

WIC Matters Newsletter for Vendors

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Review of Key Program Issues

Purpose of the Program

The WIC program is a nutrition and breastfeeding promotion program that helps families eat well and stay healthy. It was established by the Child Nutrition Act of 1966, when Congress found that substantial numbers of low-income pregnant, postpartum and breastfeeding women, infants and young children were at risk due to inadequate nutrition. The program provides nutrition education, breastfeeding information and support, healthy foods, and health service referrals to its participants.

Vendor Sanction System

The vast majority of WIC Vendors follow WIC Program policies and procedures. In the event that a vendor fails to follow correct procedures, the rules governing the WIC Program outline the sanctions that may result. Please note that your store's Vendor Agreement also lists the WIC Rules and sanctions for noncompliance. You can also obtain a full copy of the Standard Vendor Agreement online at <https://www.health.state.mn.us/docs/people/wic/vendor/rqrmnts/agreement.pdf>

Proper WIC Transactions

All cashiers must understand how to correctly transact WIC cards. For questions on how to operate your integrated Point of Sale (POS) system, contact your corporate office or your POS system provider. If you transact WIC cards with a terminal from FIS, you may contact FIS if you need assistance. For additional training resources, please visit the Training Section of the Minnesota WIC Vendor website at: <https://www.health.state.mn.us/people/wic/vendor/training/index.html>

Process for Handling WIC Customer Issues

WIC participants as well as vendors are required to follow WIC policies and procedures. If you experience a problem with a WIC customer that cannot be resolved at the store, you can complete a WIC Customer Incident Report form, which can be found here: <https://survey.vovici.com/se/56206EE37357C646>. Please note that the more information you are able to provide us, the better we are able to follow up on the complaint. Whenever possible, please record the WIC EBT card number, time and date of the transaction, specific food UPCs in the transaction, and a detailed description of what happened.

Claims Procedures

If you experience an issue with a WIC transaction and need to request an adjustment, you may do so by contacting FIS at 1-800-894-0050. Minnesota WIC approves requests for adjustments in certain situations. Adjustments related to cashier training issues will be limited to one per store per year.

WIC Allowed Foods

Only certain foods are allowed for purchase with Minnesota WIC cards. A copy of the *WIC Shopping Guide*, a list of what foods are and are not WIC allowed is available online at: <https://www.health.state.mn.us/people/wic/vendor/fpchng/index.html>

WIC Vendors and participants can also use the My Minnesota WIC App to scan barcodes to know if a food is WIC allowed. For vendors, the app will tell if a food is in the Approved Product List. Participants have the ability to register the card so the app can tell them if they have available benefits for the item.

Minimum Stock of WIC Allowed Foods

The minimum amounts and varieties of WIC foods that WIC vendors are required to have in stock at all times is listed in the state WIC Rules, in your store's Vendor Agreement, and on the WIC Program's website at: <https://www.health.state.mn.us/people/wic/vendor/rqrmnts/minstock.html>

Please review this, and make sure your store meets minimum food stock requirements at all times.

For more information on the WIC Program and vendor requirements, please visit our website at:

[WIC Information for Grocery Stores & Pharmacies](https://www.health.state.mn.us/people/wic/vendor/index.html)

(<https://www.health.state.mn.us/people/wic/vendor/index.html>)

For vendor related questions or concerns, please email health.wicvendor@state.mn.us



Women, Infants & Children Nutrition Program

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