.

WIC is effective in improving the health of pregnant women, new mothers, and their infants. A 1990 study showed that women who participated in the program during their pregnancies had lower Medicaid costs for themselves and their babies than did women who did not participate. WIC participation was also linked with longer gestation periods, higher birth weights and lower infant mortality.

## Vendor Claims

A “Vendor Claim” assessment is a requirement for a retailer to repay the Virginia WIC Program for an erroneous or unauthorized reimbursement. For example, any foods, formulas or medical foods that were ineligible to be purchased using the eWIC benefit card may result in a “Vendor Claim” assessment. An example of when a “Vendor Claim” may be assessed is when a generic Product Look up (PLU - 44691) code is improperly used when processing an eWIC transaction. If this type of violation is documented during a compliance investigation then this type of error can lead to a Vendor Claim being assessed, as well as the store’s WIC Program authorization being at risk for disqualification.

**Vendor Claim and a Compliance Investigation** – A store must reimburse the WIC Program for the amount paid on ineligible products purchased during a compliance investigation. If repayment is required, then the WIC Program will send a written request to affected stores identifying when a “Vendor Claim” is due.

**Vendor Claim Dispute** – To dispute a Vendor Claim, the store must send a written request to the Virginia WIC Program explaining the reasons for disputing the claim. Stores are required to send in their Vendor Claim payment within 20 calendar days after receiving notice of the payment obligation.

## Minimum Stocking Requirement

An updated version of the Minimum Stocking Requirement (MSR) guideline effective (2015) was distributed to WIC retailers this past Spring and posted on the Virginia WIC Program’s website. The major change in the updated minimum stocking requirements pertains to liquid milk.

- Reduced Fat Milk 1% or fat free only - Five (5) gallons total minimum stocking requirement.
- Reduced Fat Milk 1% or fat free only - Must have two different container sizes in quarts, half gallons or gallons.

The following liquid milks no longer have a minimum stocking requirement:

- Whole Milk (all container sizes)
- Reduced Fat Milk 2% (all container sizes)

In order to effectively meet customer demands, stores are encouraged to exceed the minimum stocking requirement. Additionally, for store brand milks that do not have a minimum stocking requirement (i.e., 2%, whole milk), stores are expected to stock sufficient quantities to meet customer demand.

# eWIC Transactions

## **For Stores Using Xerox Stand Beside Devices**

**Step 1:** Separate WIC-approved items and process as outlined in the Xerox eWIC Retailer Manual (see pages 59-62).

**Step 2:** Scan/weigh all Cash Value Benefit (CVB) items into Point-of-Sale register and obtain total dollar amount for all CVB items.

**Step 3:** Enter the total dollar amount for all CVB items into the stand beside device under 44691/4469, the generic Product Look-Up (PLU) code. This generic PLU applies to CVB purchases only.

**Step 4:** Non-CVB items selected by the eWIC cardholder must be scanned individually using the item's Universal Product Code (UPC).

**Step 5:** Depending on internal procedures, you may need to process eWIC purchases twice:

- Once using the Xerox stand beside device to determine if the item is eligible against the specific cardholder's benefits (this is the step that alters their benefit balance); and
- Once using your Point-of-Sales register to capture the actual sale amount.

**Reminder:** Check the Xerox eWIC Retailer Manual (see pages 6-7) for specific steps that should be followed in processing eWIC benefits with Xerox stand beside devices.

## **For Stores Using Integrated Systems**

Processing eWIC benefits with integrated systems varies. Operations and instructions depend upon the way your system has been programmed. Contact your corporate office or Value Added Reseller (VAR) for information on processing eWIC benefits with your integrated system.

## Authorized Infant Formula Distributors

As all Virginia WIC Retailers should be aware, infant formula must be purchased from a wholesaler/distributor that has been approved by the Virginia WIC Program. This listing of approved wholesalers/distributors ensures WIC participants receive formula that contains the full nutritional value required by the Program.

As of March 11, 2015, the Virginia WIC Program's list of approved infant formula Wholesalers/Distributors has been updated. The updated list can be found on the VDH website at:



### **Retail Store Management**

<http://www.vahealth.org/DCN/Vendor/retailstore.htm#Authorized>

From this page select the link entitled "WIC Authorized Wholesalers and Distributors". All WIC Retailers should verify that their infant formula supplier is listed on the current approved Wholesalers/Distributors listing.

## Incentives and WIC

Can I give an incentive to just my WIC customers?

The answer to this question is NO. It is against Federal WIC regulations to offer incentives solely to WIC participants in an effort to encourage them to redeem food benefits at your store. Some examples of incentives include: giving away free food or non-food items such as raffle tickets or lottery tickets. Section 246.12(h)(3)(iii) of the Federal WIC regulations requires retailers to offer WIC participants the same courtesies that are offered to non-WIC customers. The reverse is also true. WIC authorized stores may not treat WIC participants differently by denying them incentive items that are offered to non-WIC customers.

# Sanction Schedule

The Virginia WIC Program is mandated by the USDA to conduct undercover compliance investigations at authorized retailers. The type of violations tested is identified in the sanction schedule. The current Sanctions, Compliance and Program Violation schedule was previously provided to you when the eWIC Retail Agreement was signed and when the annual compliance reminder letter was mailed earlier this year.

The sanction schedule consists of both state and federal violations. The sanction schedule also shows different levels to the severity of the offense, ranging from a warning letter to permanent disqualification. Some of the minor offenses include not providing a receipt to cardholders unless expressly declined or charging sales tax on eWIC purchases. The most severe charges include trafficking and illegally buying and selling WIC benefits for fire arms, ammunition, explosives, or controlled substances. During an investigation, the WIC Program will always provide a written notice of the violation, unless the notice will compromise the investigation. Please review the sanction schedule to familiarize yourself with activities that are deemed a violation. It is also important that you share this information with your store personnel and cashiers to ensure everyone understands these program requirements.

A copy of the sanction schedule can be found in the Retailer Manual or provided upon request. If you have any questions about WIC violations, please call or email Alex Acharya (804) 864-7811 or [alex.acharya@vdh.virginia.gov](mailto:alex.acharya@vdh.virginia.gov).

## Complaints

If you have a complaint to report to the State WIC Office, it is critical to send sufficient information so that any eWIC service delivery issues or other concerns may be followed up in a timely manner. Please submit this information to your assigned Vendor Liaison so that any service issues may be handled promptly. The following information is needed on submitted complaints:

- Store Name
- Store Address
- Store Phone
- Date of the incident/time
- Store WIC ID
- City
- Store Email Address
- eWIC PAN on the eWIC card used by the participant
- Receipt/copy of receipt (if applicable)

The preferred submission method is to use the Retailer Complaint and Incident form. If this complaint is in reference to a UPC issue, please submit a UPC Update Request form. Links to both forms and their associated instructions are listed below.

Please keep in mind that WIC participants also have a complaint process similar to the one above and your Vendor Liaison is responsible by ensuring that these complaints are followed up in a timely manner with store management. Please contact your Vendor Liaison if you have any additional questions about the Complaint and Incident process.



### **Retailer Complaint and Incident Form**

<http://www.vahealth.org/DCN/Vendor/Files/PDFs/RetailerComplaintandIncidentForm.pdf>



### **Retailer Complaint and Incident Form - instructions**

<http://www.vahealth.org/DCN/Vendor/Files/PDFs/RetailerComplaintandIncidentFormInstructions.pdf>



### **UPC Update Request Form**

<http://www.vahealth.org/DCN/Vendor/Files/PDFs/UPCUpdateRequestForm2.pdf>



### **UPC Update Request Form - instructions**

<http://www.vahealth.org/DCN/Vendor/Files/PDFs/UPCUpdateRequestFormInstructions2.pdf>

# Time to Clean House

How time flies! Paper WIC Food Instruments and Cash Value Vouchers have not been accepted in Virginia for almost a year, and all authorize stores began a new contract period starting last October. These two events mean that it's time to review your WIC Vendor Binder and discard these outdated and obsolete materials:

- Outdated Retailer Manual
  - Vendor Manual for the Virginia WIC Program (Purple dated January 1, 2011)
- Outdated Cashier Training Guide
- Outdated paper FI processing guidelines
  - How to Accept WIC Food Instruments (Orange VEN-009 Rev 10/09)
  - How to Accept WIC Cash Value Vouchers (Green VEN-010 Rev 10/09)
- Outdated Approved Food Lists (e.g. Effective October 1, 2009)
- WIC Cashier Quick Tips (Blue laminated VEN-121)
- Working with WIC Retailer Bulletins prior to November 2013
- Outdated WIC Shelf Labels (Yellow or Orange)
- Anything that references WIC Food Instruments
- Anything prior to August 2013

## WIC Shelf Labels -- You Spoke, We Listened

All stores are required to use either State WIC Office supplied "Wholesome Informed Choices" or an approved custom shelf label on all available WIC-eligible sizes and containers for the following items:

- Whole grain and non-whole grain cereals;
- Blocked and sliced cheeses;
- Frozen and liquid juices (including the selective brands of Apple and Grape);
- Skim and 1% milk; and
- Peanut butter.

Stores are discouraged from using "WIC" shelf labels on whole and 2% milk. This change was made, due to hearing from retailers. Do you have other ideas on changes that should be considered by the Program? If so, contact your Vendor Liaison or State WIC Office.

Stores have the option of broadening the use of WIC shelf labels on other WIC approved foods as long as they use the labels on all eligible items within a food category, such as whole wheat breads, baby foods, etc.

Repeatedly, the State WIC Office receives complaints from cardholders and local agency staff that cardholders tend to dislike shopping at stores that do not consistently and properly use WIC shelf labels. Put yourself in the shoes of an eWIC cardholder when you decide what non-required food categories would benefit from

using WIC shelf labels. As you might imagine, cardholders are confused and embarrassed if they go to the checkout lane with ineligible items, particularly if the ineligible items were incorrectly marked with a WIC shelf label. Cardholders often prefer shopping where WIC approved foods are clearly labeled and easily identifiable.

Another suggestion - please remove any outdated shelf labels. Use only either your store's approved shelf label or the standard "Wholesome Informed Choices" yellow-green label.

If you need to order additional "Wholesome Informed Choices" shelf labels, or want additional information on how to broaden your use of shelf labels, please contact your assigned Vendor Liaison. You can use a Retailer Supply Request Form to request additional WIC shelf labels (see link below).



### Retailer Supply Request Form

<http://www.vahealth.org/DCN/Vendor/Files/PDFs/RetailerSupplyRequestForm.pdf>



# Who to Contact

Below is a quick reference guide that identifies who to contact for specific retailer issues.

Important: Any technical issues related to your integrated Point of Sale (POS) system should be reported to your Corporate Information Technology (IT) department or Value Added Reseller (VAR). Most other questions can be answered by simply reviewing the Xerox eWIC Retailer Manual and the Virginia WIC Program's Retailer Manual. If your specific question is not covered in either of these resources, contact your store's assigned Vendor Liaison for assistance.

## **Xerox Retailer Help Desk 1-877-436-6057**

- Report a found eWIC benefit card.
- Request "eWIC Cards Accepted Here" window decals or checkout lane signage.
- Obtain answers on reimbursement and settlement related issues.
- Receive services on Xerox supplied stand-beside devices or report equipment failure.
- Seek assistance with understanding system error messages.
- Purchase additional Xerox stand-beside devices or make arrangements to return these devices.

## **Virginia WIC UPC Coordinator 804-864-7849**

- Ask questions about the status of specific food items on the Virginia APL file. (UPC code information is needed)
- Seek assistance on how to submit a UPC request for foods ringing up as Not Approved.
- Follow up on the status of a UPC Update Request form that was previously submitted to the WIC Program.
- Ask questions about the PLU Mapping Process for Cash Value Benefit (CVB) redemptions.
- Ask question about the FTP site for daily downloading of the Virginia APL file.
- Ask questions about the eWIC certification process for installing a new Electronic Cash Register (ECR) System.

## **Virginia WIC Program's Vendor Liaison 804-864-7800**

- Identify customer service issues related to the eWIC cardholder using their eWIC benefit card, e.g., rude behavior; attempt to purchase not approved foods.
- Identify improper use or possible abuse of the eWIC benefit card or foods purchased using the eWIC card.
- Obtain additional copies of training resources printed and distributed by the WIC Program; i.e., Approved Food List, Formula Flyer, WIC shelf labels.
- Seek assistance in getting access to or using the Crossroads Vendor Portal.
- Ask questions about the Not-To-Exceed (NTE) reimbursement level for WIC approved foods.

## 2015 WIC Approved Food List

A WIC Approved Food List (2015), accompanied by a new edition of the Formula Flyer, is currently in the works, with an expected delivery before October 1, 2015. Applications for new food items to be added to the WIC Program are no longer being accepted. If you have any questions about the next Food Application Submission process, please contact Lindsey Nichol at [lindsey.nichol@vdh.virginia.gov](mailto:lindsey.nichol@vdh.virginia.gov).

# Conflict of Interest

Let's start this article with a quiz. There are five situations listed. For each situation decide whether or not an actual or potential conflict of interest exists?

	Conflict of Interest Actual or Potential	
	<b><u>NO</u></b>	<b><u>Yes</u></b>
1. A manager at a WIC authorized store has a neighbor who works for the local WIC clinic. The store is running a special and the manager asks her neighbor to place flyers about the special in the waiting room of the clinic.	<input type="checkbox"/>	<input type="checkbox"/>
2. A cashier at a WIC authorized store is also a WIC participant. At the end of their shift, she picks up a few WIC items and checks herself out using her eWIC card.	<input type="checkbox"/>	<input type="checkbox"/>
3. A store manager files a complaint against a WIC participant for verbally abusing the store's cashier.	<input type="checkbox"/>	<input type="checkbox"/>
4. A WIC store monitor arrives at a store to conduct a stocking visit. It's the middle of the summer and extremely hot. The store manager offers the monitor a free cold soda.	<input type="checkbox"/>	<input type="checkbox"/>
5. A WIC participant has completed shopping and is ready to checkout at the register. The WIC participant enters a checkout lane where her husband is the cashier, to pay for her WIC purchases.	<input type="checkbox"/>	<input type="checkbox"/>

Situations 1, 2, 4, and 5 appear to be conflicts of interest, while situation 3 may or may not be a conflict of interest (more information is needed). What additional information would you need in order to answer this question for sure?

Well, how did you do? Hopefully great! The question becomes, how would your employees do? The answer to these questions cannot be assumed. Each year you are required to review with your employees the WIC Program's "Conflict of Interest" requirements.

The Virginia WIC Program has developed an easy to use handout that can help you meet this annual requirement. A copy of this handout can be downloaded from the link below.



## Conflict of Interest Handout

<http://www.vahealth.org/DCN/Vendor/Files/PDFs/Conflict%20of%20Interest%20Employee%20Handout.pdf>



# eWIC Benefit Card Signage

All authorized retailers are required to post the “eWIC Card Accepted Here” window decal at the front entrance. For authorized retailers using Xerox stand beside devices, the “eWIC Card Accepted Here” checkout signage must be posted at those lanes that can process eWIC transactions, and must be visible before choosing a checkout line. Checkout signage helps eWIC cardholders identify which lanes accept eWIC transactions.

Remember, whenever the store is open for business, at least one lane equipped with eWIC processing abilities must be staffed and available for completing eWIC purchases. If all registers can accept eWIC benefit cards, then checkout lane signage is not required. Additional window decals and checkout lane signage can be ordered by calling the Xerox Retailer Help Desk at 1-877-436-6057.



“eWIC Card Accepted Here” window decal.



Window Decal Location.

# Customer Service

## **Have you built up your customer service skills?**

The most momentous thing a retailer can do to build a relationship with its customers is to build up their customer service skills. Yes, it is important to sell great products, have a knowledgeable staff, and even have competitive sales and prices, but ultimately what drives people to your store is customer loyalty. *How do you treat your customers? Are you going the extra mile to make them happy? Do you provide something that other retailers cannot? What would a customer say about their experience in your store?* Ask yourself these questions.

## **But where do you start?**

Let's say that you do not currently have a set store practice in place to build customer service skills. Where do you start? There is nothing wrong with asking!! Ask a customer shopping in your store what you can do to make their shopping experience more enjoyable. Practice skills such as empathy and patience when communicating with customers. If you are a manager, get your employees together to build stronger customer service skills by acting out scenarios. *Are ALL of your employees treating customers with respect and communicating effectively?* It is important that all employees are on the same page. You are only as strong as your weakest link! In order to strengthen the customer service level in your store you must aim to improve your communication with customers, WIC participants and non-WIC participants alike.

## **How do you do that?**

*Can you help an elderly man bring his groceries to his car? What about asking a mother with an infant if she would like assistance? Might you help her locate her baby's formula? Or how about helping a WIC participant by printing out their benefit balance?* If you want to build positive relationships with people it is important to be constructive and positive. It is essential to identify a common ground when helping people. *What bonds do you share with customers that shop at your store? Ask yourself whether or not you are personable with your customers: do you value them, cater to them, and listen to what they have to say?*

*The Virginia WIC Program would love to hear about the specific customer service practices or skills that you have implemented at your store. In fact, it might help other stores increase their customer loyalty! If you would like to share some of the customer service skills you have successfully used to build customer loyalty, please contact Lindsey Nichol at [lindsey.nichol@vdh.virginia.gov](mailto:lindsey.nichol@vdh.virginia.gov).*

# Compliance Investigations

The Virginia WIC Program is mandated by USDA to conduct undercover compliance investigations at authorized retailers. Various shopping methods are used to test each store's compliance with WIC Program regulations. If a store does not have any violations, we like to recognize it for a job well done.

In appreciation and to recognize the individual cashier's effort, we will send an "Ask Me About My WIC Star" button and a letter of appreciation to each cashier involved in the secret buys. The WIC Program has plenty of star buttons available. Will your store be one of the few that receive this type of recognition in the future?

**Actions You Must Take:** For each store, a management representative is required to acknowledge that they have read this training bulletin. You can find the acknowledgement form by using the link below. The completed form can also be emailed, faxed, or submitted via USPS mail (see instructions on form for details). Your acknowledgement form is used by the Program to confirm that all authorized stores have received federally mandated training. Submission by one of the three methods listed above is acceptable. Please do not submit more than one form for each authorized store.

## **After reading this bulletin.... What's next?**

- Contact your assigned Vendor Liaison if you have questions about any of the topics covered.
- Complete the fillable acknowledgement form on our website; keep a copy for your records.
- Send the completed acknowledgement form to the state WIC office.
- Share this special edition with store personnel (cashiers, bookkeepers, and customer service manager).
- Post a copy of the bulletin in a central location for others to read.
- Use the bulletin as a resource to conduct additional cashier and staff training.
- Place a copy of this bulletin in your Retailer Manual binder for future reference.

Please Complete the fillable acknowledgement form.

**\*\* Responses are due no later than September 15, 2015 \*\***



**Annual Training Acknowledgement Form - 2015**

<http://www.vahealth.org/DCN/Vendor/Files/PDFs/TrainingAcknowledgementForm2015.pdf>



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Scan to view online edition

**ALERT** **ALERT** **ALERT** **ALERT**

**Special Edition:** This special edition of the Working with WIC Retailer Bulletin is our annual training issue. This resource alerts you to WIC Program changes, highlights compliance and integrity issues, and provides useful tips on processing eWIC transactions. See Page 11 for what you must do to remain WIC Compliant.

Please Complete the fillable acknowledgement form.  
**\*\* Responses are due no later than September 15, 2015 \*\***

**ALERT** **ALERT** **ALERT** **ALERT**



# Working With WIC

## Annual Training Edition Retailer Bulletin

DIVISION OF COMMUNITY NUTRITION

July 2015

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### Important Links and Numbers

Training & Resources:



[www.vahealth.org/DCN/Vendor/retailstorepubs.htm](http://www.vahealth.org/DCN/Vendor/retailstorepubs.htm)

For Participants:



[www.vahealth.org/DCN/General%20Info/EBT/index.htm](http://www.vahealth.org/DCN/General%20Info/EBT/index.htm)

Xerox Retailer Help Desk:

**877-436-6057**

Vendor Liaison:

**804-864-7800** and ask to speak to a Vendor Liaison