

## Maryland WIC Program

### FREQUENTLY ASKED QUESTIONS

**What does “Store brand when available” mean?**

*Answer: Your WIC customers must purchase the store brands if you carry them.*

**What should I do if my store brand is out of stock?**

*Answer: If your store carries a store brand as well as national brands and your store brand is unavailable, you must allow your WIC customer to purchase the comparable national brand(s) as listed in the WIC Authorized Foods List.*

**What should we do if we have a WIC customer that insists they have purchased unauthorized food items at another store?**

*Answer: You should always refer to the current WIC Authorized Foods List. If your WIC customer does not have one, offer them one (You may obtain a supply from the WIC State office). Politely inform them that your store is required to sell only WIC authorized items. You may also refer them to their WIC Local Agency, or the State WIC office. If you believe the customer is intentionally violating program rules, please submit a Vendor Complaint Form to the WIC State office.*

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**We have unsigned WIC checks. How can we get the WIC customer to return and sign them?**

***Answer:** Cashiers are responsible for obtaining the WIC customer's signature on the checks only after filling in the purchase amount. If the cashier fails to do so, you may contact the WIC Local Agency, or the State WIC office for assistance. However, it is not always possible to contact the WIC participant, and WIC Local Agencies are under no obligation to do so.*

**My WIC customer signed the WIC ID folder in front of the cashier. Should my store accept the check?**

***Answer:** The same advice in the answer above applies. Occasionally, a WIC participant may forget to have their proxy sign the WIC ID folder before going to the store. If this happens, the best course of action to take is to notify the State WIC office using the Vendor Complaint Form.*

**Can WIC customers buy fruit like applesauce in the "snack pack" size?**

***Answer:** As long as the product is 100% unsweetened fruit, the participant is allowed to purchase the snack pack size. Such a product would fall under the canned fruit category.*

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#### **Is whole grain bread allowed?**

**Answer:** *Only those whole grain breads listed in the current version of the WIC Authorized Foods List are allowed. Not all whole grain breads are approved for WIC purchase. If your store sells a variety of whole grain bread not found on the list, contact the State WIC Office.*

#### **Is my store's brand of whole wheat bread WIC authorized?**

**Answer:** *Any 100% whole wheat bread is allowed. The label should clearly state 100% whole wheat bread.*

#### **Can baby food fruit and vegetables be purchased with the Fruit and Vegetable Check (FVC)?**

**Answer:** *No, the FVC is intended for women and children participants. Baby food fruits and vegetables can only be purchased with the infant fruit and vegetable checks.*

#### **Can green beans or green peas be purchased with a WIC check offering beans?**

**Answer:** *No. Green beans and green peas may only be purchased with a WIC Fruit and Vegetable Check (FVC).*

**Additional frequently asked questions and answers can be found in your WIC Vendor Manual.**

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Please keep a copy for reference at each register.

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1-800-242-4WIC (4942)

[www.mdwic.org](http://www.mdwic.org)



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Anthony G. Brown, Lt. Governor  
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