

Office of the Maryland WIC Program

# Cashier's Training Guide



*Better nutrition choices for a brighter future*

2012



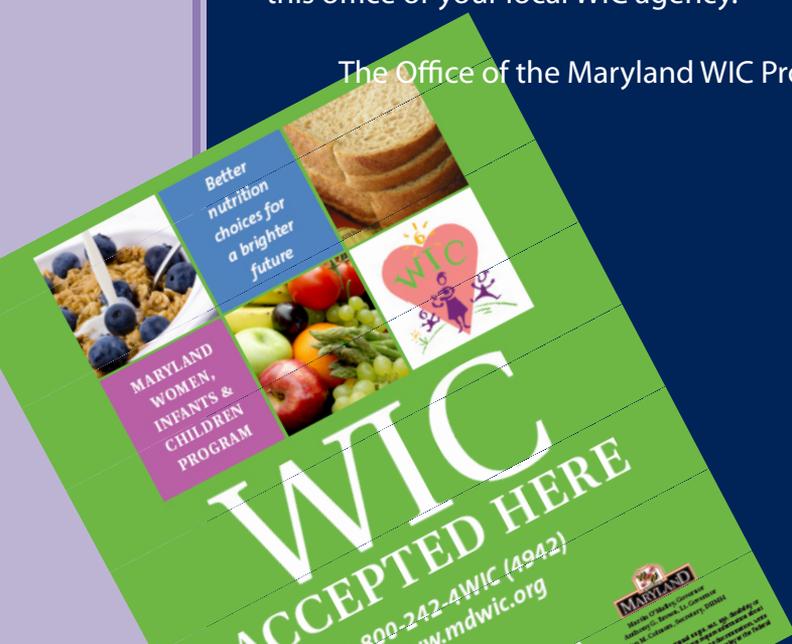
## THANK YOU!

The Office of the Maryland WIC Program would like to thank all store owners, managers, and employees for your cooperation with the Maryland WIC Program in helping to ensure WIC customers obtain the benefits provided by our program.

Your courtesy and willingness to assist WIC customers is greatly appreciated. As a WIC authorized vendor, the roles that you and your store play are very important! This guide is designed to assist you in your cashier training efforts and may also serve as a handy refresher.

If you have any questions, comments, training needs, or materials, please feel free to contact this office or your local WIC agency.

The Office of the Maryland WIC Program



## Introduction to WIC

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a nutritional program for pregnant women, breastfeeding mothers, postpartum mothers, babies, and children under five years old. WIC participants have family incomes less than 185% of the poverty level and have health problems that can be improved through good nutrition. WIC prescribes healthy foods tailored to the participants' needs.

### The foods WIC provides include:

- Baby foods – fruits and vegetables, and meat
- Beans
- Canned tuna, salmon, and sardine
- Cereal
- Cheese
- Eggs
- 100% fruit juice
- Fruits and vegetables (fresh, frozen, and canned)
- Iron fortified infant formula
- Milk
- Soy milk
- Tofu
- Peanut Butter
- Whole wheat bread (brown rice or whole wheat or soft corn tortillas)



WIC also refers participants to health and social service programs and gives information on good eating habits to help people be healthy and eat well.



## Introduction to WIC

Infants whose mothers participate in WIC weigh more when they are born and have fewer health problems than infants whose mothers do not participate. Children who participate in WIC are less likely to have anemia (blood problems) than children who do not participate.

The United States Department of Agriculture (USDA) funds WIC, which is run by the Maryland Department of Health and Mental Hygiene, Family Health Administration. WIC is administered at the local level by local WIC agencies such as health departments and community health centers that operate throughout Maryland (see the list on pages 19 and 20).

WIC is different from food stamps because participants can only buy the types and quantities of foods shown on their checks. They can only buy nutritious foods prescribed by the Maryland WIC Program. Also, WIC participants can only use their checks at stores that have a signed agreement with the state WIC agency. The stores and people who sell WIC foods are very important because they:

- Help people become healthier;
- Are part of the neighborhood, making it easy for WIC participants to get there; and
- Make sure that WIC customers buy only those foods prescribed on their WIC checks.

WIC authorizes the following types of stores:

- Food Store - A grocery store licensed under Code of Maryland Regulations (COMAR) 10.15.03 that has no pharmacy on its premises.
- Pharmacy - A drug store licensed by the State Board of Pharmacy that does not have a food store under the same ownership on its premises.
- Food Store/Pharmacy Combination - A food store and a pharmacy under the same ownership on the same premises.
- Commissary - A grocery store located on a military installation and/or owned by the Department of Defense.

Your agreement with the Maryland WIC Program lets you accept checks only from Maryland. If you accept checks from other states or Washington, D.C., you will not be paid by the Maryland WIC Program.



## WIC Terms

**Authorized Foods** – The types and brands of foods approved by the state agency for use by program participants.

**Authorized WIC Vendors** – Food store, pharmacy, food store/pharmacy combination, or a military commissary approved by the state WIC agency to accept WIC checks in exchange for authorized foods.

**WIC Check** – An instrument issued by the program that is used to buy WIC foods and is processed by vendors and banks like a regular check. WIC checks list the amount and type of food that participants can purchase.

**Compliance Buy** – A purchase made from a vendor by a WIC representative posing as a participant or proxy for the purpose of investigating program fraud and/or abuse.

**Educational Buy** – The same procedure as a compliance buy except the purpose of the Educational Buy is to help the vendor to correct any problems found by the buyer or reported to the Local Agency. The food purchased during the Educational Buy is returned to the vendor.

**Food Package** – Specified types and amounts of WIC approved foods given to WIC participants to be spent on a monthly basis.

**Local Agency** – The WIC office that provides WIC services in a specified geographic area.

**Onsite Corrective Training** – The procedure whereby errors or incorrect procedures or other training deficiencies are addressed in the store by WIC personnel.

**Participant** – A pregnant woman, breastfeeding woman, a postpartum woman, infant, or child under 5 years old receiving supplemental foods from the WIC Program.

**Proxy** – An individual who is designated by a participant or a participant's parent, guardian, or caretaker to pick up WIC checks and to redeem WIC checks for the participant.

**State Agency** – The Maryland Department of Health and Mental Hygiene, Office of the Maryland WIC Program which provides direction to all local WIC agencies in the state and authorizes WIC vendors.

## The Maryland WIC Identification Folder

The participant identification folder is green in color and is a tri-fold document. It must be presented by the participant or the person shopping for the participant when using WIC checks. It is the only form of identification a vendor may require. Whoever uses the folder must have their signature on it. Be sure to check the three items below before you accept a WIC check:

**MARYLAND WIC PROGRAM**  
*Participant Identification Folder*

Names of Participants (print)	WIC ID Number
Doe, Jane	200 418 731
Doe, Infant	200 123 457

**PERSONS AUTHORIZED TO SIGN WIC CHECKS**

<i>Jane Doe</i> <small>Head of Household (print)</small>	 <small>Signature</small>
<small>Proxy (print)</small>	<small>Signature</small>
<small>Proxy (print)</small>	<small>Signature</small>

If this folder is found, please contact the local WIC agency below:

BALTIMORE CITY HEALTH DEPT. WIC PROGRAM 621 N. EDEN STREET BALTIMORE, MD 21205 <small>Local WIC Agency Phone: (410) 336-8427</small>	<div style="font-size: 2em; font-weight: bold; color: #e91e63;">3030</div> <small>Folder valid only with Stamp here.</small>
--	--

Bring this ID Folder to all WIC appointments and to the store when you shop for WIC foods.

There must be at least one name (first and last) with a WIC I.D. number. There may be as many as six names, each with a different number. The check being used must match a name and I.D. number listed here.

**NOTE: There are instances in which a participant number will not appear on the check (e.g. manually issued checks)**

There must be at least one signature and there may be up to three. One signature must match the signed name on the WIC check

There must be a local agency stamp.

## Example of a Maryland WIC Check

THIS CHECK IS VOID WITHOUT A BLUE & RED BACKGROUND AND AN ARTIFICIAL WATERMARK ON THE BACK - HOLD AT ANGLE TO VIEW

		AGENCY <b>020204</b>	PARTICIPANT ID NO. <b>200 727 310</b>	NAME OF PARTICIPANT (LAST, FIRST, M.I.) <b>TEST, GRAYSON</b>		CHECK NUMBER <b>56733245</b>
FIRST DATE TO SPEND <b>January 17, 2012</b>	DATE REDEEMED	STORE USE ONLY LAST DATE TO SPEND <b>February 16, 2012</b>	PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY		CASHIER FILL IN EXACT AMOUNT OF SALE	DOLLARS  CENTS
CATEGORY: CI						
TO BE USED FOR THESE ITEMS & QUANTITIES ONLY:						
1 59-64 ounce container juice 1 dozen eggs 1 pound dry OR 4 (14 to 16 oz) canned beans, peas or lentils 1 pound whole wheat bread OR brown rice OR whole wheat or soft corn tortillas 2 gallons whole fluid milk						
Maryland WIC Program Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number:		75-1248 919	SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY  X			CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR
VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND						

### Helpful Tips and Reminders

- WIC customers may use discount cards and coupons.
- Never accept a WIC check that has already been signed.
- Do not accept a WIC check if the customer does not have an I.D. folder.

# The Maryland WIC Transaction

## Identify the WIC Participant

1. WIC participants should inform the cashier that they are using WIC checks and present the WIC I.D. folder. A proxy may redeem checks for the participant. When this happens, the proxy's name will not match the name at the top of the check. However, the proxy's signature should appear at the bottom of the folder. The name at the top of the check will always be the WIC participant's name.
2. All signatures of people who can sign the check must be on the WIC I.D. folder. After a participant or proxy signs the check, compare the check signature to a signature on the I.D. folder. You cannot ask for a driver's license, telephone number or any other form of identification.

## Separate WIC Foods

WIC participants are required to separate their WIC foods according to the checks being cashed. If they forget, you may need to remind them or help them separate their groceries. Also, a participant may need your assistance in grouping WIC foods by check.

## Checking Out WIC Groceries

When the WIC participant is ready to check out you must:

- Check to be sure that the participant is only getting items and quantities printed on the check.
- Check to see if the participant wants everything on the check. If the participant wants the whole amount and you cannot fill it, you cannot give the participant a rain check.



- Check to see if the participant has combined food items from more than one check before you begin. Treat each check as a separate purchase.
- Look to see that the check has not been signed before being presented to you for processing.
- Check to be sure that an unauthorized food item has not been substituted for a food printed on the check.
- Accept the check as full payment for the list of items printed on the check.
- Accept the check only if the date on the check is on or after the “First Date to Spend” and not after the “Last Date to Spend.”
- Scan each item (such as cans of infant formula) even if the product is the same. Do not automatically ring up the number of items on the check. The participant may not be getting the full amount shown on the check.
- Count all items presented and make sure the total is not more than the allowed amount printed on the check. Participants cannot get more than the amount on the check.
- Write the total cost of the WIC foods for each check in blue or black ink in the space provided on the check at the time of sale.
- In blue or black ink, have the participant or proxy sign in the space at the bottom of the check and compare the check signature to a signature on the I.D. folder.
- If the signature on the check matches the signature on the I.D. folder, accept the check.
- If the signature on the check does not look like a signature on the I.D. folder, do not accept the check. Advise the participant/proxy to contact their local WIC agency as soon as possible to have their name added to the I.D. folder.
- If an incorrect amount is entered on the check, draw one line through the incorrect amount and write the correct amount above the incorrect amount.
- If a correction is made to the amount on the check, the same participant or proxy must sign their full name again in the price correction space provided at the top of the check.
- Give the participant a receipt that identifies the WIC purchase. You may write “WIC” or “W” on the receipt.



# Fruits and Vegetable Check(FVC)

THIS CHECK IS VOID WITHOUT A BLUE & RED BACKGROUND AND AN ARTIFICIAL WATERMARK ON THE BACK - HOLD AT ANGLE TO VIEW

	AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST, M.I.)			CHECK NUMBER
	020204	200 727 310	TEST, GRAYSON			56733246
FIRST DATE TO SPEND	January 17, 2012	DATE REDEEMED	STORE USE ONLY	LAST DATE TO SPEND	February 16, 2012	CASHIER FILL IN EXACT AMOUNT OF SALE
CATEGORY: C1						DOLLARS
TO BE USED FOR THESE ITEMS & QUANTITIES ONLY:						CENTS
6 (Six) dollars for Fruits and Vegetables						\$
Also accepted by WIC Farmers						UNLESS STAMPED BY ID WIC VENDOR
Maryland WIC Program	Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number:	75-1248 919	SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY			VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND

- FVCs work just like other WIC checks except they may only be used for the purchase of allowed fruits and vegetables.
- FVC denominations are \$6, \$10, and \$15.
- FVC purchases may be combined with cash purchases (if the total of the items being purchased exceeds the value of the voucher, the customer makes up the difference) If the purchase exceeds the FVC denomination, write the full denomination amount on the check.
- No change is given if the purchase amount is less than the FVC denomination.
- FVCs may not be combined (e.g. two \$6.00 FVCs combined to total \$12).
- FVCs are also accepted by WIC authorized farmers at participating Maryland Farmers' Markets.



## If you Make A Mistake When Writing in the Sale Amount

THIS CHECK IS VOID IF ANY OF THE FOLLOWING INFORMATION IS WRITTEN ON THE BACK: (HOLD AT ANGLE TO VIEW)

	AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST, M.I.)			CHECK NUMBER
	020204	200 727 310	TEST, GRAYSON			56733245
FIRST DATE TO SPEND	DATE REDEEMED	STORE USE ONLY	LAST DATE TO SPEND		CASHIER FILL IN EXACT AMOUNT OF SALE	
January 17, 2012	7/7		February 16, 2012		DOLLARS	CENTS
CATEGORY: C1					\$17	04
TO BE USED FOR THESE ITEMS & QUANTITIES ONLY:					<del>\$17</del>	<del>40</del>
1 59-64 ounce container juice 1 dozen eggs 1 pound dry OR 4 (14 to 16 oz) canned beans, peas or lentils 1 pound whole wheat bread OR brown rice OR whole wheat or soft corn tortillas 2 gallons whole fluid milk					PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY	
					CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR	
Maryland WIC Program	Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55340 Account Number: 8066**	75-1248 919	SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY			VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND
		X	<i>[Signature]</i>			

### To Correct an Error in the Sale Amount:

1. Draw a single line through the incorrect sale amount.
2. Enter the correct amount above the incorrect amount.
3. Have the WIC customer sign the price correction line on the WIC check (Be sure the check is signed in both places!)
4. You may only make one correction!

**Note: Never scribble or write over an incorrect sale amount!**  
**You may not make a correction after the customer has left the store.**



## WIC Authorized Foods

The following is a list of the foods authorized for purchase with WIC checks. WIC participants or their representatives may use their checks to buy only the types and amounts of authorized foods listed on the checks. **Always refer to your WIC Authorized Foods List to verify WIC authorized foods.**



MARYLAND  
WOMEN,  
INFANTS &  
CHILDREN  
PROGRAM

*Better  
nutrition  
choices for  
a brighter  
future*



PROGRAMA  
PARA MUJERES,  
BEBÉS Y NIÑOS  
DE MARYLAND

*Mejores  
alternativas de  
alimentación  
para un futuro  
más brillante*



**WIC**  
AUTHORIZED  
FOODS LIST  
JANUARY 2011

*Bring this list when you shop  
for WIC foods!*

**WIC**  
LISTA DE ALIMENTOS  
AUTORIZADOS  
ENERO 2011

*Lleve esta lista cuando vaya  
a comprar alimentos de WIC*



## Milk

Store brand if available, container size shown on check  
1% (lowfat) or fat-free(nonfat) if woman or child 2 years and older, whole milk if child less than 2 years

**BUY IF PRINTED ON CHECK:**

Lactose-reduced or lactose-free, powdered (dry, whole or nonfat), evaporated (whole or nonfat), UHT (Ultra High Temperature), kosher



**DO NOT BUY:** 2% milk or buttermilk, chocolate or other flavor organic, soy, rice, or goat milk, sweetened condensed

## Domestic Cheese

Block or sliced, American, Cheddar, Colby, Monterey Jack, Mozzarella, Muenster, Provolone, or Swiss, lowfat, reduced fat, and low sodium OK



**DO NOT BUY:** Size less than 8 ounces, organic or imported, deli, string, or individually wrapped, cheese food, spread, or product, cream cheese, shredded, crumbled, or cubed, with flavors, nuts, peppers, or crackers

## Eggs

Store brand if available, white, medium or large one dozen only



**DO NOT BUY:** Organic, brown, fertile, or cage free, lowfat or cholesterol, omega-3, pasteurized, or other specialty eggs

## Peanut Butter

Plain, 16 to 18 ounce jar, smooth, crunchy, extra crunchy, creamy, or honey-roasted

**DO NOT BUY:** Organic, natural, or reduced-fat, mixed with marshmallow, jelly, jam, honey, or chocolate, fresh-ground

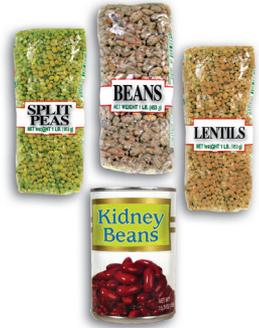


## Beans, Peas, Lentils

Beans like kidney, pinto, black, navy, or garbanzo, split peas, blackeye, peas, or lentils, dry, 16 ounce bag  
canned, water pack, 14 to 16 ounce can

**DO NOT BUY :** Organic, Green or wax beans, sweet peas\*, soup, soup mixes, or with flavor packets, beans with sauce, meat, fat, or oil

\*May be bought with Fruit and Vegetable Checks



## Infant Formula

Brand, size, and type written on the check.

**NOTE:** Go to a WIC-approved pharmacy to buy hard-to-find formula.

**DO NOT BUY :** Organic formula

## Infant Cereal

Brand shown on check, dry, 8 or 16 ounce size box

**DO NOT BUY :** Organic or with DHA, fruit, or formula, jar or can

## Cereal

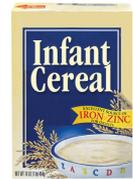
Brands and types shown authorized food list, only 12 ounce size box or larger (cold cereal), 11.8 ounce size or larger (hot cereal)

**DO NOT BUY :** Organic

## Juice

100% juice, unsweetened, brands and types shown here only, can, carton, or bottle size shown on check, with calcium OK

**DO NOT BUY :** Glass bottles, organic or fresh-squeezed, fruit cocktail, punch, or drink



## Canned Fish (If written on check)

Chunk light tuna, water pack, 5 to 6 ounce can, pink salmon, water pack, 5 to 7.5 ounce can, sardines, water pack, 3.75 ounce can

**DO NOT BUY:** Albacore or white tuna, red salmon, fish with added flavor or sauce, pouch, bowl, or kit



## Infant Vegetables and Fruit

Brand, type, and size shown on check, plain vegetables or combination of vegetables (example: carrots and yams), plain fruit or combination of fruits (example: apples and bananas), multi-packs OK ( a 2 pack = 2 containers)

**DO NOT BUY:** Organic or with DHA, with meat, yogurt, cereal, pasta, or rice, dinners, desserts, soups, stews, or diced, less than 3.5 or greater than 4 ounce container



## Infant Meat

Brand and jar size shown on check, 1st or 2nd stage chicken, turkey, beef, lamb, veal, or ham

**DO NOT BUY:** Organic or with DHA, with added vegetables, fruit, rice, cereal, or pasta, dinners, meat sticks, stew, or soups

## 100% Whole Wheat Bread & Rolls

1 pound or 15 to 16 ounce package

**DO NOT BUY:** Raisin or other bread with fruit or nuts, pita or bagel bread or English muffins, organic or size less than 15 ounces



## Soft Corn & Whole Wheat Tortillas

1 pound (16 ounces) package

**DO NOT BUY:** Fried corn tortillas, chips, tostadas, or taco shells, white flour tortillas or with any added flavors, organic



## Brown Rice

Dry, plain, regular, quick-cooking, boil-in-bag, or instant 1 pound or 14 to 16 ounce package

**DO NOT BUY:** Ready-to-serve or precooked in pouch, rice with added flavor, sauce, or vegetables, organic or size less than 14 ounces



## Vegetables & Fruit

### Fresh

Loose or pre-packaged, whole or cut, sweet potatoes and yams are OK



**DO NOT BUY :** White, red-skin, or gold potatoes, salad bar items, party platters, fruit baskets, herbs, nuts, peanuts, salad kits with nuts, croutons, or dressing, fruit or vegetables with dips, dried fruit

### Frozen

Plain, bag or box, low sodium OK

**DO NOT BUY :** French fries, tater tots, or other white potatoes, WIC or other juice\*, soup, with potato, rice, or pasta, with breading, butter, sauces, fat, oil, or meat, with sugar



### Canned

Water or juice pack only, metal, glass, or plastic, container, low sodium OK

**DO NOT BUY :** WIC beans\*, pork and beans, or baked beans, WIC or other juice, soup, with added white potato, meat, fat, oil, rice, or pasta, sugar-sweetened or in syrup, with artificial sweetener, pickled vegetables, relishes, catsup, cranberry sauce, pie filling.



\*BUY WIC juices and WIC beans with your other WIC checks.

### Soy Beverage

Container size shown on check,  
Half gallons (refrigerated): 8th Continent Original,  
Quarts(shelf-stable): Pacific Natural Foods Ultra Soy Plain



**DO NOT BUY :** Any flavors, light or fat-free

### Tofu

Amount shown on check, 12 to 16 ounce container  
AZUMAYA: Extra Firm, Firm, Silken, Lite Extra Firm,  
HOUSE: Extra Firm, Firm, Medium Firm (Regular), Soft (Silken),  
NASOYA: Extra Firm, Firm, Cubed, Soft, Silken, Lite Firm, Lite Silken



**DO NOT BUY :** Less than 12 or greater than 16 ounce container, with added sodium, flavoring, fat, or oil

## Important Tips

### Customer Service

It is important to understand and follow your store's policies and procedures for customer service. The following is a list of recommended customer service reminders that can help make WIC transactions smoother. Remember, you are a direct reflection on your store. Customers that have a pleasant shopping experience are likely to be loyal customers.

- Remember to treat each customer the way you want to be treated.
- Always demonstrate a courteous and professional attitude.
- When a customer expresses a problem to you, apologize and help the customer with the problem.
- When dealing with an upset customer, never order the customer to calm down. Instead:
  - Acknowledge the customer's feelings ("I can see that you are upset").
  - Ask questions about the problem.
  - Listen carefully to the answers.
  - Respectfully state what you can do to help.
  - If you are unable to solve the problem, always ask for the assistance of a manager or front end supervisor.
- Respect every customer.

### WIC-Specific Customer Service Techniques

- Always exercise patience when WIC participants bring unauthorized foods to check out (they may be new to the program and unfamiliar with the appropriate selections). You can help by offering to assist, or by asking for the assistance of a customer service representative.
- If you need to consult with another store employee regarding a WIC transaction, do so discreetly. Never embarrass your customers.
- Cashiers and other vendor service providers should be familiar with the vendor complaint process. (Complaint forms can be found in your WIC Vendor Manual and online at [www.mdwic.org](http://www.mdwic.org). Please keep copies for future use.)

## Additional Guidelines

### Altered WIC Checks

Never accept a WIC check that has been altered or changed in any way. Do not make changes to the WIC check except to correct the total as shown on page 9.

Note: If your store has accepted a WIC check that has been altered, do not deposit the check. You should complete a Vendor Complaint Form and notify this office immediately.

### Attempted Formula Exchange/Return

WIC participants are not allowed to exchange their WIC formula for any reason. If a WIC customer has purchased the wrong formula in error, they should be instructed to take it to their local WIC agency for replacement. Expired formula may be exchanged for the same type of formula. Cash refunds and substitutions are not allowed!

### Checkout Lanes

WIC participants may use any checkout lane that accepts checks and debit/credit transactions. WIC participants may not use cash only or self-checkout lanes.

### Required Minimum Stock

WIC vendors are required to maintain the required minimum stock of all WIC food items during business hours. You may not issue rain checks. If there is an item unavailable at the time the WIC customer wishes to make a purchase, they should be advised when they can return to make the purchase. If a customer wishes to purchase the other items on the WIC checks, they should be advised that if they are omitting an item, they may not obtain it at a later date.

### Special Formula

WIC participants may have checks prescribing formulas that your store does not normally stock for purchase. You are only obligated to provide these formulas if your store has a pharmacy. If your store has a pharmacy, your store must provide the formula within 48 hours of the request excluding weekends and holidays. WIC participants do not have to pay for the formula in advance of an order being placed.



## Customer Discount Cards

If your store has a bonus or discount card, you should ask WIC customers for this card when they are making a WIC purchase. WIC customers are entitled to the same discounts offered to other customers including buy one get one free.

## Unsigned Checks

It is the cashier's responsibility to ensure that the WIC check is signed upon the conclusion of the transaction. Never ask for a signature first! If you forget to get a signature, your store should contact the WIC local agency or the State Office. An effort will be made to get the WIC customer to return to the store to sign the check.

## Lost WIC I.D. Folders

If your WIC customer leaves the WIC I.D. folder in the store, we ask that you please contact the number on the front of the folder to notify the WIC local agency. Lost WIC checks are not replaced, so your assistance in helping return them to their owner is appreciated!

## Sales Tax

Sales tax is never charged on WIC food items.

## WIC Authorized Foods List

You should always keep a copy of the WIC Authorized Foods List at your register. If a WIC authorized food item does not scan at your register, check with your manager or front end manager for instructions. Remember, refusing to allow a WIC participant to purchase an item that is WIC authorized may subject your store to sanctions!

## Vendor Update

The Vendor Update is a quarterly newsletter mailed to all WIC authorized vendors. This newsletter provides up-to-date information pertinent to all WIC vendors and their personnel. Your store manger should share this information with you.

### **Out-of-State WIC Checks**

Your agreement with the Maryland WIC Program lets you accept checks only from Maryland. If you accept checks from another state or Washington, D.C., you will not be paid by the Maryland WIC Program.

### **Farmers Market Coupons**

During the months of June through October, WIC participants are issued food instruments for fruits and vegetables that are only redeemed at authorized Maryland Farmer's Markets. Do not accept farmer's market coupons. If a WIC customer attempts to redeem one of these coupons in your store, please refer them to their local WIC agency for assistance.

### **Complaints**

WIC participants are not permitted to cause a disturbance in your store, abuse your employees, or violate the procedures for redeeming WIC checks. If you have a complaint against a WIC customer, fill out the Vendor Complaint Form located in your WIC Vendor Manual. Please provide as much information as possible. The matter will be investigated and the appropriate action taken.

### **Notes**

## Who to Call If You Need Assistance

You may call your local agency concerning participants and general questions you have about WIC. You may also call the state WIC office if you have questions about the following subjects (All state office staff can be reached at 1-800-242-4WIC (4942), or at the direct telephone numbers listed, and by e-mail.) Our address is 201 West Preston Street, Baltimore Maryland 21201.

### Vendor Management, Fraud and Abuse, Complaints, or Training:

James A. Butler  
Chief, Vendor Operations and Program Support  
410-767-5258  
butlerj@dhmh.state.md.us

### Vendor Applications, Vendor Training and ordering WIC materials:

Siwon Lee  
Vendor Authorization and Training Supervisor  
410-767-5433  
slee@dhmh.state.md.us

Tiasha Taylor  
Vendor Compliance and Training Specialist  
410-767-3519  
tstaylor@dhmh.state.md.us

Maura K. Shea  
Vendor Authorization and Training Specialist  
410-767-5251  
mkshea@dhmh.state.md.us



## Maryland WIC Local Agencies

Allegany County	(301) 759-5020
Anne Arundel County	(410) 222-6797
Baltimore City	
City Health Dept.	(410) 396-9427
Johns Hopkins	(410) 614-4848
Baltimore County	(410) 887-6000
Calvert County	1-877-631-6182
Caroline County	(410) 479-8060
Carroll County	(410) 876-4898
Cecil County	(410) 996-5255
Charles County	(301) 609-6857
Dorchester County	(410) 479-8060
Frederick County	(301) 600-2507
Garrett County	(301) 334-7710
Grantsville residents	(301) 895-3111
Harford County	(410) 273-5656
Howard County	(410) 313-7510
Kent County	(410) 810-0125
Montgomery County	(301) 762-9426
Prince George's County	
County Health Dept.	(301) 856-9600
Greater Baden	(301) 324-1873
Greenbelt Area	(301) 762-9426
Queen Anne's County	(410) 758-0720
Somerset County	(410) 749-2488
St. Mary's County	1-877-631-6182
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