DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Martin O'Malley, Governor ● Anthony G. Brown, Lt. Governor ● Joshua M. Sharfstein, M.D., Secretary

MARYLAND WIC PROGRAM

2011 VENDOR MANUAL

Better Nutrition Choices for a Brighter Future

Family Health Administration
Maryland WIC Program
Vendor Operations and Program Support Unit
201 West Preston Street Room 103
Baltimore, Maryland 21201
1-800-242-4WIC (4942)
www.mdwic.org

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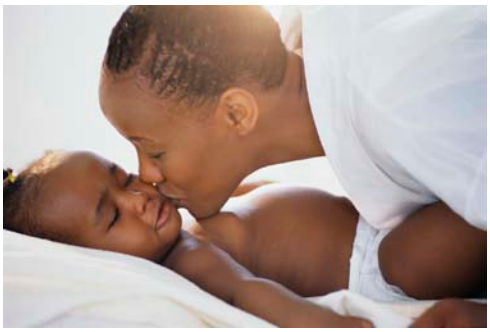
Introduction to WIC

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:



- ✓ Beans
- ✓ Cereal
- ✓ Cheese
- ✓ Eggs
- ✓ 100% fruit juice
- ✓ Milk
- ✓ Soy beverage
- ✓ Tofu
- ✓ Peanut Butter
- ✓ Fruits and vegetables (fresh, frozen, canned)
- ✓ Whole wheat bread (or brown rice or whole wheat or soft corn tortillas)
- ✓ Canned tuna, salmon, and sardines for some women
- ✓ Iron fortified infant formula
- ✓ Baby foods – fruits and vegetables for all infants and meat for exclusively breastfed infants
- ✓ Infant cereal

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

Infants whose mothers participate in WIC are healthier at birth and have fewer health problems than infants whose mothers do not participate. Children who participate in WIC are less likely to have anemia (low iron in the blood) than children who don't participate.

The United States Department of Agriculture (USDA) funds WIC, which is administered by the Maryland Department of Health and Mental Hygiene, Family Health Administration. WIC clinics are operated at the local level by WIC agencies such as Health Departments and Community Health Centers that are located throughout Maryland (see the list on 8).

While they are both funded by the USDA, WIC is different from the SNAP (formerly Food Stamps) program because WIC participants can only buy the types and quantities of foods shown on their checks. In addition, 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 located statewide to give WIC Participants shopping options at a variety of locations; 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 allows you to accept checks only from Maryland. If you take checks from another state or Washington, D.C., the Maryland WIC Program will not pay your store.

Who to Call If You Need Assistance

You may contact the State WIC Office if you have questions about the following subjects:

Vendor Management/Fraud and Abuse:

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

Vendor Authorization, Training, & Ordering WIC Materials:

JoAnn McGowen
Vendor Authorization and Training Specialist
410-767-5251
mcgowenj@dhmh.state.md.us

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

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

Rejected WIC Checks and to submit rejected checks for Reimbursement Review:

Sharon Gibbs
WIC Financial Unit
410-767-5241
gibbss@dhmh.state.md.us

All state WIC staff can also be reached through the main WIC number: 1-800-242-4WIC (4942) toll-free in the State of Maryland. Out of state callers may call 410-767-0298.

The State WIC Office administers the WIC Program in Maryland, and the WIC employees named above perform the functions listed. In general, you should call the State WIC Office with questions concerning vendor matters. WIC local agencies primarily handle clinical and administrative duties having to do with WIC participants. At the local clinics, participants are certified, have the WIC rules and regulations explained to them, and receive their checks.

Each local agency has a vendor liaison that will be happy to help you. The following two pages list each local WIC agency in Maryland, their phone numbers, the counties they serve, and the local agency identification numbers found on the upper left hand corner of the WIC check. You may call your local agency concerning WIC participants and general questions you have about WIC.

MARYLAND WIC PROGRAM
LOCAL WIC AGENCIES

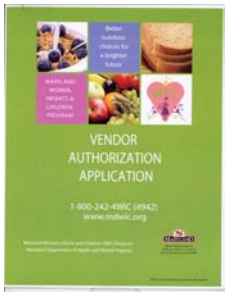
0101 Allegany County	301-759-5020
0202 Anne Arundel County	410-222-6797
Baltimore City Local Agencies	
3030 Baltimore City WIC Program	410-396-9427
3232 Johns Hopkins WIC Program	410-614-4848
0303 Baltimore County	410-887-6000
0804 Calvert County	877-631-6182
0505 Caroline County	410-479-8060
0606 Carroll County	410-876-4898
1207 Cecil County	410-996-5255
0808 Charles County	301-609-6857
0509 Dorchester County	410-479-8060
1010 Frederick County	301-600-2507
1111 Garrett County	301-334-7710
1213 Harford County	410-273-5656
1313 Howard County	410-313-7510
1714 Kent County	410-810-0125
Montgomery County	
2515 Community Clinic, Inc. (CCI)	301-762-9426

MARYLAND WIC PROGRAM
LOCAL WIC AGENCIES

Prince George's County Local Agencies

1616 Prince George's County Health Department	301-856-9600
2626 Greater Baden Health Services	301-324-1873
1506 Greenbelt WIC Clinic (CCI)	240- 638-1268

1714/1717 Queen Anne's County	410-758-0720
2219 Somerset County	410-749-2488
0818 St. Mary's County	877-631-6182
0520 Talbot County	410-479-8060
2121 Washington County	240-313-3335
2222 Wicomico County	410-749-2488
2223 Worcester County	410-749-2488



Vendor Authorization

The State WIC Agency must be sure that food is distributed properly. Therefore, we carefully select vendors. In order to be approved for authorization, a store must:

- ✓ Be licensed to do business in Maryland;
- ✓ Submit a completed application;
- ✓ Operate at a fixed location;
- ✓ Be authorized to accept SNAP (unless a pharmacy or military commissary);
- ✓ Have the required minimum stock from the time of application and thereafter;
- ✓ Comply with federal and state laws;
- ✓ Maintain sanitary conditions;
- ✓ Pass an on-site review (an unannounced inspection of the store) conducted by the State WIC Agency to determine if the minimum requirements for authorization have been met;
- ✓ With the exception of military commissaries, have prices that do not exceed 125% of the average prices in the store's peer group;
- ✓ Complete, sign and submit **two original** Vendor Agreements;
- ✓ Attend training conducted by the State WIC or Local Agencies; and
- ✓ Not be under suspension or disqualification from the WIC Program or the Food Stamp program.

If a store is denied authorization, the State WIC Agency will let the store know the reason, how to reapply, or how to file an appeal. **Appeals must be filed within 10 days of the applicant's receipt of the notice of denial of authorization.**

On-Site Review

The following two pages consist of the form that the State WIC Agency uses to conduct an on-site review of an applicant's store. The on-site review will be performed within 60 days of receipt of an application**. Advance notice to the vendor of an on-site review is not provided.** The required minimum stock must be in the store at the time of application. In addition to verifying that the store has the required minimum stock, the inspector will also verify that the vendor has a valid food service facility license, SNAP Program authorization, is sanitary, is at a fixed location, and meets all other authorization requirements as specified in COMAR 10.54.03.04.

Maryland WIC Program

Retail Vendor On-Site Review Form

01/10/2011

1. Store Name WOWTEST VENDOR	2. Date	2a. Vendor/Applicant ID E9
3. Street Address 201 W. PRESTON STREET		4. Phone # (410) 767-4063
5. City Baltimore	6. County Baltimore City	7. Zip Code 21200
8. Check One: Food Store ☐ Pharmacy ☐ Combination ☐		8a. Number ☐

9. Answer A-F Yes or No	Circle Type of License(s):	Food Store	Pharmacy
A. Current License? _____	Issuing Agency: DHMH	State Board of Pharmacy	
B. Handicapped Access? _____		C. Fixed Location? _____	
D. Minimum Stock ? (From 11 Below) _____		If No, was the Store Room Checked? _____	
E. Sanitary? _____ If not, list conditions in #14		F. STARS Check O.K.? _____	

10. Minimum Stock: **11. Food Item Prices:**

	O.K?	If No, enter how much was there	Brand/Type/UPC	Quantity	Max Price
Milk, Whole, 1% Or Fat-Free, 1 Gallon (10 Gallons)	☐	_____	_____	____ GAL	____
Milk, Whole, 1% Or Fat-Free, 1 Quart (2 Quarts)	☐	_____	_____	____ QT	____
Eggs, Large, 1 Dozen (6 Dozen)	☐	_____	_____	____ DOZ	____
Cereal, 12 Oz Or Larger, (6 Box Whole Grain, 6 Box Other)	☐	_____	_____	____ OZ	____
Juice, 64 Oz Container (6 Bottles, 2 Varieties)	☐	_____	_____	____ OZ	____
Juice, Frozen Or Shelf Conc, 10-12 Oz Size (9 Cans, 2 Varieties)	☐	_____	_____	____ OZ	____
Peanut Butter, 16-18 Oz Cont (6 Jars)	☐	_____	_____	____ OZ	____
Beans, Canned, 14 - 16 Oz Can (12 Cans, 3 Varieties)	☐	_____	_____	____ OZ	____
Fish, Canned, 3.75 - 7.5 Oz Can, (30 Ounces, 2 Varieties)	☐	_____	_____	____ OZ	____
Cheese, Domestic, 8 Oz Or Larger, (6 Lbs, 4 Varieties)	☐	_____	_____	____ OZ	____
Infant Foods, Fruit Or Vegetable, 2nd Stage, 4 Oz Jar (32 Jars, 2 Varieties Fruit & Veg)	☐	_____	_____	____ OZ	____

Maryland WIC Program

Retail Vendor On-Site Review Form

01/10/2011

10. Minimum Stock:	O.K?	If No, enter how much was there	Brand/Type/UPC	Quantity	Max Price
Infant Foods, Meats 1st Or 2nd Stage, 2.5 Oz Jar (31 Jars, 2 Varieties)	☐	_____	_____	____ OZ	____
Gerber Dry Infant Cereal, 8 Or 16 Oz Container (6 Boxes, 2 Varieties (1 Rice)	☐	_____	_____	____ OZ	____
Similac Advance (With Iron), Concentrate, 13 Ounce (42 Cans)	☐	_____	_____	____ OZ	____
Similac Advance (With Iron), Powder, 12.9 Ounce (12 Cans)	☐	_____	_____	____ OZ	____
Similac Isomil Soy,, Concentrate, 13 Oz (18 Cans)	☐	_____	_____	____ OZ	____
Similac Isomil Soy, Powder, 12.4 Oz (6 Cans)	☐	_____	_____	____ OZ	____
Bread (15-16 Oz), Rice (14-16 Oz), Tortillas (16 Oz) (4 Lbs, 2 Varieties)	☐	_____	_____	____ OZ	____
$32 Fruits And Vegetables, 2 Varieties	☐	_____	_____	____ Penny	____
Dry Beans, 1 Lb Bag (3 Lbs, 2 Varieties)	☐	_____	_____	____ OZ	____

12. I have reviewed this report of the on-site review and I agree _____/disagree _____ with its accuracy.

13. Store Representative's Comments: _____

Printed Name _____ **Title** _____

Signature _____ **Date** _____

14. WIC Representative's Comments: _____

Printed Name _____ **Title** _____

Signature _____ **Date** _____

Required Minimum Stock

Applicant and authorized food store vendors are required to maintain the following quantities of WIC authorized foods on their premises during their business hours. Vendors with significant WIC sales are encouraged to maintain higher amounts.

The required minimum stock as of January 1, 2011 is as follows:

MILK
4 gallons AND 2 quarts fluid whole milk *and* **10 gallons AND 2 quarts fluid low fat (1%) or fat free milk** • Store brand if available • Not allowed: 2% milk or buttermilk, Chocolate or other flavor, Organic, soy, rice, or goat milk, Sweetened condensed.
CHEESE
6 pounds, 4 varieties • Block or sliced • Varieties: American, Cheddar, Colby, Monterey Jack, Mozzarella, Muenster, Provolone, Swiss • Low fat or reduced fat and low sodium OK • Not allowed: 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
6 dozen • White, medium or large • One dozen size only • Store brand if available • Not allowed: Organic, brown, fertile, or cage free, Low-fat or low cholesterol, omega-3, pasteurized, or other specialty eggs

DRIED AND CANNED BEANS
3 pounds, 1-pound size bag, dry type, 2 varieties *and* **12 cans, 14-16 ounce size, 3 varieties** • Varieties: beans like kidney, pinto, black, Navy, or garbanzo; split peas and blackeye peas; lentils • Low sodium OK • Not allowed: Organic, Green or wax beans, sweet peas*, Soup, soup mixes, or with flavor packets, Beans with sauce, meat, fat, or oil
PEANUT BUTTER
6 jars, 18 ounce size • Plain, 16 to 18 ounce jar, Smooth, crunchy, extra crunchy, creamy, or honey-roasted • Not allowed: Organic, natural, or reduced-fat, Mixed with marshmallow, jelly, jam, honey, or chocolate, Fresh-ground.
CANNED TUNA, SALMON, and SARDINES
30 ounces, 2 varieties Tuna (5 to 6 oz. cans); Salmon (5,6, or 7.5 oz. cans); Sardines (3.75 oz. can) • Water pack only • Not allowed: Albacore or white tuna, Red salmon, Fish with added flavor or sauce, Pouch, bowl, or kit.
CEREAL (WOMEN and CHILDREN)
6 boxes, 2 varieties (corn, wheat, oats, rice) *and* **6 boxes whole grain, 2 varieties (wheat, oats), at least one hot cereal** • Box size ≥ 12 ounces for cold cereal and ≥ 11.8 ounces for hot cereal. • Allowed cereals **(bold font indicates whole grain cereal):** *General Mills:* **Cheerios, MultiGrain Cheerios**, **Total Whole Grain**, Corn Chex, MultiBran Chex, Rice Chex, **Wheat Chex**, Kix, **Wheaties** *Kelloggs:* **All Bran Complete Wheat Flakes, Unfrosted Mini Wheats**, Corn Flakes, Crispix, Special K, Rice Krispies *Post:* **Banana Nut Crunch, Bran Flakes, Grape Nuts, Grape Nuts Flakes, Honey Bunches of Oats – Vanilla Clusters**, Honey Roasted; Almond; Cinnamon Bunches *Quaker:* **Cinnamon Oatmeal Squares**, **Instant Oatmeal (Original Flavor),** Instant Grits (Original Flavor) *B&G Foods:* **Cream of Wheat Whole Grain;** Cream of Wheat (Instant, 1 minute; 2 ½ minutes, 10 minute) • Not allowed: Organic

100% WHOLE WHEAT BREAD AND ROLLS, BROWN RICE, SOFT CORN TORTILLAS, and WHOLE WHEAT TORTILLAS

4 pounds, 2 varieties (100% Whole Wheat Bread, Brown Rice, Soft Corn Tortillas, or Whole Wheat Tortillas)

- 100% whole wheat bread or rolls 15-16 ounce (1 pound)
- 14 -16 ounce (1 pound) Brown Rice
- 16 ounce (1 pound) Soft Corn or Whole Wheat Tortillas

- As of 1/1/2011, the following 100% whole wheat breads are authorized: Arnold Stone Ground 100% Whole Wheat Bread, Food Lion 100% Whole Wheat Bread, Giant Wheat Bread, Giant Stone Ground 100% Whole Wheat Bread, Great Value 100% Whole Wheat Bread, Healthy Life 100% Whole Wheat Bread, Mars Wheat Bread, Nature's Own 100% Whole Grain Sugar Free, Pepperidge Farm 100% Whole Wheat Bread, Pepperidge Farm Very Thin Sliced 100% Whole Wheat Bread, Pepperidge Farm Light Style Soft Wheat Bread, Roman Meal Sungrain 100% Whole Wheat Bread, Sara Lee Classic 100% Whole Wheat Bread, Schmidt Old Tyme 100% Whole Wheat Whole Grain Bread, Schmidt Old Tyme Whole Grain Sugar Free Bread, Schmidt Whole Grain 100% Whole Wheat Sandwich Rolls, Schmidt Whole Grain 100% Whole Wheat Hotdog Rolls, Shoppers 100% Whole Wheat Bread, Weight Watchers 100% Whole Wheat Bread, Weight Watchers Wheat Sandwich Rolls, Wonder Soft 100% Whole Wheat Bread

- **As of 1/1/2011**, the following brands of Tortillas are authorized: Buena Vida Whole Grain Tortillas, Celia's Corn Tortillas, Chi Chi's White Corn or Whole Wheat Tortillas, Don Pancho White Corn or Whole Wheat Tortillas, La Burrita Yellow Corn Tortillas, La Banderita White Corn or Whole Wheat , Tortillas, Mission Yellow Corn or Whole Wheat Tortillas, Ortega Whole Wheat Tortillas

- Not allowed (bread): Raisin or other bread with fruit or nuts, Pita or bagel bread or English muffins, Organic or size less than 15 ounces
- Not allowed (Tortillas): Fried corn tortillas, chips, tostadas, or taco shells, White flour tortillas or with any added flavors, Organic
- Not allowed (brown rice): Ready-to-serve or precooked in pouch, Rice with added flavor, sauce, or vegetables, Organic or sizes less than 14 ounces.

FRUIT AND VEGETABLES

$32 total value of vegetables and fruit, 2 varieties of vegetables AND of fruit

- Fresh (whole or cut), frozen, and canned allowed
- Prepackaged OK
- Low sodium and organic OK
- Plastic, metal, glass, paper, or foil containers OK
- Not allowed: 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, French fries, tater tots, WIC or other juice, Soup, rice, or pasta, with breading, butter, sauces, fat, oil, or meat, with sugar, 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.

100% FRUIT JUICE
9 cans, 11.5 – 12 ounce concentrate, frozen and/or shelf-stable, 2 varieties *and* **6 bottles or cartons, 59-64 ounce size, 2 varieties** • 100% juice, unsweetened. Brands and types shown here only, can, carton, or bottle sizes as shown on the WIC check. Added calcium OK • Brands, types allowed: **Frozen Concentrate, 100% Unsweetened Juice:** Orange, Grapefruit, – any brand Apple – Old Orchard, Seneca Pineapple – Dole, Old Orchard Purple grape – Old Orchard, Seneca, Welch's White grape – Old Orchard, Welch's **Shelf-stable Concentrate, 100% Unsweetened Juice:** Apple – Welch's, Juicy Juice Purple Grape – Welch's White Grape – Welch's **Plastic Bottle, 59-64 ounce, 100% Unsweetened Juice:** Orange , Grapefruit , Pineapple– any brand Apple – Old Orchard, Seneca, Apple & Eve, Juicy Juice, Tree Top Purple grape – Old Orchard, Seneca, Welch's Red grape – Welch's White grape – Old Orchard, Welch's • Not allowed: Glass bottles, Organic or fresh-squeezed, Fruit cocktail, punch, or drink

Infant Foods:

INFANT FORMULA	
SIMILAC ADVANCE WITH IRON:	*SIMILAC SOY ISOMIL:*
12 cans powder, 12.4 ounce size **42 cans concentrate, 13 ounce size**	**6 cans powder, 12.4 ounce size** **18 cans concentrate, 13 ounce size**
• Not allowed: Organic	

INFANT CEREAL
6 boxes, 8 or 16 ounce size, dry, 2 varieties (one variety must be rice cereal) • Contract brand only • Varieties: rice, barley, oatmeal, mixed, whole wheat • Not allowed: With fruit, formula, or DHA, organic

INFANT FRUITS and VEGETABLES
32 jars or plastic containers, 3.5 - 4.0 ounce size, 2 varieties fruit and 2 varieties vegetables • Any brand • 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)** • Not allowed: 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 MEATS
31 jars, 2.5 ounce size, 2 varieties • Any brand • Plain chicken, turkey, beef, lamb, veal, or ham • Not allowed: Organic or with DHA, With added vegetables, fruit, rice, cereal, or pasta, Dinners, meat sticks, stews, or soups

Pharmacies are not required to carry the minimum stock. However, pharmacies and combination food store/pharmacies must be able to provide, within 48 hours of request (excluding weekends and holidays), any infant formula prescribed on a WIC check. If there is a formula that you are having difficulty obtaining, please contact the State WIC Office for assistance.

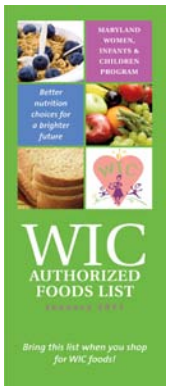
Maryland WIC Authorized Vendor
Infant Formula Supplier Directory

Below are infant formula sources for Maryland WIC authorized vendors. As a Maryland WIC authorized vendor, infant formula may only be obtained from the sources provided in this directory. If you do not see your current source listed please contact this office at 410-767-5258 or 1-800-242-4942 (toll free) for guidance. **Note: You may have a different address for the same sources, which is acceptable**. You may change your source at any time provided your new source is listed. This directory will be updated annually and is also available online at www.mdwic.org

Manufacturers	
Mead Johnson 282 Galahad Drive Rochester, NY 14623-5508 585-334-9377	Nestle USA 800 North Brand Blvd Glendale, CA 91203 617-770-2638
Abbott Laboratories 3300 Stelzer Road Columbus OH 43219	PBM Nutritionals 147 Industrial Park Road Georgia, VT 05468-2109 800-959-2066 x131
Nutricia North America 9900 Belward Campus Drive Ste 100 Rockville MD 20850	Solus Products, LLC 8910 Purdue Road, Suite 230 Indianapolis, IN 46268
Distributors	
Cardinal Health 1120 Commerce Blvd Swedesboro, NJ 08085 301-341-4308	Jetro 3405 Annapolis Road Baltimore, MD 21227 410-354-1500
Moran Foods, Inc. 9822 Prosperity Lane Williamsport, MD 21795 800-828-1530	Supervalu, Inc 8258 Richfood Road Mechanicsville, VA 23116 800-444-7424
Supervalu, Inc. 3900 Industrial Road Harrisburg, PA 17110 717-232-6821	Food Lion Distribution Center #7 Lot 16 Commerce Ave Greencastle, PA 17225 717-597-1100
Lancaster Distribution Center 500 S Muddy Creek Road Denver, PA 17517 717-335-4000	
Wholesalers	
Associated Wholesalers, Inc Route 422 Robesonia, PA 19551-0067 800-927-7771	AWI 600 Arsenal Road York, PA 17402 717-854-1505

B-Green Cash & Carry 1300 S Monroe St Baltimore, MD 21230 410-539-6134	B-Green Cash & Carry 2401 Belair Road Baltimore, MD 21213 410-563-0323
Bill's Wholesale Grocery, Inc. 211 Meadows Ridge Drive Mt. Norris, PA 15349 800-288-2565	Bozzuto's, Inc. 275 Schoolhouse Road Chesire, CT 06410 800-243-9761
C & S Wholesale Grocers 100 Quality Circle, Suite 107 Harrisburg, PA 17112 717-657-7720	Cho Wholesaler, Inc. 1818 Pennsylvania Ave Baltimore, MD 21217 571-288-9844
Economy Wholesale Co. P O Box 346 Lavale, MD 21502 301-724-0202	George J. Falter P O Box 24176 Baltimore, MD 21227 800-322-3491
Maryland Cash & Carry 1808 N Patterson Park Ave Baltimore, MD 21213 410-558-2047	Nash Finch Company 1100 Prosperity Ave Lima, OH 45802 800-472-1847

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. Keep copies of the WIC Authorized Foods List in each lane of your store. You should also make them available at your customer service counter.

Milk

BUY:
- ✓ Store brand if available
- ✓ Container size shown on check
- ✓ 1% (low fat) or fat-free (nonfat) for women and children 2 years and older
- ✓ Whole milk for children less than 2 years

Buy if printed on check:
- ✓ Lactose reduced or lactose free (half gallon size only)
- ✓ 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

Cheese

BUY:
- ✓ Block or sliced
- ✓ American, Cheddar, Colby, Swiss, Monterey Jack, Muenster, Mozzarella, or Provolone
- ✓ Low-fat, reduced fat, and low sodium OK

DO NOT BUY:
- ✕ Size less than 8 ounces
- ✕ Organic or imported
- ✕ Deli, string, or individually wrapped

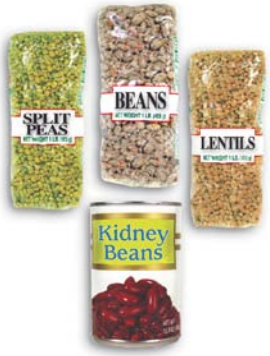
✕ Cheese food, spread, or product
✕ Cream cheese
✕ Shredded, crumbled, or cubed
✕ With flavors, nuts, peppers, or crackers

Eggs

BUY:
✓ Store brand if available
✓ White, medium or large
✓ One dozen only

DO NOT BUY:
✕ Organic, brown, fertile, or cage free
✕ Low fat or cholesterol, omega-3, pasteurized, or other specialty eggs

Beans, Peas, Lentils



BUY:
✓ 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 (Buy with your fruit and vegetable check)
✕ Soup, soup mixes or with flavor packets
✕ Beans with sauce, meat, fat, or oil

Peanut butter

BUY:
✓ Unflavored, 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

Canned Fish (If written on check)

BUY:
- ✓ Chunk light tuna, water pack, 5 to 6 ounce can
- ✓ Pink salmon, water pack, 6 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

Whole wheat bread

BUY:
- ✓ 1 pound (16 ounce) loaf or package
- ✓ 100% whole wheat bread or rolls only

Arnold Stone Ground 100% Whole Wheat Bread
Food Lion 100% Whole Wheat Bread
Giant Wheat Bread
Giant Stone Ground 100% Whole Wheat Bread
Great Value 100% Whole Wheat Bread
Healthy Life 100% Whole Wheat Bread
Mars Wheat Bread
Nature's Own 100% Whole Grain Sugar Free
Pepperidge Farm 100% Whole Wheat Bread
Pepperidge Farm Very Thin Sliced 100% Whole Wheat Bread
Pepperidge Farm Light Style Soft Wheat Bread
Roman Meal Sungrain 100% Whole Wheat Bread
Sara Lee Classic 100% Whole Wheat Bread
Schmidt Old Tyme 100% Whole Wheat Whole Grain Bread
Schmidt Old Tyme Whole Grain Sugar Free Bread
Schmidt Whole Grain 100% Whole Wheat Sandwich Rolls
Schmidt Whole Grain 100% Whole Wheat Hotdog Rolls
Shoppers 100% Whole Wheat Bread
Weight Watchers 100% Whole Wheat Bread
Weight Watchers Wheat Sandwich Rolls
Wonder Soft 100% Whole Wheat Bread

DO NOT BUY:
- ✓ Raisin or other bread with fruit or nuts
- ✓ Pita or bagel bread
- ✓ Size less than 15 ounces

Brown rice

BUY:
- ✓ Dry, plain
- ✓ Regular, quick cooking, or instant
- ✓ 1 pound (16 ounce) bag or box

DO NOT BUY:
- ✗ Rice with added flavor, sauce, or vegetables
- ✗ Size less than 14 ounces

Soft corn or whole wheat tortillas

BUY:
- ✓ Plain, 1 pound (16 ounce) package

Examples of Brands:
- ✓ Buena Vida Whole Grain Tortillas
- ✓ Celia's Corn Tortillas
- ✓ ChiChi's White Corn or Whole Wheat Tortillas
- ✓ Don Pancho White Corn or Whole Wheat Tortillas
- ✓ La Burrita Yellow Corn Tortillas
- ✓ La Banderita White Corn or Whole Wheat Tortillas
- ✓ Mission Yellow Corn or Whole Wheat Tortillas
- ✓ Ortega Whole Wheat Tortillas

DO NOT BUY:
- ✗ Fried corn tortillas, chips, tostadas, or taco shells
- ✗ White flour tortillas or with any added flavors

Cereal

BUY:
- ✓ Only the brands shown below
- ✓ 12 ounce size box or larger (cold cereal)
- ✓ 11.8 ounce size or larger (hot cereal)

Whole grain cereals (brown font color)

General Mills:
Cheerios
MultiGrain Cheerios
Total Whole Grain
Corn Chex
MultiBran Chex
Rice Chex

Wheat Chex
Kix
Wheaties
Kellogg's
All Bran Complete Wheat Flakes
Unfrosted Mini Wheats
Corn Flakes
Crispix
Rice Krispies
Special K
Post:
Banana Nut Crunch
Bran Flakes
Grape Nuts
Grape Nuts Flakes
Honey Bunches of Oats – **Vanilla Clusters**, Honey Roasted; Almond; Cinnamon Clusters
Quaker:
Cinnamon Oatmeal Squares
Instant Oatmeal, Regular Flavor
Instant Grits, Regular Flavor
B&G Foods:
Cream of Wheat Whole Grain
Cream of Wheat (Instant, 1 minute; 2 ½ minutes, 10 minute)

Fruit juice

BUY:
- ✓ 100% juice, unsweetened
- ✓ Brands and types shown below only
- ✓ Can or bottle size shown on check
- ✓ With calcium OK

DO NOT BUY:
- ✗ Glass bottles
- ✗ Organic or fresh squeezed
- ✗ Fruit cocktail, punch, or drink

<u>Frozen Concentrate, 100% Unsweetened Juice:</u>

Orange – any brand
Grapefruit – any brand
Apple – Old Orchard, Seneca
Pineapple – Dole, Old Orchard
Purple grape – Old Orchard, Seneca, Welch's
White grape – Old Orchard, Welch's

Shelf-stable Concentrate, 100% Unsweetened Juice:

Apple – Welch's, Juicy Juice
Purple Grape – Welch's
White Grape – Welch's

Plastic Bottle or carton, 59 - 64 ounce, 100% Unsweetened Juice:

Orange – any brand
Grapefruit – any brand
Pineapple – any brand
Apple – Old Orchard, Seneca, Apple & Eve, Juicy Juice, Tree Top
Purple grape – Old Orchard, Seneca, Welch's, Juicy Juice
Red grape – Welch's
White grape – Old Orchard, Welch's, Juicy Juice

Fruit and Vegetables*

Fresh

BUY:

- ✓ Loose or pre-packaged
- ✓ Whole or cut

DO NOT BUY:

- ✗ White, red-skin, or gold potatoes
- ✗ Salad bar items, party platters, fruit baskets
- ✗ Herbs, nuts, peanuts
- ✗ Salad kits with nuts, dressing
- ✗ Fruit or vegetables with dips
- ✗ Dried fruit

Frozen

BUY:

- ✓ Bag or box
- ✓ Plain
- ✓ 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

BUY:

- ✓ Metal, glass, or plastic
- ✓ Water or juice pack only
- ✓ 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

**** WIC juice and WIC beans are purchased with other WIC checks!***

Infant Foods

Infant Formula

BUY:

- ✓ Brand, type, and size shown on check

DO NOT BUY:

- ✗ Organic formula

Infant Cereal

BUY:

- ✓ Brand shown on check
- ✓ Dry, 8 or 16 ounce size box

DO NOT BUY:

- ✗ Organic or with DHA, fruit, or formula
- ✗ Jar or can

Infant Vegetables and Fruit

BUY:

- ✓ Brand, type, and size shown on checks
- ✓ Plain Vegetables or combination of vegetables (examples: carrots and yams)
- ✓ Plain Fruit or combination of fruits (examples: apples and

bananas)

✓ Multi-packs OK **(example: a 2 pack= 2 containers)**

DO NOT BUY:

✗ Organic or with DHA
✗ With meat, yogurt, or cereal, or pasta
✗ Dinners, desserts, soup, stew or diced

Infant Meat

BUY IF PRINTED ON CHECK:

✓ Brand, type, and size on check
✓ Plain chicken, turkey, beef, lamb, veal, or ham

DO NOT BUY:

✗ Organic or with DHA
✗ With added meat, yogurt, cereal, or pasta
✗ Dinners, meat sticks, stews, or diced
✗ Sizes less than 3.5 ounces or greater than 4 oz containers

Soy Beverage

BUY IF PRINTED ON CHECK:

✓ Containers size shown on checks
✓ Half Gallons: 8th Continent, Original Plan, Refrigerated
✓ Quarts: Pacific Natural Foods, Ultra Soy Brands, Plain, Shelf-Stable

DO NOT BUY:

✗ Any flavors
✗ Light or Fat-free

Tofu

BUY IF PRINTED ON CHECK:

✓ Amount shown on check
✓ 12-16 oz containers

Brands:

✓ Azumaya: Extra Firm, Firm, Silken, Extra Lite Firm
✓ House: Soft (Silken), Medium Firm (Regular), Firm, Extra Firm
✓ Nasoya: Extra Firm, Firm, Silken, Soft, Lite Firm, Lite Silken

Do Not Buy:

✗ Packages smaller than 12 oz or greater than 16 oz
✗ Added sodium, flavoring, fat or oil

Vendor Training

New Vendor Training

All stores that have been approved for WIC authorization **must attend New Vendor Training before they can accept WIC checks.** This first training is geared toward managers and supervisors so they can train their employees to accept and process WIC checks. However, cashiers or front-end supervisors may also attend. This training is normally scheduled as soon as possible after approval of an application. The number of vendors attending varies according to how many applications have been approved prior to the scheduled training date.

Annual Vendor Training

Annual Vendor Training is conducted once a year. **All currently authorized WIC vendors must attend annual training in order to maintain their WIC authorization.** Annual Training is normally offered by videoconference in the fall in each region of Maryland. There is always a review of WIC procedures and new topics that have come up in the past year. This is also a good opportunity for vendors to provide the WIC Program with feedback and suggestions. Significant program changes have come about that started out as suggestions from WIC vendors!

Cashier Training

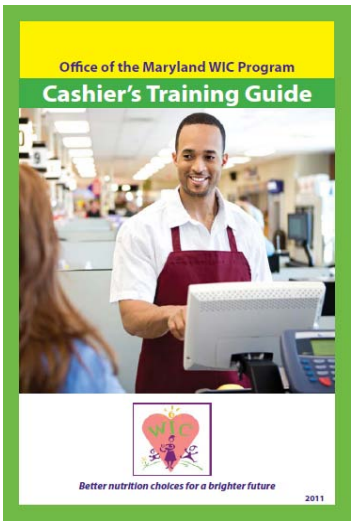
The WIC Program also offers cashier training to current WIC vendors. This training is not required but all vendors are encouraged to take advantage of it. Those who accept the training have fewer errors on WIC checks and fewer checks rejected by the bank. The cashier trainings will be scheduled regionally throughout the year. All vendors in the region will be notified of the available training dates and locations. Pre-registration is required.

The WIC Program may mandate cashier training for a vendor with a high rate of errors, rejected checks or complaints. A vendor that fails to attend training mandated by the WIC Program may have its WIC authorization terminated. Vendors may also request in store training. In store training may be arranged provided there are WIC staff available and a sufficient number of store personnel to be trained.

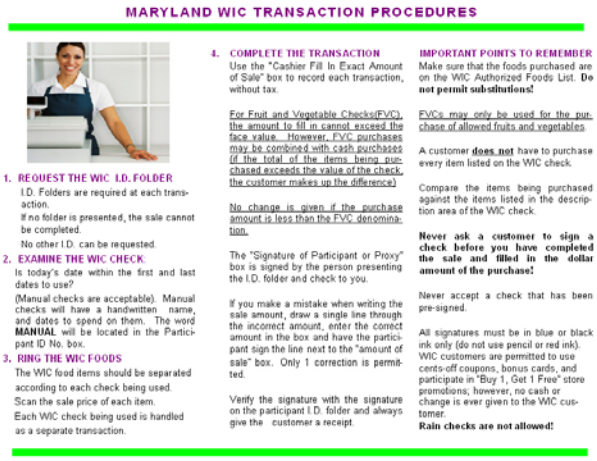
Training Materials

The Maryland WIC Program makes training materials available to its vendors upon request at no cost. These materials are developed to help you train your cashiers and other store personnel. They also serve as convenient refreshers and can answer questions or help with problems that you may not have encountered before. To order any of these materials, please contact the State WIC Office at 1-800-242-4WIC (4942).

Cashier's Training Guide



Cashier Ready Reference Guide



MARYLAND WIC TRANSACTION PROCEDURES

1. REQUEST THE WIC I.D. FOLDER
I.D. Folders are required at each transaction.
If no folder is presented, the sale cannot be completed.
No other I.D. can be requested.

2. EXAMINE THE WIC CHECK
Is today's date within the first and last dates to use?
(Manual checks are acceptable). Manual checks will have a handwritten name, and dates to spend on them. The word **MANUAL** will be located in the Participant ID No. box.

3. RING THE WIC FOODS
The WIC food items should be separated according to each check being used.
Scan the sale price of each item.
Each WIC check being used is handled as a separate transaction.

4. COMPLETE THE TRANSACTION
Use the "Cashier Fill In Exact Amount of Sale" box to record each transaction, without tax.

For Fruit and Vegetable Checks(FVC), the amount to fill in cannot exceed the face value. However, FVC purchases may be combined with cash purchases (if the total of the items being purchased exceeds the value of the check, the customer makes up the difference)

No change is given if the purchase amount is less than the FVC denomination.

The "Signature of Participant or Proxy" box is signed by the person presenting the I.D. folder and check to you.

If you make a mistake when writing the sale amount, draw a single line through the incorrect amount, enter the correct amount in the box and have the participant sign the line next to the "amount of sale" box. Only 1 correction is permitted.

Verify the signature with the signature on the participant I.D. folder and always give the customer a receipt.

IMPORTANT POINTS TO REMEMBER
Make sure that the foods purchased are on the WIC Authorized Foods List. **Do not permit substitutions!**

FVCs may only be used for the purchase of allowed fruits and vegetables.

A customer **does not** have to purchase every item listed on the WIC check.

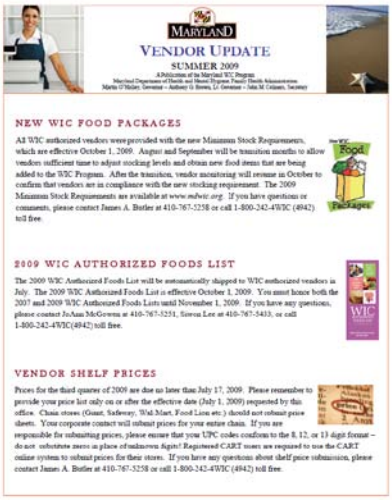
Compare the items being purchased against the items listed in the description area of the WIC check.

Never ask a customer to sign a check before you have completed the sale and filled in the dollar amount of the purchase!

Never accept a check that has been pre-signed.

All signatures must be in blue or black ink only (do not use pencil or red ink). WIC customers are permitted to use cents-off coupons, bonus cards, and participate in "Buy 1, Get 1 Free" store promotions; however, no cash or change is ever given to the WIC customer.
Rain checks are not allowed!

Vendor Update



MARYLAND
VENDOR UPDATE
SUMMER 2009

NEW WIC FOOD PACKAGES

All WIC authorized vendors were provided with the new Minimum Stock Requirements, which are effective October 1, 2009. August and September will be transition months to allow vendors sufficient time to adjust stocking levels and obtain new food items that are being added to the WIC Program. After the transition, vendor monitoring will resume in October to confirm that vendors are in compliance with the new stocking requirement. The 2009 Minimum Stock Requirements are available at www.mdwic.org. If you have questions or comments, please contact James A. Butler at 410-767-5258 or call 1-800-242-4WIC (4942) toll free.

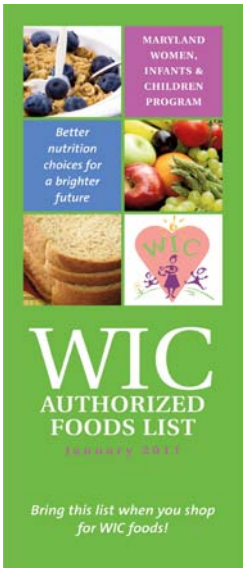
2009 WIC AUTHORIZED FOODS LIST

The 2009 WIC Authorized Foods List will be automatically shipped to WIC authorized vendors in July. The 2009 WIC Authorized Foods List is effective October 1, 2009. You must honor both the 2007 and 2009 WIC Authorized Foods Lists until November 1, 2009. If you have any questions, please contact JoAnn McGowan at 410-767-5251, Simon Lee at 410-767-5433, or call 1-800-242-4WIC(4942) toll free.

VENDOR SHELF PRICES

Prices for the third quarter of 2009 are due no later than July 17, 2009. Please remember to provide your price list only on or after the effective date (July 1, 2009) requested by this office. Chain stores (Giant, Safeway, Wal-Mart, Food Lion etc.) should not submit price sheets. Your corporate contact will submit prices for your entire chain. If you are responsible for submitting prices, please ensure that your UPC codes conform to the 8, 12, or 13 digit format – do not substitute zeros in place of unknown digits! Registered CART users are required to use the CART online system to submit prices for their stores. If you have any questions about shelf price submission, please contact James A. Butler at 410-767-5258 or call 1-800-242-4WIC (4942) toll free.

Authorized Foods Lists



Shelf Tags

Shelf tags are made available to WIC vendors at no charge. Use of shelf tags is optional. However, vendors are encouraged to use them as they help your customers find the WIC authorized products in your store. If you use shelf tags, you are also cautioned to make sure they are properly placed. If your stockers move items on your shelves, make sure the tags are not in the wrong location. Remember that it is a violation of federal and state WIC regulations to place stickers or labels on WIC food items. Vendors may develop their own shelf tags. **However, you are also reminded that the WIC acronym (W.I.C.) and the WIC logo are copyrighted and may not be used without obtaining permission from the State WIC Agency.**

The Participant Identification Folder

The Participant Identification Folder 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: **(Note: If your WIC customer leaves the folder in your store, please contact the Local WIC Agency on the front of the folder!)**

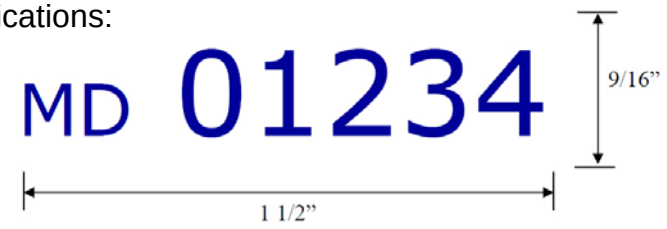
There must be at least one name (first and last) with a WIC I.D. number. There may be as many as six names, each with a different number. The check being used must match a name and I.D. number listed here.
NOTE: There are instances in which a participant number will not appear on the check (e.g. manually issued checks. See page 37).

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.

The Vendor Identification Stamp

A set of two stamps are provided to a new vendor by the program at no cost. However, it is the vendor's responsibility to replace the stamps in the event they are worn out, lost, or broken. You may use any supplier (e.g., Office Depot, Stapl es, etc.) to replace the stamps as long as the new stamp meets the following sp ecifications:



Verdana font 12 and 20 pitch-expanded spacing 2.0
Stamp base rubber size: 9/16" x 1 ½":

Use of stamps not meeting the above specifications will result in rejection of your checks by the bank!

Clean your stamp if it becomes dirty. Pay close attention to the image quality of the stamp's impression on your checks. If it is faded or illegible, re-ink the pad on the pull out tray located on the side of the stamp, or replace the stamp. For your reference, the brand of the stamps initially provided is IDEAL®50 which is a premium quality self-inking stamp from M&R Marking Systems Inc. However, you may use any brand as long as the proper specifications are followed.

Processing the WIC Check

At the cash register:

- ✓ A WIC identification folder must be presented in order to make a WIC purchase. If the customer does not present the identification folder, ask for it. No other form of identification may be requested.

- ✓ Check the purchase dates at the top of the check. The check cannot be accepted before the "First Date to Spend", or after the "Last Date to Spend."

- ✓ You may optionally fill in the date redeemed section (located between the First Date to Spend", and "Last Date to Spend."

- ✓ Look at the WIC check to see if it has been altered (for example changing the quantity of the food items, or attempting to provide longer than the dates to spend). If it has, do not accept it.

- ✓ Make sure the WIC customer has separated the WIC foods. The WIC foods must be grouped by check and separated from all other purchases. Checks may only be used for the type and amount of food written on the check in the designated area. **Always use the information contained in the food prescription box to determine what your WIC customer may purchase. No substitutions are allowed!** The WIC customer does not have to buy everything on the check so make sure you scan or count each item. **Do not assume everything on the check is being purchased.**

- ✓ Make sure that only authorized foods are being purchased. Refer to your authorized foods list. Remember, that some special foods are not listed on the authorized foods list. Follow the items prescribed on the WIC Check.

- ✓ **Rain checks may not be given for WIC food items that are out of stock.**

- ✓ WIC customers may use cents-off coupons and bonus cards. The value of the coupons must be deducted from the sale price. **No cash can be given back to the WIC customer.**

- ✓ If the customer is using a WIC Fruit and Vegetable Check (FVC), the price you write on the check may not exceed the value of the FVC. The customer has the option of paying the overage, buying less, or voiding the sale. **If the customer purchases less than the FVC denomination, no change is given!**

- ✓ Each check is processed as a separate sale. Add up the cost of the food purchased on each check and enter the price in ink in the block at the right side of the check.

- ✓ Be sure that the WIC customer signs each check in ink on the signature line at the bottom of the check **after** you have entered the price. **You may not request a signature prior to entering a purchase amount on the check.** If you make a mistake entering the price, put a single line neatly through the wrong price and write the correct price in ink above and inside the blocks. Then have the WIC customer sign again on the signature line at the top of the check (see page 39). Compare the name signed on the check to the name signed on the WIC identification folder. If the names do not match, you cannot make the sale.

- ✓ If the check cannot be accepted, note the check number, and the name and identification number of the participant. Report the incident to your local WIC agency as soon as possible.

- ✓ If your register does not automatically endorse the check, be sure to endorse it with your store's name and bank account number but do not endorse the check over to anyone else.

- ✓ Stamp the check with your vendor identification stamp in the appropriate area on the front of the check.

- ✓ Check for errors that may cause the check to be rejected (**see pages 40 – 46 Bank Rejections and How to Request Payment Review**). If you detect an error, contact the State WIC office for guidance prior to depositing the check. Also, refer to the section on vendor reimbursements in this manual.

- ✓ Deposit the check as soon as possible. If you deposit it more than 30 days after the "Last Date to Spend," you will not be paid.

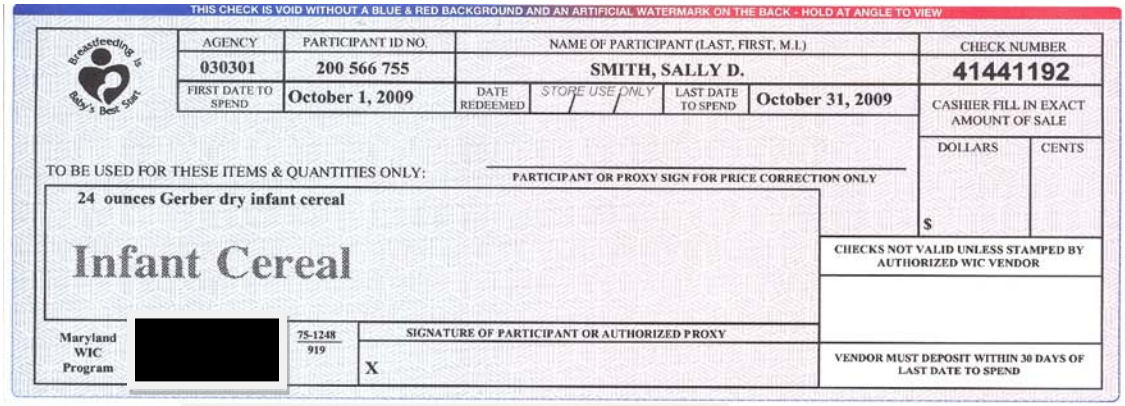
On the following pages are examples of WIC checks to illustrate the variety of checks and food packages you may see. Special food packages are sometimes issued to people who do not have refrigeration, require a kosher diet, or to children who require special formulas. However, in several of the food categories, the authorized foods list states that special foods are allowed only if the WIC check prescribes them.

Remember that the check is the highest authority on what is eligible. Unless the check has been altered, the food listed on the check must be allowed for purchase.

If you have questions, or are unsure about an item being prescribed on a WIC check, you should immediately contact your Local WIC Agency, or the State WIC Program.

Maryland WIC Checks

Maryland WIC Checks incorporate security features such as watermarks and other security features to deter fraud. If you encounter a WIC check that appears fraudulent, please immediately notify the WIC Program.


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

Breastfeeding is Baby's Best Start

AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST, M.I.)	CHECK NUMBER
030301	200 566 755	SMITH, SALLY D.	41441192

FIRST DATE TO SPEND: October 1, 2009 | DATE REDEEMED: STORE USE ONLY / / | LAST DATE TO SPEND: October 31, 2009

CASHIER FILL IN EXACT AMOUNT OF SALE — DOLLARS | CENTS — $

TO BE USED FOR THESE ITEMS & QUANTITIES ONLY:

PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY

24 ounces Gerber dry infant cereal

Infant Cereal

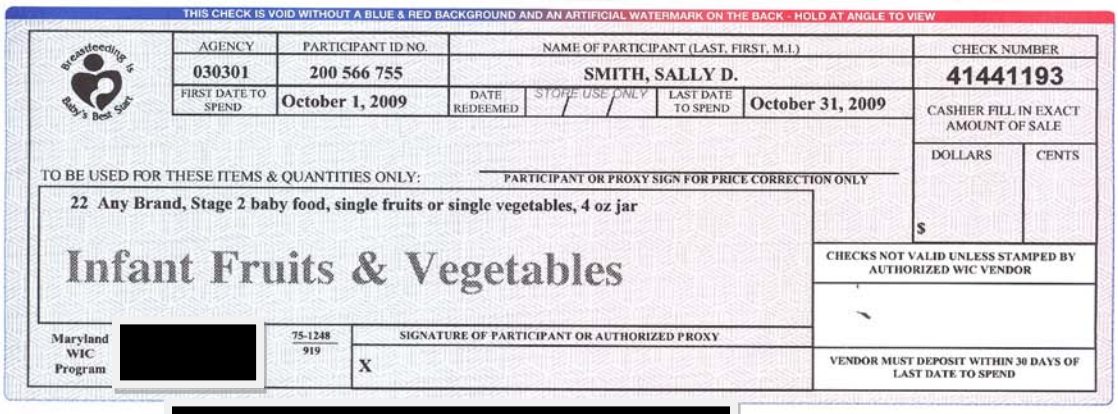
CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR

Maryland WIC Program [redacted] 75-1248 / 919

SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY X

VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND

[redacted]


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

Breastfeeding is Baby's Best Start

AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST, M.I.)	CHECK NUMBER
030301	200 566 755	SMITH, SALLY D.	41441193

FIRST DATE TO SPEND: October 1, 2009 | DATE REDEEMED: STORE USE ONLY / / | LAST DATE TO SPEND: October 31, 2009

CASHIER FILL IN EXACT AMOUNT OF SALE — DOLLARS | CENTS — $

TO BE USED FOR THESE ITEMS & QUANTITIES ONLY:

PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY

22 Any Brand, Stage 2 baby food, single fruits or single vegetables, 4 oz jar

Infant Fruits & Vegetables

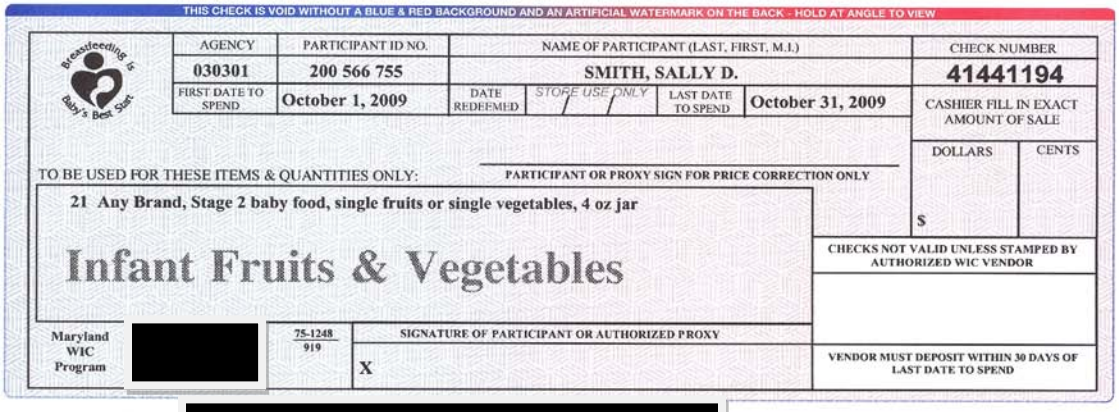
CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR

Maryland WIC Program [redacted] 75-1248 / 919

SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY X

VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND

[redacted]


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

Breastfeeding is Baby's Best Start

AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST, M.I.)	CHECK NUMBER
030301	200 566 755	SMITH, SALLY D.	41441194

FIRST DATE TO SPEND: October 1, 2009 | DATE REDEEMED: STORE USE ONLY / / | LAST DATE TO SPEND: October 31, 2009

CASHIER FILL IN EXACT AMOUNT OF SALE — DOLLARS | CENTS — $

TO BE USED FOR THESE ITEMS & QUANTITIES ONLY:

PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY

21 Any Brand, Stage 2 baby food, single fruits or single vegetables, 4 oz jar

Infant Fruits & Vegetables

CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR

Maryland WIC Program [redacted] 75-1248 / 919

SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY X

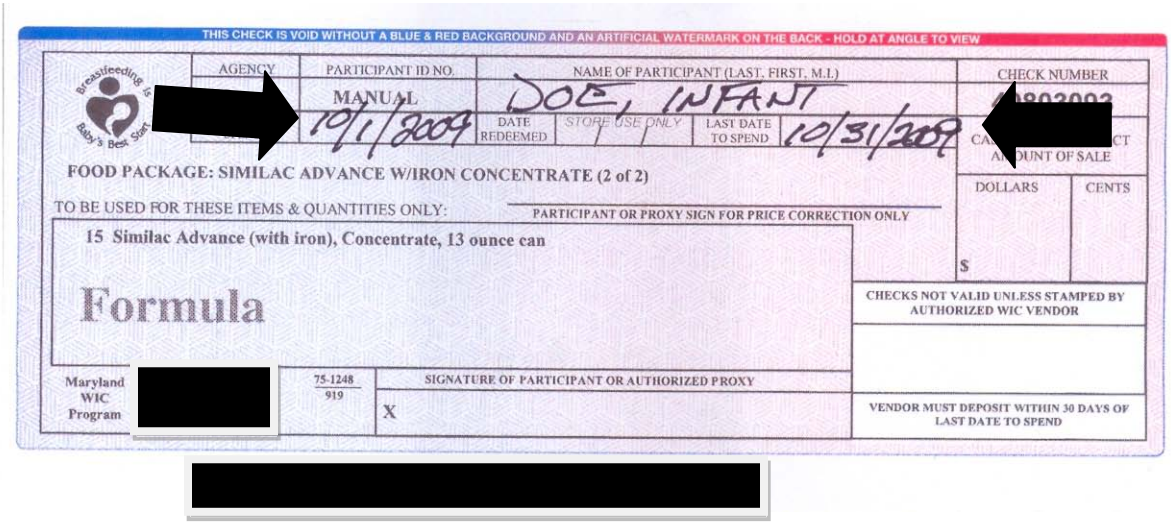
VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND

[redacted]

MANUAL WIC CHECK

Manual WIC checks do not have Participant I.D. numbers on them.

The Participant's name, first and last dates to spend will be hand written.


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

Breastfeeding is Baby's Best Start

AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST, M.I.)	CHECK NUMBER
	MANUAL	DOE, INFANT	[redacted]
	10/1/2009	DATE REDEEMED / STORE USE ONLY / LAST DATE TO SPEND 10/31/2009	[redacted]

FOOD PACKAGE: SIMILAC ADVANCE W/IRON CONCENTRATE (2 of 2)

TO BE USED FOR THESE ITEMS & QUANTITIES ONLY:

PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY

15 Similac Advance (with iron), Concentrate, 13 ounce can

Formula

AMOUNT OF SALE — DOLLARS $ — CENTS

CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR

Maryland WIC Program [redacted]

75-1248 / 919

SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY

X

VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND

[redacted]

WIC Fruit and Vegetable Check

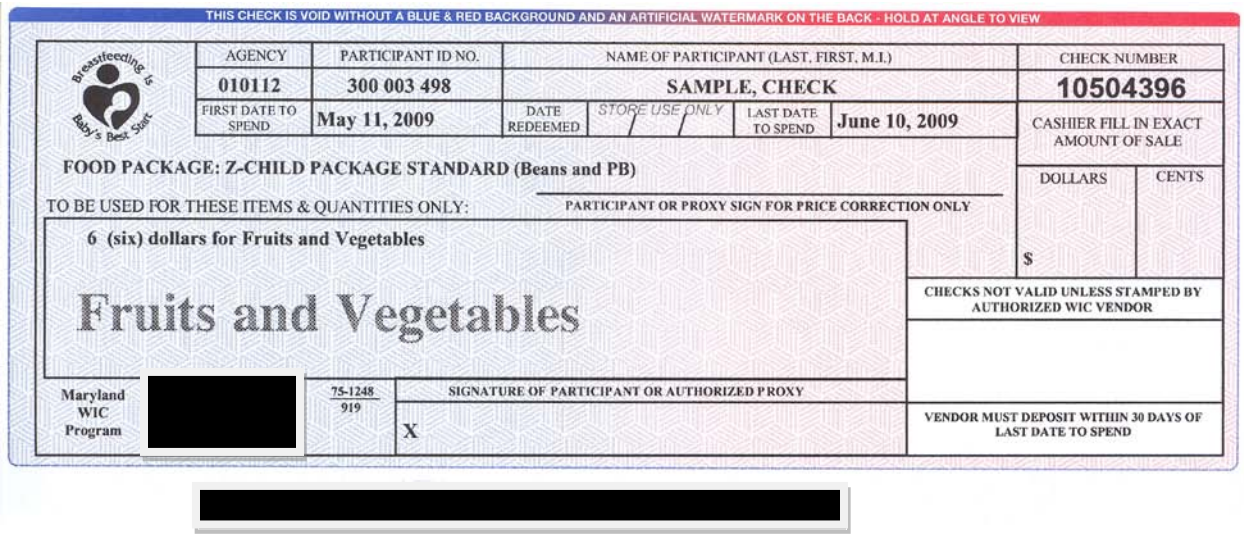
1. WIC Fruit and Vegetable checks (FVCs) work just like other WIC checks except they may only be used for the purchase of WIC authorized fruits and vegetables.

2. FVC denominations are $6, $10, and $15.

3. FVC purchases may be combined with cash *(if the total of the items being purchased exceeds the value of the voucher, the customer makes up the difference)*

4. If the purchase exceeds the FVC denomination, only write in the face value.

5. No change is given if the purchase amount is less than the FVC denomination.


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

Breastfeeding is Baby's Best Start

AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST, M.I.)	CHECK NUMBER
010112	300 003 498	SAMPLE, CHECK	10504396

FIRST DATE TO SPEND	DATE REDEEMED	STORE USE ONLY	LAST DATE TO SPEND
May 11, 2009		/ /	June 10, 2009

CASHIER FILL IN EXACT AMOUNT OF SALE

FOOD PACKAGE: Z-CHILD PACKAGE STANDARD (Beans and PB)

TO BE USED FOR THESE ITEMS & QUANTITIES ONLY:

PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY

DOLLARS | CENTS

$

6 (six) dollars for Fruits and Vegetables

Fruits and Vegetables

CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR

Maryland WIC Program [redacted]

75-1248 / 919

SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY

X

VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND

[redacted]

Corrected WIC Check

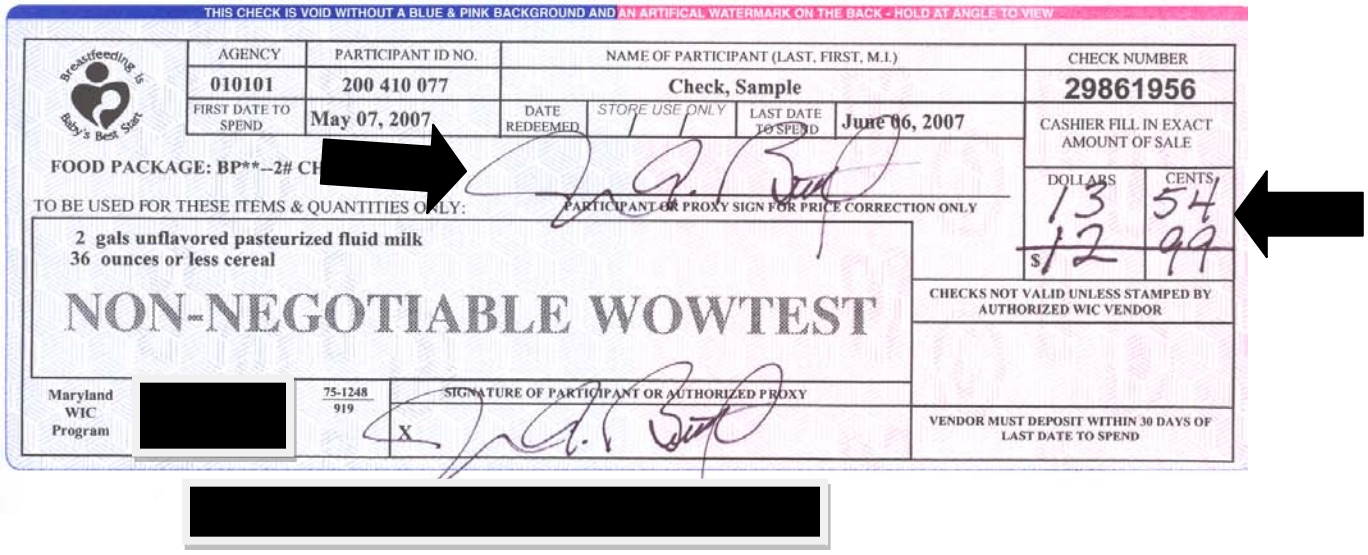
If the cashier realizes they made a mistake writing the dollar amount of the WIC purchase on the check they must:

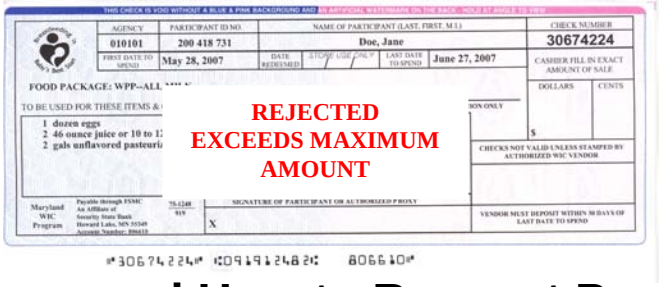
1. Draw a <u>single</u> line through the incorrect price.

2. Write the <u>correct price</u> directly above it inside the “box.”

3. Have the <u>customer sign</u> on the price correction line!

   If the cashier <u>does not</u> have the participant or proxy sign on the line titled: Participant/Proxy Sign for Price Correction Only, the bank will reject the check.





Bank Rejections and How to Request Payment Review

Rejected Reason	Steps to be Taken
Altered $ Amount Void Do Not Redeposit	Always take care to make a price change with a single line through the wrong price write the correct price directly above it within the box. Send the original check or bank image with a completed copy of the CHECK EXCEEDING MAXIMUM AMOUNT Form DHMH 4295-B to the State WIC Office for reimbursement review.
Future/Post Dated Expire/State Dated Void Do Not Redeposit	The State WIC Office will not reimburse vendors for checks accepted before the "First Date to Spend" or after the "Last Date to Spend."
Missing Signature	Contact the local agency and ask if the participant can come to the store to sign the check or bank image. When signed submit to the State WIC Office within 45 days from the "Last Date to Spend."
Missing Vendor Stamp	Stamp the check or bank image and redeposit it in the bank within 30 days from the "Last Date to Spend", or submit it to the State WIC Office within 45 days from the "Last Date to Spend."
Over Max $ Amount Void Do Not Redeposit	Send the original check or bank image with a completed copy of the CHECK EXCEEDING MAXIMUM AMOUNT Form DHMH 4295-B to the State WIC Office for reimbursement review. EXCEPTION: Fruits and Vegetables checks may be submitted without attaching Form 4295-B. The State WIC

	Office will pay the dollar amount printed on the check – such as $6.00, $10.00, or $15.00.
Signature/Quantity of Food/Date Altered Void Do Not Redeposit	Never accept a check that has been obviously tampered with or altered. Never make any changes except for the one allowable price correction. Send the original check or bank image with a completed copy of the CHECK EXCEEDING MAXIMUM AMOUNT Form DHMH 4295-B to the State WIC Office for reimbursement review.
Signature in Pencil or Payment Amount in Pencil Void Do Not Redeposit	The State WIC Office will not reimburse vendors for checks that are signed in pencil or that have the amount written in pencil.
Vendor Stamp Unreadable or Vendor Stamp Missing Void Do Not Redeposit	Stamp the check or bank image and submit it to the State WIC Office within 45 days from the "Last Date to Spend." If the check has been processed correctly, send the original check or bank image with a completed copy of the CHECK EXCEEDING MAXIMUM AMOUNT Form DHMH 4295-B to the State WIC Office for payment review.

REMINDER:

Vendors must deposit WIC checks in the bank within 30 days of the last date to spend. Checks deposited past 30 days from the last date to spend will be rejected by the bank and will not be paid.

Checks that have not been deposited and rejected for payment by the bank will not be reviewed by the State WIC Office.

The Maryland WIC Program does not provide reimbursement for bank fees associated with rejected checks. A vendor may not ask a WIC participant for any payments or fees associated with rejected checks.

On the next page is the Check Reimbursement Form. Make copies of it to use in the future.

Complete the form by supplying the following information:

- ✓ Store Name - Your complete store name including store number if applicable.
- ✓ Address - The complete street address of your store.
- ✓ City/State/Zip - The complete city, state and zip code of your store.
- ✓ Contact person - The person WIC should contact if a question arises.
- ✓ Contact phone number - The phone number (including area code) of the contact person.
- ✓ Signature - The person submitting the WIC checks signs here.
- ✓ WIC ID# - Write or stamp your WIC identification number here. This is the same number you stamp onto the checks you have redeemed.
- ✓ Date - The date you are submitting the WIC checks.
- ✓ Total number of checks for which reimbursement is requested - The number of checks you are submitting for which you are requesting reimbursement. Do not include checks you are sending for which you are not requesting reimbursement.
- ✓ Total amount requested - Add the amounts of all the checks you are submitting for reimbursement and enter the total here.
- ✓ If you are requesting reimbursement for checks that have been rejected for exceeding the maximum amount payable, you must also complete the Check Exceeding Maximum Amount Price Form (see page 44). Both forms are available online at www.mdwic.org.

Mail the form and the check(s) to:

Department of Health and Mental Hygiene
Office of the Maryland WIC Program
201 W. Preston Street, 1st Floor
Baltimore, MD 21201

Checks submitted without the required forms will be returned to the vendor. If this occurs, you are still required to resubmit them with the appropriate forms within 45 days from the last date to spend.

Preparing rejected checks for mailing to the State WIC Office

1. Send **one** Check Reimbursement Cover Sheet for all of your rejected checks. Enter the total number of checks enclosed in the envelope for reimbursement on the form. Do not send separate cover sheets for each of your stores.

2. Separate the rejected checks into three categories:

   A. **Exceeds Maximum Amount** – **Fruits and Vegetables** checks may be submitted without the Check Exceeding Maximum Amount Form 4295-B. The State WIC Office will pay the dollar amount printed on the check – such as $6.00, $10.00, or $12.00. Paper-clip these checks together before placing in the envelope.

   B. **Exceeds Maximum Amount** - **All other checks** rejected for this reason **MUST** be stapled to a completed Check Exceeding Maximum Amount Form 4295-B. Submit a separate form for each rejected check. Checks received without the completed form will returned to the vendor.

   C. All other rejected checks should be paper clipped together before placing in the envelope.

3. It is preferred that vendors not fold the forms; please send the rejected checks in a large envelope (for example, 9” x12”).

On the next page is the Check Reimbursement Form. Please make copies of the form to use in the future. The forms are also available online at *www.mdwic.org*.

Complete the form by supplying the following information:

- ✓ Store Name - Your complete store name including store number if applicable.
- ✓ Address - The complete street address of your store.
- ✓ City/State/Zip - The complete city, state and zip code of your store.
- ✓ Contact person - The person WIC should contact if a question arises.
- ✓ Contact phone number - The phone number (including area code) of the contact person.
- ✓ Signature - The person submitting the WIC checks signs here.
- ✓ WIC ID# - Write or stamp your WIC identification number here. This is the same number you stamp onto the checks you have accepted.
- ✓ Date - The date you are submitting the WIC checks.
- ✓ Total number of checks for which reimbursement is requested - Total number of checks you are submitting for which you are requesting reimbursement. Do not include checks you are sending for which you are not requesting reimbursement.

Mail the form to: Maryland WIC Program
201 W. Preston Street, 1st Floor
Baltimore, MD 21201
Attn: Sharon Gibbs

Checks submitted without the required forms will be returned to the vendor. If this occurs, you are still required to resubmit them with the appropriate forms within 45 days from the last date to spend.

Maryland WIC Program
Check Reimbursement Cover Sheet

TO: Maryland WIC Program
201 W. Preston Street, 1st floor
Baltimore, MD 21201

DATE: _____

FROM: _____ _____
Store Name WIC Vendor ID #

_____ _____
Contact Person Name (Printed) Contact Person Phone Number

Checks that <u>have not been deposited and rejected by the bank</u> will be returned to vendor.

Some checks rejected by the bank may be submitted to the State WIC Office for review. Please refer to the rejected reasons listed below to determine if your checks can be submitted for review.

<u>Checks with the following rejected reasons may be sent to the State WIC Office for review:</u>

Rejected Reason:	**Before submitting to State WIC, the vendor must:**
Deposited Past 30 Days from Last Date to Spend	Submit to State WIC Within 45 Days of Last Date to Spend
Exceeds Maximum Value*	Attach Form 4295-B (Request for Payment for Check Exceeding Max)
Illegible Vendor Stamp	Re-Stamp Checks with Vendor Stamp
Missing Signature	Obtain Signature of Participant/Proxy by calling the local WIC office
Missing Vendor Stamp	Stamp Checks with Vendor Stamp
Payment Amount Altered Incorrectly	
Payment Amount is Missing	Enter Payment Amount
Price Correction Signature Missing/Mismatched	Obtain Signature of Participant/Proxy by calling the local WIC office

* Fruits and Vegetables checks may be submitted without attaching Form 4295-B. The State WIC Office will pay the dollar amount printed on the check – such as $6.00, $10.00, or $15.00

<u>WIC WILL NOT PAYchecks with the following rejected reasons:</u>

- Altered Item
- Previously Paid
- Unauthorized Vendor
- Used Before 1st Date to Spend
- Used After Last Date to Spend
- Checks that have not been deposited in the bank

Enter the total # of checks submitted <u>for all of your stores</u> for reimbursement: _____
(Required)

If you have any questions, please contact **Ms. Sharon Gibbs** at 410-767-5241.

DHMH 4295-A (1/11)

Maryland WIC Program
Request for Reimbursement
Check Exceeding Maximum Amount

To: Maryland WIC Program **Date:**_____

FROM: _____ **&**_____ **&** _____
NAME **STORE NAME** **VENDOR ID#**

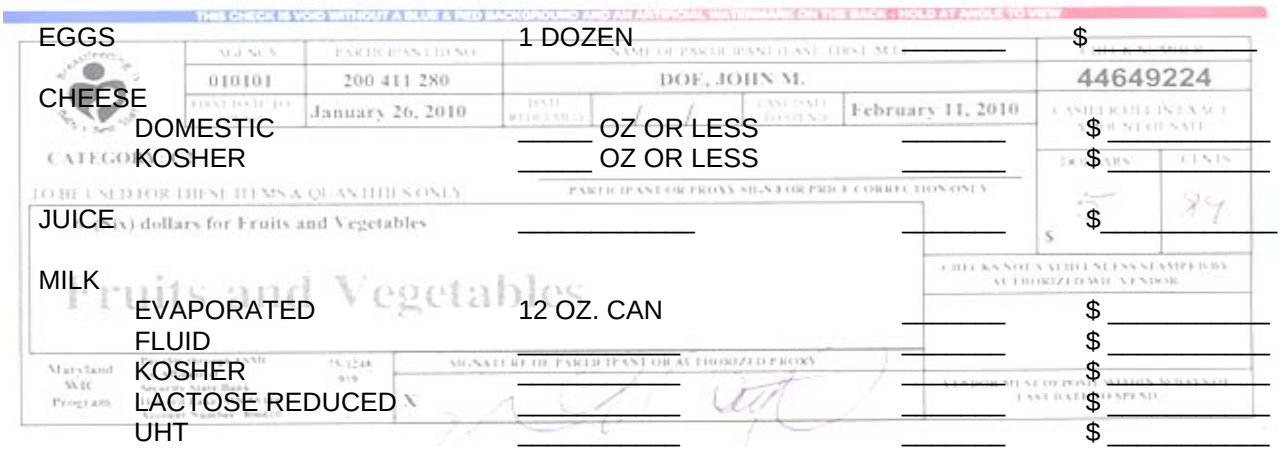
CHECK # _____ **REQUESTED AMOUNT $**_____

PLEASE ENTER THE INFORMATION BELOW <u>FOR ITEMS THAT HAVE BEEN PURCHASED</u>.

ITEM:	**SIZE:**	**QTY:**	**PRICE:**
DRY AND CANNED BEANS	_____	_____	$ _____
WIC CEREAL	_____ OZ OR LESS	_____	$_____
INFANT FRUIT & VEGETABLES	4 OZ	_____	$_____
INFANT MEATS	2.5 OZ	_____	$_____
KOSHER INFANT MEATS	2.5 OZ	_____	$ _____
GERBER INFANT CEREAL	8 OZ.	_____	$ _____
EGGS	1 DOZEN	_____	$ _____
CHEESE			
DOMESTIC	_____ OZ OR LESS	_____	$ _____
KOSHER	_____ OZ OR LESS	_____	$ _____
JUICE	_____	_____	$_____
MILK			
EVAPORATED	12 OZ. CAN	_____	$ _____
FLUID	_____	_____	$ _____
KOSHER	_____	_____	$ _____
LACTOSE REDUCED	_____	_____	$ _____
UHT	_____	_____	$ _____
PEANUT BUTTER	_____ OZ OR LESS	_____	$ _____
100% WHOLE WHEAT BREAD BROWN RICE SOFT CORN/WHOLE WHEAT TORTILLAS	_____	_____	$_____
TUNA, SALMON, OR SARDINES	_____	_____	$_____
FORMULA (ENTER TYPE, SIZE, QUANTITY, AMOUNT)			
_____	_____	_____	$_____

GRAND TOTAL $ _____

STAPLE CHECK HERE



Do not submit this form for Fruit and Vegetable checks rejected for "Over Max $ Amount"

Peer Group Averaging

The Maryland WIC Program utilizes Peer Group Averaging and regular shelf price collection to evaluate and monitor prices charged by vendors for WIC food items. The Peer Group Average is the arithmetic mean of prices charged for food items by vendors within a peer group. After an on-site review is conducted for vendor applicants, and after authorization, the prices collected by State Agency staff are analyzed and compared to prices for other stores similar in size and geographic location. These groupings are called “Peer Groups”. Currently, there are three size categories and 19 Peer Groups*. They are as follows:

Region 1 consists of Allegany and Garrett Counties.

Peer Group 1, Region 1, Large Stores, 8 or more check out lanes;
Peer Group 2, Region 1, Medium Stores, 4 to 7 check out lanes;
Peer Group 3, Region 1, Small Stores, 1 to 3 check out lanes;

Region 2 consists of Frederick and Washington Counties.

Peer Group 4, Region 2, Large Stores, 8 or more check out lanes;
Peer Group 5, Region 2, Medium Stores, 4 to 7 check out lanes;
Peer Group 6, Region 2, Small Stores, 1 to 3 check out lanes;

Region 3 consists of Anne Arundel, Baltimore, Carroll, Harford, and Howard counties.

Peer Group 7, Region 3, Large Stores, 8 or more check out lanes;
Peer Group 8, Region 3, Medium Stores, 4 to 7 check out lanes;
Peer Group 9, Region 3, Small Stores, 1 to 3 check out lanes;

Region 4 consists of Baltimore City.

Peer Group 10, Region 4, Large Stores, 8 or more check out lanes;
Peer Group 11, Region 4, Medium Stores, 4 to 7 check out lanes;
Peer Group 12, Region 4, Small Stores, 1 to 3 check out lanes;

Region 5 consists of Montgomery and Prince George’s Counties.

Peer Group 13, Region 5, Large Stores, 8 or more check out lanes;
Peer Group 14, Region 5, Medium Stores, 4 to 7 check out lanes;
Peer Group 15, Region 5, Small Stores, 1 to 3 check out lanes;

Region 6 consists of Calvert, Caroline, Cecil, Charles, Dorchester, Kent, Queen Anne's, Saint Mary's, Somerset, Talbot, Wicomico, and Worcester counties.

Peer Group 16, Region 6, Large Stores, 8 or more check out lanes;
Peer Group 17, Region 6, Medium Stores, 4 to 7 check out lanes;
Peer Group 18, Region 6, Small Stores, 1 to 3 check out lanes.

***Peer Group (19) All Potentially Above 50% vendors.**

Peer Group (19) is designated for vendors that appear to derive more than 50% of the vendor's eligible food sales from the redemption of WIC food instruments. Vendors placed in this Peer Group will only be paid the statewide average of all non-above 50% vendors.

Your store's prices are only compared to other store's prices in your Peer Group. This ensures that your store's prices are fairly evaluated. **If it is determined that your store's prices exceed 125% of the Peer Group average, you will be denied authorization, or your checks may be rejected by the bank. Potentially above-50% vendors' prices may not exceed the statewide redemption averages of comparable non above-50% vendors. You will be given the opportunity to demonstrate that your store is not an above-50% vendor. If the Program determines that your store is derives more than 50% of its sales from the redemption of WIC checks, your authorization will be terminated.**

Quarterly Shelf Price Submission

The Maryland WIC Program requires all authorized vendors to submit their highest shelf price for WIC food items on a quarterly basis. Collection of shelf prices enables the Program to better determine maximum payment amounts for WIC checks and allow for fluctuation in market prices. Vendors with 3 or more authorized stores are required to submit prices via an online submission tool called CART (Currently Authorized Retailers) (see page 48). However, any vendor that wishes to use CART may contact the State WIC office to sign up as a CART user. Prices for most chain stores are submitted at the corporate office level. If you are unsure whether or not your store is responsible for submitting prices individually, please contact your corporate office.

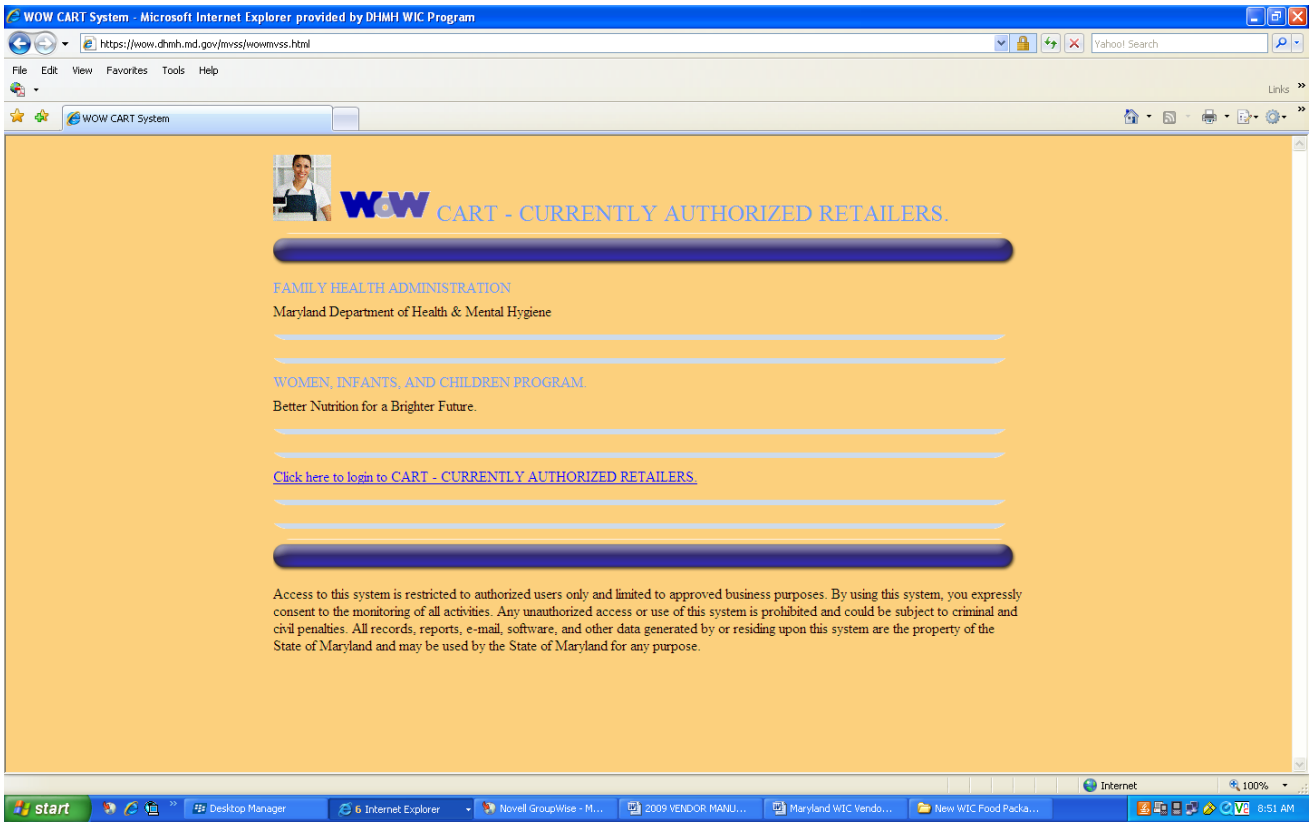
On the next page is the price list form that vendors who do not use online price submission must complete and submit. You will also be required to provide the brand and UPC of the food items for which you are submitting prices. Please read the enclosed UPC instructions carefully since all UPC data must be complete or your price list will be rejected.

Failure to submit prices for your store(s) may result in termination from the WIC Program. You are only required to submit prices quarterly. However, you may also submit shelf prices as often as you like, especially if there has been a dramatic fluctuation in price for a specific item or group of food items.

Maximum payment amounts will be calculated on the first of each month based on prices submitted by the 15th day of the previous month.

Online Price Submission

Vendors with more than 3 WIC authorized stores are required to the Currently Authorized Retailers (CART) system to submit prices. CART is an online system that allows users to create price groups, search for UPC information, and easily submit quarterly prices. If you would like to utilize CART to submit your quarterly prices, please contact this office. You will be given an enrollment form and will be provided with a user identification and log on password.



OFFICE OF THE MARYLAND WIC PROGRAM

VENDOR PRICE LIST

Vendor Name: _____ Vendor ID Number: _____

Contact Name: _____ Phone Number: _____

Enter your HIGHEST prices for the following WIC AUTHORIZED FOODS and send this form to the Maryland WIC Program, 201 W. Preston St., Room 103, Baltimore, MD 21201 or fax this form to (410) 333-5683. You may also send it by email to: butlerj@dhmh.state.md.us, mcgowenj@dhmh.state.md.us, or slee@dhmh.state.md.us. If you have questions or require assistance completing this form, please call 410-767-5251, 410-767-5433, or 410-767-5258.

Mandatory Items

FOOD ITEM	UPC Enter the complete 8, 12, or 13 digit code.	BRAND NAME	SIZE	PRICE
Milk, Whole, 1% or Fat-free, 1 gallon			1 gal.	
Milk, Whole, 1% or Fat-free, 1 quart			1 qt.	
Eggs, Large, 1 dozen			1 doz.	
Cereal, 12 oz or larger, highest cost per ounce			_____oz.	
Juice, 59-64 ounce container			_____oz.	
Juice, Frozen or Shelf-stable Concentrate, 10-12 oz container			_____oz.	
Peanut Butter, 16 - 18 ounce container			_____oz.	
Beans, Canned, 14 - 16 ounce can			_____oz.	
Fish, Canned, 3.75 - 6 oz can, highest cost per ounce			_____oz.	
Cheese, Domestic, 8 oz or larger, highest cost per ounce			_____oz.	
Infant Foods, Fruits or Vegetables, 3.5 - 4 oz			_____oz.	
Infant Foods, Meats, 1st or 2nd stage, 2.5 oz jar			2.5 oz.	
Gerber Dry Infant Cereal	0 1 5 0 0 0 0 0 7	Gerber	_____oz.	
Similac Advance Early Shield, Concentrate, 13 ounce can	0 0 7 0 0 7 4 5 6 9 7 4 1	Ross	13 oz.	
Similac Advance Early Shield, Powder, 12.4 ounce can	0 0 7 0 0 7 4 5 5 9 5 8 2	Ross	12.4 oz.	
Similac Soy Isomil , Concentrate, 13 ounce can	0 0 7 0 0 7 4 5 6 9 7 6 5	Ross	13 oz.	
Similac Soy Isomil , Powder, 12.4 ounce can	0 0 7 0 0 7 4 5 5 9 6 4 3	Ross	12.4 oz.	

Vendors Must Stock Two Varieties of the Following Items

Bread, 100% Whole Wheat, 15 - 16 ounce package			_____oz	
Rice, Brown, 14 - 16 oz bag or box			_____oz	
Tortillas, Soft Corn or Whole Wheat, 16 ounce container			16 oz.	

Prices Required If Vendor Stocks These Items

Milk, Lactose Reduced, 1 half-gallon			1/2 gal.	
Milk, Ultra High Temperature (UHT), 1 half-pint (3-Pack)			1/2 pint	
Milk, Dry Powdered, 9.6 ounce container			9.6 oz.	
Milk, Evaporated, 12 ounce can			12 oz.	
Milk, Kosher, Whole, 1% or Fat-free, 1gallon			1 gal.	
Cheese, Kosher Domestic, highest cost per ounce			_____oz	
Juice, 5.5 - 6 ounce container container (6-pack)			_____oz	
Infant Meats, Kosher, 1st or 2nd Stage, 2.5 ounce jar			2.5 oz.	
Soy Beverage, 8th Continent, 1/2 gal			1/2 gal	
Soy Beverage, Pacific Natural, 1qt			1 qt	
Tofu, Azumaya, House, or Nasoya			_____oz	

Signature _____ Title _____ Date _____

If form submitted electronically, it must be digitally signed.

DHMH 4539 01/11

Submit

Vendor Price List Instructions

Complete a **Vendor Price List sheet** for each **WIC Authorized store** your company owns.
Fill in the top of the form with the Vendor Name, Vendor ID Number, Contact Name, and Phone Number**.** **NOTE: If your company owns multiple stores with the same pricing scheme, you may group the stores together on the same form. However, be sure to list each store's five digit WIC ID # in the upper right hand corner of the form. Fill in the contact name and phone number of the person responsible for filling out the form.**
In the column labeled **UPC**, enter the UPC for the highest priced food item in each of the categories listed. Fill in the number exactly as it appears on the product label. Do not arbitrarily add or take away leading or trailing 0's. Fill in the corresponding brand name in the **BRAND NAME** column. Where there are blanks in the **SIZE** column, indicated the total number of ounces for a given package (i.e. 16 oz. of Cheese or 18 oz. box of cereal). In the blank column labeled **PRICE** provide your highest shelf price for the food items listed. Include prices for every food item the store carries. Please note that **MANDATORY** items are those items in which you are required to stock as part of your WIC vendor agreement. **The second part of the form reflects food items that not all vendors stock (Please note that some of these items are mandatory). However, if your store does carry these food items, you must list your highest priced item. Remember your price inputs play an integral part in determining the true market values on which your maximum redemption amounts are calculated.**
For your convenience, some fields are pre-filled (e.g. SIZE, BRAND NAME, UPC). This is information already known to the Program.

FOOD ITEM	SIZE	PRICE	BRAND NAME	UPC
Gerber Infant Cereal	8 oz.	**(ENTER PRICE)**	Gerber	**015000007041**

For boxes that are not already pre-filled, you must provide complete information.

FOOD ITEM	SIZE	PRICE	BRAND NAME	UPC
Canned Beans	**(ENTER SIZE)**oz	**(ENTER PRICE)**	**(ENTER BRAND)**	**(ENTER UPC)**

GTIN/UPC Background information
Global Trade Item Numbers (GTINs) uniquely identify trade items, which include both products and services sold, delivered, and/or invoiced at any point in the supply chain. The GTIN can be eight, twelve or thirteen digits in length. The most commonly encountered GTIN by general consumers is the GTIN-12 (UPC). Your shelf price submission to the Maryland WIC Program must conform to the GTIN format examples below.

Price forms that do not meet this requirement will not be accepted.

Remember, you are required to submit shelf prices quarterly. However, you may submit them as often you like.

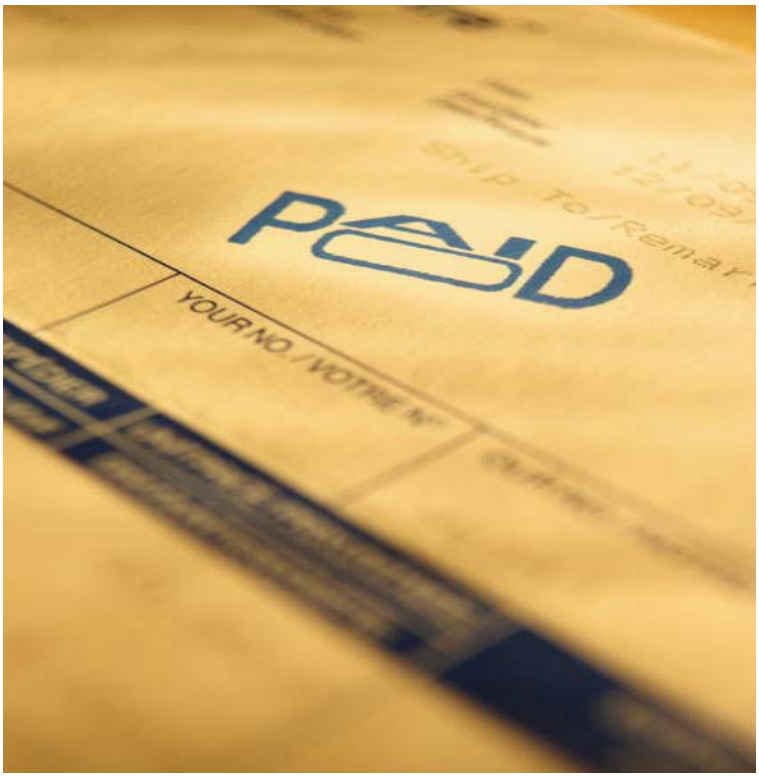
Maximum Reimbursement to Vendors

The Maryland WIC Program will determine a maximum price payable for each check type based on the Peer Group averages of WIC check redemption and Quarterly Shelf Price submissions from WIC vendors. WIC checks submitted by vendors exceeding the maximum amount payable are rejected by our bank. Checks rejected for this reason must be submitted to the Maryland WIC Program for payment utilizing the procedures in the rejected check section of this manual. **Checks submitted more than 45 days past the last date to spend will not be paid.**

The maximum price payable for WIC checks redeemed by vendors is equal to 125% of the sums of the peer group average. The maximum reimbursement for potentially above-50% vendors may not exceed the statewide redemption averages of all non above-50% vendors.

Additionally, the Program may adjust maximum payment amounts or other payment methodologies at any time if it is in the best interest of the Program to do so. Vendors will receive advance notice of any such changes.

The Maryland WIC Program does not reimburse for bank fees imposed as a result of rejected checks.



Vendor Monitoring and Investigations

Monitoring Visit

The Maryland WIC Program regularly monitors WIC authorized vendors to verify compliance with the requirements of the WIC Program. The monitor will introduce him/herself to a store representative, walk around the store and may inspect any WIC checks that the store has on hand.

The monitor conducting the review will check to see that:

The WIC sign is posted;

The required minimum stock is on the premises;

Prices are posted (the WIC representative may record shelf prices);

The store is clean;

Foods are in date and fresh; and

The correct check redemption procedures are being followed.

Any violation of WIC regulations is noted on a monitoring form. The person monitoring the store will discuss the findings with a store representative who will be asked to sign the monitoring form. A copy of the form will be left with the store representative and the vendor's contract monitor will receive a copy. If any sanctions are imposed, a warning notice will be mailed. A follow-up visit will be conducted 2-3 weeks following the violation notice to check if corrective action has been taken.

Educational Buys

A WIC representative may shop in your store posing as a WIC participant for the purpose of conducting an educational buy. After the purchase has been made, the WIC representative will identify him/herself and review what went right and what went wrong during the transaction. There are no penalties associated with Educational Buys. Educational Buys are a form of training intended to help vendors take corrective action before finding themselves in a situation that warrants sanctions.

Compliance Investigations

Sometimes a vendor comes to the attention of the State Vendor Compliance Unit and is determined to be a vendor at high risk for violating WIC regulations. A vendor can be

designated as high risk for many reasons including, but not limited to, a suspicious pattern of redemptions, or a recent WIC or SNAP suspension.

WIC personnel posing as participants will investigate every high-risk vendor and randomly select other vendors for Compliance Investigations. The WIC Program defines a pattern of violations as two or more. **For violations that require a pattern to be demonstrated before adverse action is taken, the WIC Program will only provide notification after the initial violation if, at the sole discretion of the WIC Program, doing so will not compromise the WIC Program's investigation.** Among other things, the undercover shoppers look for substitution of non-WIC items, overcharges, charging for food not received and trafficking WIC food instruments.

Many of the high-risk indicators are statistical and must be tested for reliability from time to time. Stores that are not high risk are also investigated to accomplish this. The WIC Program looks for patterns of violations in high risk and non-high risk stores. If there are more violations of greater seriousness among high risk stores than among non-high risk stores, the high-risk indicator is believed to be valid and reliable. If that pattern does not present itself, the high-risk indicator is modified or discarded.

Military Commissaries

The U.S. Department of Agriculture and the Department of Defense have worked out arrangements so that military commissaries can accept WIC checks from those authorized to shop there. Military commissaries are exempt from State WIC Program inspections and sanctions but must still sign a vendor agreement and are subject to Department of Defense rules and regulations.

COMAR 10.54.03.15 - Required Vendor Practices and COMAR 10.54.03.16 – Vendor Sanctions

The WIC Program uses sanctions to enforce program regulations and contract provisions. Vendors who fail to follow the required practices receive sanctions that include warning letters, suspension of authorization and cancellation of the vendor contract. In rare instances, a monetary penalty may be imposed in lieu of suspension. The sanction imposed depends on the seriousness of the violation.

The WIC Program detects violations through monitoring, educational buys, compliance investigations and data analysis. Vendors who commit fraud and abuse may be prosecuted under federal, state and local laws and may be fined or imprisoned in addition to program sanctions (see federal regulations at 7CFR 246.12 (h)(3)(xxv)). Also, if a vendor is suspended from the WIC Program, its Food Stamp authorization may also be withdrawn. Likewise, a vendor that becomes disqualified from or is given a monetary penalty by the Food Stamp Program will be suspended or fined by the Maryland WIC Program.

- Under certain conditions a vendor's contract may also be terminated.
- The WIC Program is not liable for monetary losses due to the imposition of sanctions.
- Sanctions may be revised from time to time when deemed necessary by the Maryland WIC Program or as required by federal regulations.

Required vendor practices, sanctions, and appeals are prescribed by COMAR 10.54.03.15 and 10.54.03.16 and 10.54.03.

Note: Any typographical errors, omissions shall be considered unintentional and does not in any way relieve the vendor of the responsibility to maintain full compliance with all applicable required practices as contained in the published version of COMAR 10.54.03.15. Additionally, the sanctions contained in the published version of COMAR 10.54.03.16. shall apply.

10.54.03.15 Required Vendor Practices.

A. The State agency or its representative shall conduct monitorings and compliance buys to ensure that the authorized vendors comply with required practices.

B. General Requirements.

(1) A vendor shall:

(a) Maintain the required minimum stock in the store during business hours.

(b) Post the WIC sign in a conspicuous place on the store premises and use other materials provided or approved by the WIC program;

(c) Maintain the vendor premises in a sanitary condition;

(d) Display a current food service facility license, issued by the local health department or department of environment, or a pharmacy permit issued by the State Board of Pharmacy, in a location visible to Program representatives;

(e) Train vendor personnel in WIC policies and procedures;

(f) Display the shelf price of a WIC food at or near the item;

(g) Treat individuals redeeming food instruments the same as other customers;

(h) Submit information requested by the State agency by the date requested;

(i) Accept training from the WIC Program as required by the Program;

(j) Provide WIC foods in a store at a fixed location;

(k) If a pharmacy or a food store/pharmacy combination store, provide special formulas within 48 hours of a request by a participant or the Program;

(l) Maintain accounting records relevant to the vendor's performance under the vendor agreement for 3 years, for review at reasonable times by State agency representatives or other authorized State or federal officials;

(m) If a food stamp vendor, remain in good standing and not be assessed a monetary penalty by the Food Stamp Program;

(n) Give 30 days notice to the State agency of the store's closing, relocation, or change in ownership;

(o) Pay, by the date due, monetary penalties imposed by the State agency and excess charges;

(p) Submit the vendor price list form when requested to do so by the State agency;

(q) For the food packages set forth in Regulation .06A of this chapter, maintain prices that are less than or equal to 125 percent of the peer group average as determined by the WIC Management Information System calculation for each food package; and

(r) Have a representative attend at least one interactive training session offered by the State agency or a local agency in each calendar year, if the State agency:

(i) Gives the vendor 14 days notice of a scheduled training session, and

(ii) Holds the training session in the vendor's region.

(2) A vendor may not:

(a) Charge WIC participants a higher price for food than other customers;

(b) Violate the nondiscrimination provisions of federal regulations in 7 CFR 15, 15a, and 15b, as incorporated by reference in Regulation .02 of this chapter;

(c) Provide false information to the Program;

(d) Except for a pharmacy or military commissary, redeem less than 25 food instruments in a consecutive 3-month period;

(e) Intentionally submit false prices on the vendor price list form:

(f) Use the WIC acronym or WIC logo, or close facsimiles, in the name of the vendor or in advertising or other promotional materials;

(g) Apply stickers, tags, or labels that have the WIC acronym or logo on WIC-approved products; or

(h) Use manufacturer supplied tags, talkers, or labels that make unauthorized use of the WIC acronym or log.

(3) A vendor who violates the provisions set forth in §B of this regulation is subject to the sanctions in Regulation .16 of this chapter.

C. Transactional Requirements.

(1) A vendor shall:

(a) Provide authorized foods to an individual redeeming food instruments only upon presentation of a valid food instrument and WIC identification folder;

(b) Ensure that the individual redeeming a food instrument signs the food instrument in ink in the presence of vendor personnel upon completion of the transaction;

(c) Record the purchase amount on a food instrument in ink before obtaining the signature of the individual redeeming the food instrument;

(d) Accept the WIC identification folder as identification without requiring another form of identification;

(e) Verify the signature of the individual obtaining the authorized foods by comparing the signature with those on the WIC identification folder;

(f) At the time of purchase, give a participant a receipt indicating the store, date, and total dollar amount for items purchased with a food instrument and that the sale was a WIC transaction;

(g) Accept a food instrument only for authorized food brands, quantities, and types;

(h) Accept cents-off coupons from an individual redeeming WIC food instruments for prescribed authorized foods and deduct savings from the purchase price amount entered on the food instrument;

(i) Allow the use of bonus or club cards, buy one, get one free, and any other promotion offered to store customers that does not involve cash back;

(i) Accept a food instrument as payment in full for the prescribed WIC foods purchased;

(k) Allow participants and proxies authorized to redeem food instruments a choice of the WIC-authorized food prescribed on the food instrument;

(l) Allow the purchase of the full amount and less than the full amount of food on a food instrument;

(m) Redeem the valid food instruments presented by a participant or proxy;

(n) Enter the purchase price on a food instrument only at the cash register at the time of the sale; and

(o) Obtain infant formula from only the following manfacturer, distributor, and wholesaler sources:

(i) Associated Wholesalers, Inc,;
(ii) AWI;
(iii) B-Green Cash & Carry;
(iv) Bill's Wholesale Grocery, Inc.;
(v) Bozzuto's, Inc.
(vi) Cardinal Health;
(vii) C & S Wholesale Grocers;
(viii) Cho Wholesaler, Inc.
(viii) Economy Wholesale Co.;
(ix) Food Lion Distribution;
(x) George J. Falter;
(xi) I 95, Inc.
(xii) Jetro;
(xiv) Maryland Cash & Carry;
(xv) Mead Johnson;
(xvi) Moran Foods, Inc.;
(xvii) Nash Finch Company;
(xviii) Nestle USA;
(xix) PBM Nutritionals;
(xx) Ross Products Division/Abbott Laboratory;
(xxii) Supervalu, Inc; and
(xxiii) Any other lawful wholesaler, distributor, or manufacturer source of infant formula, provided that the WIC vendor notifies the Program that the vendor is using the source to obtain infant formula.

(2) A vendor may not:

(a) Redeem an altered food instrument;

(b) Accept a presigned food instrument;

(c) Redeem a food instrument for spoiled or out-of-date food;

(d) Redeem a food instrument in whole or in part for a non-food item or credit;

(e) Issue a rain check, that is, allow an individual redeeming a food instrument to get, at a later date, an item the vendor does not have at the time the food instrument is presented;

(f) Transfer cash in the form of change from the food instrument to an individual redeeming a food instrument;

(g) Collect sales tax on WIC food purchases;

(h) Traffic in WIC food instruments;

(i) Sell alcohol, alcoholic beverages, or tobacco products in exchange for a food instrument; or

(j) Accept a food instrument in exchange for:

(i) Ammunition,

(ii) A firearm,

(iii) An explosive, or

(iv) A controlled substance as defined by 21 U.S.C. §802.

(3) A vendor that is determined by the State Agency to derive more than 50 percent of the vendor's annual food sales revenue from food purchased with WIC food instruments may not provide to participants incentive items or other free merchandise, not including food or merchandise of nominal value in an amount less than $2, unless the vendor provides to the Program proof of obtaining the incentive items or merchandise at no cost.

(4) A vendor who violates the provisions of this section is subject to the sanctions in Regulation .16 of this chapter.

D. Post -Transactional Requirements.

(1) A vendor shall:

(a) Use the WIC vendor identification stamp to stamp the Program-assigned vendor identification number on the face of a redeemed food instrument;

(b) Notify the Program of attempted or actual misuse of WIC food instruments by a participant or other individual;

(c) Deposit for payment only food instruments redeemed at the vendor's store;

(d) Charge the State agency only for food received by a participant;

(e) In the case of a food instrument not paid by the bank used by the Program, seek reimbursement from the State agency only; and

(f) Reimburse the Program for the loss sustained by the Program due to theft, fraud, or improper handling of food instruments by vendor personnel or agents.

(2) A vendor may not:

(a) Deposit or return to the State agency a food instrument bearing the signature of an individual other than the individual who redeemed the food instrument;

(b) Permit the return of food purchased with a food instrument in exchange for cash or another item; or

(c) Claim reimbursement for the sale of an amount of a specific food item that exceeds the vendor's documented inventory of that item for a specific period of time.

(3) A vendor who violates the provisions of this section is subject to the sanctions in Regulation .16 of this chapter.

10.54.03.16 Vendor Sanctions.

A. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(1)(a) — (f), and C(1)(a) — (f) and (h) and (2)(a) — (c) of this chapter as follows:

(1) Written warning following each violation;

(2) Suspension of authorization for 1 year for five violations of the same provision within a 2-year period; and

(3) Suspension of authorization for 1 year for a combination of 15 violations within a 2-year period.

B. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(1)(g) — (k) and (2)(b), C(1)(i) — (m), (2)(e) — (h), and (3), and D(1)(a) — (b) and (e) of this chapter as follows:

(1) Written warning following each violation; and

(2) Suspension of authorization for 1 year for two violations of the same provision within a 12-month period.

C. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(1)(l) and (n)— (r) and (2)(c) and (e), C(1)(o) and (2)(g), and D(1)(f) and (2)(b) of this chapter by suspending the vendor's authorization for 1 year.

D. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15C(2)(i) of this chapter by suspending the vendor's authorization for 3 years.

E. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15C(2)(h) or (j) of this chapter by suspending the vendor's authorization for 6 years.

F. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15C(2)(h) or (j) of this chapter by permanent disqualification if the vendor is convicted in a criminal court of charges stemming from those violations.

G. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(2)(a), C(2)(d), and D(1)(c)—(d) and (2)(c) of this chapter by:

(1) A written warning if one violation is detected in any 6-month period.

(2) Suspending the vendor's authorization for 3 years for two or more violations in any 6-month period; or

H. The Program shall sanction a vendor that fails to comply with the required practice in Regulation .15C(1)(g) or D(2)(a) of this chapter by suspending the vendor's authorization for 1 year.

I. When a vendor that has previously received a sanction for violation of the provisions of Regulation .15B(2)(a), C(2)(d) or (i), or D(1)(c)—(d) or (2)(c) of this chapter, the Program shall impose a sanction that is double that of the last sanction received for violation of the same provision.

J. The Program shall:

(1) Suspend the authorization of a vendor that has been suspended, disqualified, or assessed a monetary penalty by the Food Stamp Program in violation of Regulation .15B(1)(m) of this chapter for the same length of time as the Food Stamp Program disqualification; or

(2) If the State agency determines that disqualification would result in inadequate participant access, impose a civil money penalty in accordance with the formula set forth in 7 CFR §246.12(1l)(1)(x).

K. The Program may not accept a vendor's voluntary cancellation of the vendor's authorization in lieu of a suspension or disqualification.

L. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(2)(d) of this chapter by terminating the vendor agreement.

M. The State shall notify the USDA of a suspension, disqualification, or monetary penalty:

(1) Within 15 days after the vendor's opportunity to request an administrative appeal has expired; or

(2) After the vendor's administrative appeals have been exhausted.

N. If a vendor is suspended or disqualified, or has been assessed a monetary penalty because of multiple violations in a single investigation, the Program shall:

(1) Sanction the vendor for the single most serious violation; and

(2) Include the following in its notice to USDA:

(a) The vendor's:

(i) Name;

(ii) Address; and

(iii) Identification number;

(b) The length of any suspensions or disqualification;

(c) The specific violations charged; and

(d) The amount of any monetary penalty.

O. Sale of a Vendor's Store Under Suspension or Disqualification.

(1) If the store under suspension is sold, the person who sells the store is subject to a civil monetary penalty in an amount to reflect that portion of the suspension that has not expired, to be calculated using the method set forth in Regulation .19 of this chapter.

(2) If a person sells a store under disqualification, the State agency shall calculate the civil monetary penalty using the method set forth in Regulation .19 of this chapter except using 120 for the number of months.

P. Upon completion of the period of suspension and successful completion of an on-site review, a vendor shall regain authorization without the necessity of reapplication.

Q. Military Commissaries. The Program:

(1) May not sanction military commissaries for Program violations; and

(2) Shall report a sanctionable offense committed by a military commissary to the commanding officer of the installation and, if the commanding officer takes no action to ensure the violation does not recur, to the USDA.

10.54.03.17 Additional Penalties for Program Violations.

In addition to the State agency sanctions set forth in Regulation .16 of this chapter, and pursuant to 7 CFR 246.12(f)(xiv) and 246.23(d), a vendor that commits fraud and abuse of the Program may be liable for prosecution under federal, State, and local laws.

Appeals

Vendors may appeal a suspension or denial of authorization. You will receive a letter at least 15 days before the WIC Program takes any action against your store. The letter will include the reason(s) for the action and advise you of your right to appeal the Program's decision. Your appeal must be received within 10 days of the date you receive notification of the proposed suspension or denial. An appeal received after the 10-day period shall only be considered valid if it is received by the program, or postmarked within the 10-day period by the United States Postal Service

A vendor or vendor applicant can request a hearing by filing a written request with:

State WIC Director
Office of the Maryland WIC Program
201 W. Preston Street, Room 104
Baltimore, Maryland 21201

The Office of Administrative Hearings shall have jurisdiction over the hearings. If a hearing is requested, the agency shall hold the hearing pursuant to:

Health-General Article, §§18-107(a) and 18-108, Annotated Code of Maryland;

State Government Article, Title 10, Subtitle 2, Annotated Code of Maryland;

COMAR 10.01.03;

COMAR 28.02.01; and

COMAR 10.54.03.18.

A vendor may *not* appeal the following actions:

1. Disqualification or suspension from WIC resulting from a violation of COMAR 10.54.03.15B(1)(m) (Disqualification or termination from the SNAP Program;

2. The State agency's decision as to whether a participant hardship exists; or

3. The expiration of a vendor agreement.

4. The State agency's determination to include or exclude an infant formula manufacturer, wholesaler, distributor, or retailer from the required list of infant formula suppliers.

5. The validity or appropriateness of the State agency's prohibition of incentive items and the State agency's denial of an above-50 percent vendor's request to provide an incentive item.

6. The State agency's determination whether to notify a vendor in writing when an investigation reveals an initial violation for which a pattern of violations must be established in order to impose a sanction.

Vendor Complaints

WIC participants are not permitted to cause a disturbance in your store, abuse your employees, or violate the procedures for redeeming checks. If you have a complaint against a WIC participant, make a copy of the Vendor Complaint Form on the next page, complete the form, and send it to the State WIC Office. The Vendor Complaint Form is also available in interactive Adobe pdf online at *www.mdwic.org*. You should provide as much detail as you can pertaining to the complaint (who, what, when, where, etc.) Please be sure to identify your store in the spot designated for the Vendor I.D. Number. The matter will be investigated and the appropriate action taken. *For reasons of confidentiality, we may not disclose actions taken against WIC participants.*

Fax Number for State WIC Office - 410-333-5683

VENDOR COMPLAINT FORM

Instructions: If you have a complaint against a WIC participant, complete this form (except for the section below the double lines at the bottom of the page) and mail or fax it to the State WIC Office. **If more room is needed, use the back of this form or attach a separate page.**

Participant name _____ Family ID number _____

Customer's name _____ Date and time of incident _____

☐ Abused staff by _____

_____

☐ Bought/tried to buy unauthorized items:_____

☐ Redeemed/tried to redeem an invalid check. Explain:_____

_____

☐ Returned/tried to return WIC foods:_____

_____

☐ Other:_____

_____

What action did your staff take? _____

Witnesses: _____

Store name: _____ WIC Vendor ID number: _____

Person making this report: _____ Title _____

_____

For local agency use only:

Instructions: Explain any action taken and note the same in WOW.

Action taken: _____

_____

_____

Local Agency Staff signature: _____ Title: _____

Fax to State WIC Office: 410-333-5683

FREQUENTLY ASKED QUESTIONS

Are cashier training sessions mandatory?

Answer: *Cashier training sessions are not mandatory. However, vendors are encouraged to take advantage of these sessions to ensure that staff handling WIC transactions are knowledgeable in WIC policies and procedures. The WIC Program, under state regulations, can mandate training for vendors with a high percentage of check handling errors or other violations.*

What should we do if someone leaves their WIC ID Folder in the Store?

Answer: *Please contact the WIC Local Agency using the phone number at the bottom of the WIC ID folder. You may also contact the State WIC office at 1-800-242-4942.*

What should we do if there is not enough stock to process a WIC order?

Answer: *WIC Vendors are required to maintain the required minimum stock at all times during business hours. However, if your store cannot fill the order, you should advise your customer when you expect to have the stock available so that they can decide if they want to return at a later date, or make their purchases at another store. Remember: rain checks are not allowed!*

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 customer does not have one, offer them one (You may obtain a supply from this 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 complaint form.*

Where can we obtain replacement vendor stamps?

Answer: *Replacement stamps may be obtained from any supplier (Staples, Office Max, etc.) as long as the vendor stamp specifications on page 30 of this manual are followed.*

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

Answer: *Your 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 Local WIC Agency, or the State 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 store was cited for not having enough formula in stock. We realized after the monitor left that there was a sufficient quantity in our storeroom. What can we do to remove the citation?

Answer: *Once a citation is issued, it cannot be revoked. WIC monitors are required to inquire if there is stock anywhere else on the premises before issuing a citation. Please make sure all your store personnel are familiar with where stock is kept in your store.*

My store received a returned check from the bank due to incorrect check procedures. How can I get reimbursed?

Answer: *You should complete the payment review form located in this manual and online at www.mdwic.org and submit the check to the State office within 45 days of the last date to spend on the check.*

I received a copy of the rejected check from my bank. Can I submit the copy for reimbursement?

Answer: *As long as the check copy is stamped "Legal Copy", you can submit it for payment review purposes.*

Can I be reimbursed for my rejected check fees?

Answer: *The WIC Program cannot reimburse you for rejected check fees.*

My store received a rejected check for exceeding the maximum price. My store only charged a small amount above cost. Can I be reimbursed for my cost?

Answer: *Your store may not be paid more than 125% of the store's Peer Group average. If your cost is in excess of the Peer Group Average, you will be required to lower your prices. If the item you are selling is not mandatory stock, you will have to decide if you should continue to offer the product in question.*

Are the maximum reimbursement amounts published for vendors?

Answer: *The Maryland WIC Program does not publish maximum reimbursement amounts.*

We submitted rejected checks for reimbursement. How long does it take to get reimbursed? When will we know we've received payment?

Answer: *Reimbursement times vary depending upon the volume of rejected checks being processed. Reimbursement may take anywhere from 45 to 60 days. Once an ACH payment is made by our bank, you will receive a statement from the bank. If your store is part of a chain of stores, the report is sent to your corporate office.*

Do vendors have to use WIC shelf tags?

Answer: *Vendors are not required to use shelf tags or talkers that identify WIC authorized foods. However, as a good customer service practice, your store is encouraged to use them. Shelf tags are available from the WIC Program at no cost. If your store uses shelf tags, please make sure they are properly placed and do not misidentify WIC food items.*

My WIC customer signed the check, but the signature does not match any signature on the WIC ID folder. What should I do?

Answer: *WIC Participants are instructed by the Program to sign their checks using the same signature that appears on their WIC ID folder. WIC vendors have the discretion to reject checks that are not properly signed. However, you are encouraged to carefully consider the ramifications of choosing not to accept a WIC check for this reason. You may also submit a complaint form to the State office if you feel a WIC customer is not properly following WIC procedures.*

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.*

My WIC customer purchases the most expensive brands sometimes resulting in rejected checks. Can I require my WIC customer to purchase the least expensive brand?

Answer: *You may* ***not*** *require WIC customers to purchase the least expensive brand. WIC customers may purchase any brand or variety of the food items reflected on the WIC Authorized Foods List. If your store experiences rejected WIC checks because they exceeded the maximum amount allowed, this is an indication that your prices exceed 125% of your store's Peer Group average and should be adjusted accordingly.*

Is our store required to post the *WIC Accepted Here* sign or can we develop our own?

Answer: *WIC vendors must post the Program provided sign even if the store has developed its own sign. Note: use of the WIC acronym or logo is prohibited unless prior approval has been obtained from the Program.*

Can a customer 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.*

Why are we required to stock quarts of milk?

Answer: *Providing quarts of milk allows WIC participants to receive the maximum amounts of milk and cheese allowed by USDA regulations.*

Is whole grain bread allowed?

Answer: *Only those 100% whole wheat and whole grain breads reflected on the current version of the authorized foods list are allowed. The label should clearly state 100% whole wheat or 100% whole grain bread and whole wheat flour should be listed as the first ingredient in the ingredient listing on the label. Not all 100% whole wheat or whole grain breads are approved for WIC purchase. If your store sells a 100% whole wheat bread not found on the list, contact the State WIC Office.*

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 bought with the infant fruit and vegetable checks.*

Why can't the FVC be used to buy extra juice or beans?

Answer: *USDA designed the WIC food package to provide specified types and amounts of nutrients. The amounts of juice and beans were set at levels that provided the right balance of nutrients for the package.*

Why does WIC put restrictions on foods, such as those in the DO NOT BUY list?

Answer: *WIC is a USDA funded program. Because the goal of WIC is to promote good health in women, infants, and children, the foods it provides must supply the highest level of nutrients. Added ingredients such as fat, oil, breading, and sugar add calories at the expense of nutrients. WIC also is cost-conscious and must consider the form of a food when making decisions about what will and will not be allowed.*

My store carries cultural foods like Aloe Vera and Cactus. Are these considered vegetables?

Answer: *Cultural foods used as vegetables may be purchased with fruit and vegetable checks.*

Can WIC customers purchase pumpkins with a fruit and vegetable check?

Answer: *A pumpkin is a fruit and can be purchased with FVCs.* **Painted or decorated pumpkins are not allowed.**

Definitions

Above-50% Vendor	"Above 50 percent vendor" means a vendor that derives more than 50 percent of the vendor's annual food sales revenue from WIC food instruments.
Appeal	Written request made through the State WIC Office to the Office of Administrative Hearings for review of a Program action.
Authorization	Approval by the State Agency for a food store, pharmacy, food store/pharmacy combination, or a military commissary to redeem WIC checks.
Authorized Foods	The types, sizes, and brands of foods approved by the State agency for use by Program participants.
Change of Ownership	The transfer of majority control or ownership of a store.
Check	A WIC food instrument.
COMAR	Code of Maryland Regulations.
Complaint	Unsolicited accusation or charge of alleged abuse or violations.
Compliance Investigation	A covert, onsite investigation in which a representative of the Program: (a) Poses as a participant, parent or caretaker of an infant or child participant or proxy; (b) Presents one or more food instruments to be redeemed for food; and (c) Does not reveal during the visit that he or she is a Program representative.
Day	A calendar day.

EBT	Electronic Benefits Transfer. EBT provides WIC Program benefits in the form of a card that can be used through a point of sale device to shop for supplemental foods.
Educational Buy	The same procedure as the Compliance Buy with the exception that upon completion of the WIC transaction, the buyer will identify his/herself, the results of the buy will be reviewed with the appropriate store personnel and the buyer will return the items purchased. No sanctions will result.
Excess charges	The amount above the maximum price payable for the food instrument charged by a vendor to the Program.
First Business Day	The first day of a month that is not a Saturday, Sunday, or State holiday.
Food Delivery	The method used by the State and local agencies to systematically provide supplemental foods to participants.
Food Instrument	A voucher, check, coupon or other document that is used by a participant to obtain supplemental foods.
Food Instrument Type	A food instrument designation based on the type and amount of WIC food items specified on the food instrument.
Food Package	A grouping of specified types and amounts of foods prescribed to participants.
Food Sales	Sales of all Food Stamp eligible foods intended for home preparation and consumption, as set forth in 7 C.F.R. § 246.2
Food Stamps	An assistance program under the Food Stamp Act of 1977, as amended, now known as SNAP.
Food Store	A grocery or supermarket licensed under

	COMAR 10.15.03 that ordinarily has, for sale to the public, authorized foods and does not have a pharmacy 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.
Fruit and Vegetable Check (FVC)	A WIC Food instrument of specific denominations ($8 & $10) specifically provided for the purchase of fruits and vegetables in fresh, frozen, or canned forms.
FNS	Food and Nutrition Service of the U.S. Department of Agriculture.
High-Risk Vendor	A vendor identified as having a problem in need of follow-up or who presents the potential for abuse of the Program, a vendor with significant scores on the Program's computerized high risk vendor report, a vendor that has broken, or continues to break WIC Program rules and has been warned and/or penalized by the Program.
In Compliance	To follow the rules, regulations, policies and procedures of the WIC Program.
Local Agency	A public or private, non-profit health, or human service agency which provides health services, either directly or through contract, in accordance with Section 246.5 of the Federal Regulations (Selection of local agencies).
Maximum Price Payable	The maximum amount of money the Program will pay a vendor for the WIC food items on the food instrument.
Medical Foods	Formulas authorized for children and women with special dietary needs.
Military Commissary	A food store located on a military installation and/or operated by the Department of Defense.

Minimum Required Stock	The specific types and amounts of WIC authorized foods that must be in a vendor's store during business hours.
Participant	A pregnant woman, breastfeeding woman, postpartum woman, infant, or child receiving supplemental foods or food instruments from the Program and a breastfed infant of a breastfeeding participant woman.
Pattern	Two or more violations of WIC Program regulations for which an established pattern requires termination from the Program.
Peer Group	A breakdown of stores by size within regions.
Peer Group Average	The arithmetic mean of prices charged by vendors within a peer group for food items.
Pharmacy	An establishment that has been issued a permit to operate by the State Board of Pharmacy and that does not have a food store under the same ownership on its premises.
Program	The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) authorized by 42 U.S.C. § 1786, the Child Nutrition Act of 1966, as amended, including the local, state, and federal entities that administer it.
Proxy	An individual who is designated by a participant or a child or infant participant's parent, guardian, or caretaker to receive WIC checks and to redeem WIC checks for the participant and whose name is on file at a local agency.
Recovery of Excess Charges	The process by which the State agency recoups money paid to the vendor in excess of the maximum price payable for the food instrument type, or as a result of

	software, bank, or other error.
Region	A designated area of the State, set forth in COMAR 10.54.03.03B for administration of the WIC Program.
Sanction	The penalty for violating Maryland WIC Program rules, regulations, policies and/or procedures.
SNAP	Supplemental Nutrition Assistance Program (Formerly known as the Food Stamp Program).
State Agency	The Department of Health and Mental Hygiene's WIC Program.
Store	A food store, pharmacy, food store/pharmacy combination, or military commissary.
Supplemental Foods	Foods containing nutrients determined to be beneficial for pregnant, breastfeeding, and postpartum women, infants and children, as required by Federal regulations (246.10) and the Maryland WIC Program. Supplemental foods are also called WIC foods, or WIC authorized or WIC approved foods. They are supplemental because they are not intended to meet all the nutritional needs of participants. They add specific nutrients to the diets of participants.
Suspension	The act of ending the Program participation of a vendor for a certain period of time.
Trafficking	Buying, selling, submitting for reimbursement, redeeming, or exchanging a food instrument with the intent to defraud.
USDA	The United States Department of Agriculture, which provides the funding and federal oversight for the WIC

	Program.
Vendor	A sole proprietorship, partnership, cooperative association, corporation, or other business entity operating one or more stores authorized by the State agency to provide authorized supplemental foods to participants under a retail food delivery system.
Vendor Agreement	A written agreement between the State Agency and a vendor concerning the duties and responsibilities of the vendor and the State Agency with respect to a vendor's participation in the WIC Program.
Vendor Applicant	A sole proprietorship, partnership, cooperative association, corporation, or other business entity operating one or more stores that has applied to the State agency for authorization.
WOW (WIC on the WEB)	The WIC Program's software application which provides: (a) Client Services; (b) Financial management; and (c) Vendor compliance oversight.

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The Department, in compliance with the Americans with Disabilities Act, ensures that qualified individuals with disabilities are given an opportunity to participate in and benefit from DHMH services, programs, benefits, and employment opportunities.

USDA prohibits discrimination in the administration of its programs.