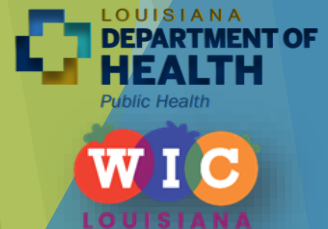


WIC VENDOR ANNUAL TRAINING



April 24, 2019



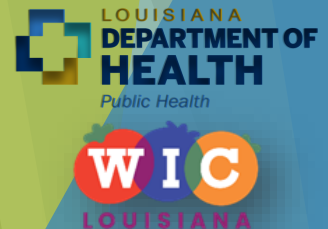
Disclosure

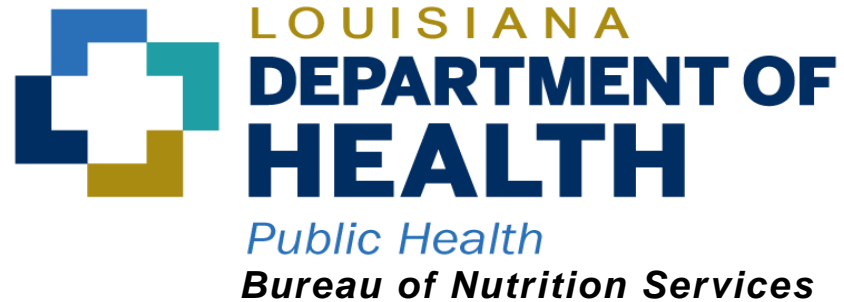
The Louisiana Department of Health Office of Public Health - Bureau of Nutrition Services employees, contractors, affiliates, etc. have **no actual or potential conflict of interest in relation to this program / presentation.**

WELCOME!

2019 Annual WIC Vendor Training!

In partial fulfillment of Federal and State
requirements to remain authorized as a WIC Vendor.



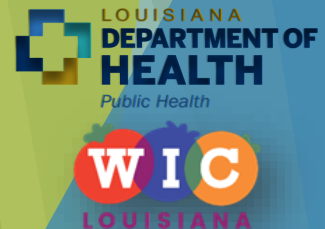


ALEXANDER BILLIOUX
ASSISTANT SECRETARY
LDH OFFICE OF PUBLIC HEALTH

M. BETH SCALCO
DEPUTY ASSISTANT SECRETARY
LDH OPH
CENTER FOR COMMUNITY AND PREVENTIVE HEALTH

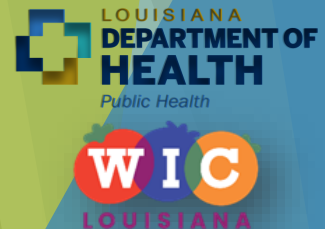
JENNIFER NICKLAS
INTERIM DIRECTOR
INTERIM VENDOR MANAGER
LDH OPH CCPH
BUREAU OF NUTRITION SERVICES

LEADERSHIP



Purpose of WIC

- WIC is the Special Supplemental Nutrition Program for Women, Infants, and Children.
 - Funded by the United States Department of Agriculture.
 - Administered in Louisiana by the Department of Health, Office of Public Health - Bureau of Nutrition Services.
 - Provides supplemental foods, promote good health and nutrition during critical times of growth and development.
 - Applicant's gross income cannot exceed 185 percent of poverty level (family of 3 no more than \$3,100/month).
 - SNAP, Medicaid, or Temporary Assistance for Needy Families recipients meet income guidelines.
-



Mission of WIC Program

To safeguard the health of low income individuals for whom health assessments indicate nutritional risks.

We do this by providing:

- Nutritious foods to supplement diets.
- Information on healthy eating.
- Referrals to health care.



About WIC

WIC provides its participants with:



Breastfeeding Support.



Nutritional Assessments.



Nutrition Education.



Referrals to Other Health Services.



Food instruments or EBT cards to buy nutritious, approved foods through authorized vendors.



Our WIC Clients are:

Women

- Pregnant.
- Post-partum.
- Breastfeeding.

Infants

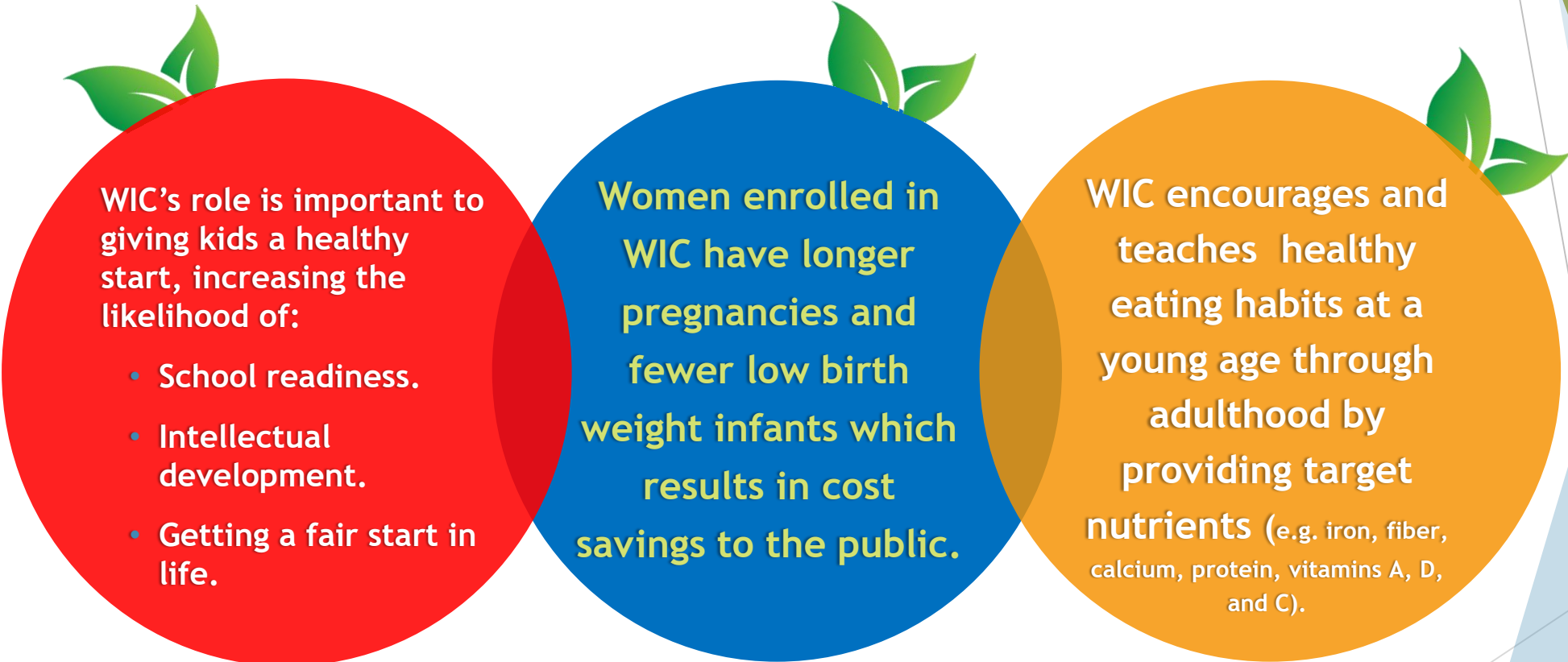
- Up to one year old.

Children

- One year and up to five years old.



Our WIC Participants



WIC's role is important to giving kids a healthy start, increasing the likelihood of:

- School readiness.
- Intellectual development.
- Getting a fair start in life.


Women enrolled in WIC have longer pregnancies and fewer low birth weight infants which results in cost savings to the public.

WIC encourages and teaches healthy eating habits at a young age through adulthood by providing target nutrients (e.g. iron, fiber, calcium, protein, vitamins A, D, and C).

Our Authorized WIC Vendors



Play an important
role in the health of
their community and
especially to our
WIC participants!



Annually, account for
over \$96 million in
nutritious food
delivered to over
110,000 WIC clients.



Help with cost
containment
through competitive
pricing on all WIC
approved foods!

BONS implements its services through:



Clinical Services



Commodity Supplemental Food Program



Finance



EBT/Management Information Systems



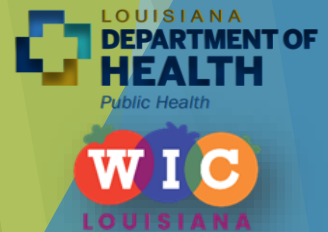
Vendor Management Unit

Role of the WIC Vendor

2019 Authorized Vendor Training

April 2019

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“Participants will be able to buy nutritious foods!”

Leslie Lewis
Interim Clinical Services Manager, BONS



“Our Vendors will help to make WIC-EBT successful in Louisiana!”

Joetta Ferrell
EBT/MIS Manager, BONS



“We can’t do this without YOU!”

Jennifer Nicklas,
Interim Director
Bureau of Nutrition Services
(BONS)



In 2018, WIC Vendors sold \$96,593,326.59 in authorized foods to WIC customers!



Purpose of WIC Vendor Training



Enhance the Bureau of Nutrition Services relationship with WIC Authorized Vendors by providing:

- An overview of the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) and to convey important information relative to WIC Authorized Vendor Management.
 - Specific and clear information about State and Federal policies that affect Authorized Vendor Operations.
 - Face-to-Face opportunity for Vendors to interact with BONS' Leadership and Vendor Management Unit team and to have their questions answered throughout the training.
-

Learning Objectives



This session serves as an interactive training in each area of WIC Vendor responsibilities.



Attendees will have the opportunity to increase their knowledge and understanding of the purpose and requirements of the WIC program.



Attendees will use the learned knowledge to provide excellent customer service to the WIC clients.



Attendance at this training will count toward the mandatory WIC Vendor training requirements.

Vendor Training Course Outline



New Requirements / Updates / Changes.



WIC Approved Food / Minimum Stocking Requirement (WIC 23).



Transaction and Procedure (WIC 33).



Reimbursement Form (WIC 20).



Vendor Participant Complaint Form (WIC 19).




Vendor Guide.



Vendor Agreement.



Vendor Tools and Resources.



LOUISIANA
DEPARTMENT OF HEALTH

Secretary
REBEKAH E. GEE, MD, MPH

← BACK TO LDH

COMMUNITY & PREVENTIVE HEALTH

Louisiana.gov > LDH > Community and Preventive Health

OPH HOME

ABOUT COMMUNITY AND PREVENTIVE HEALTH

FOR SPECIAL HEALTH NEEDS

FOR WOMEN & CHILDREN

FOR PUBLIC HEALTH PROFESSIONALS

LABORATORY SERVICES

REPORTING INFECTIOUS DISEASES

NUTRITION PROGRAMS

Louisiana WIC Authorized Vendor Hub

Welcome to the Louisiana WIC Program's Authorized Vendor Hub! Here you will be able to find the information which is the most requested by WIC Vendors or anyone interested in becoming a WIC Vendor. We hope you find this site helpful.

If you have any questions or need additional assistance, please contact us at (504) 568-8229 or by Fax at (504) 568-8232.

WIC Program and WIC Vendor Partnership

The partnership between the Louisiana WIC Program and the WIC-authorized Vendors is an integral component of a successful nutrition program.

The Vendor's role in the process of improving health is an important one. Vendors ensure that WIC participants receive the correct type and amount of food in the month it is intended to be received. This serves as reinforcement to the WIC client's nutrition education. The Vendor's role is essential in making the Louisiana WIC Program successful.

WIC Food List Brochure [English](#) [Spanish](#)

Louisiana WIC Authorized Vendor Essential Documents and Links

- 2018 WIC Vendor Annual Training
- LA WIC-20 WIC Food Instrument/Cash Value Voucher Reimbursement Form
- LA WIC-33 Food Instrument/Cash Value Voucher Transaction Procedures
- LA WIC-33 EBT/Cash Value Voucher Transaction Procedures
- LA WIC-33L Transaction Procedure Signature Log
- Above 50% WIC Vendors

For more information and to access the above forms, please visit our website at www.ldh.la.gov/wicvendor.

FEEDBACK

5:37 P
4/1/20

New Requirements / Updates / Changes

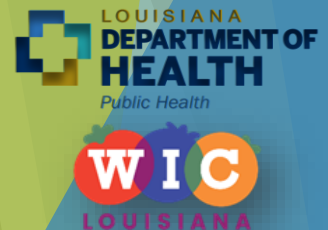
- EBT Pilot and expected Rollout
- WIC Shopper App
- Authorized Food List is under review
 - Expect to receive changes January 2020.
 - Bureau of Nutrition Services will circulate the new information.
 - Go to: www.ldh.la.gov/wicvendor for the current, authorized list.
- Technology Improvements coming this Fall
 - Online Application System
 - Learning Management System
 - GIS (Internal)
 - Auditing Software (Internal)

WIC Vendor Basics - Refresher

2019 Authorized Vendor Training


April 2019

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WIC Vendors



- 
- Louisiana Administrative Code
 - Vendor Manual
 - Vendor Agreement

WIC Vendors

- Play an important role in the health community.
- Ensure that clients receive unique, prescribed food benefits.
- Comply with LAC, WIC Vendor Agreement, and Vendor Guide.
- Sell infant formula from approved manufacturer.
- Contain Costs.
- Accept and process eWIC transactions.
- Maintain minimum stock requirements.
- Post WIC door decals.
- Encourage use of WIC shelf talkers.
- Inform and train cashiers and other staff on WIC requirements.
- Same Courtesy - Same Service for all customers.

WIC Vendors - Peer Groups

- Vendors organized by peer groups
- Based on the number of cash registers present in the store.
- Cash register is a point of sale device that is capable of:
 - Processing a WIC transaction.
 - Includes fixed cash registers and mobile devices with similar capabilities to process a retail sales transaction.

Peer Group	Number of Cash Registers
1	1 to 3
2	4 to 7
3	8 to 11
4	12 to 15
5	16 or more
6	A50*

* Vendors with more than 50 percent of sales from WIC authorized foods.

Minimum Stock Requirement (WIC 23)

Changes are in RED

Updates are in RED

<p>INFANT FOODS</p> <p>INFANT FORMULA As Prescribed on Food Instrument Must be iron fortified No substitutions MINIMUM STOCK REQUIREMENT: See Chart on next page</p> <p>INFANT CEREAL 8 oz. container Plain, dry Least Expensive Brand Must be Purchased <i>Not Allowed:</i> Flavored or with added ingredients Individual servings Organic MINIMUM STOCK REQUIREMENT: 15 Containers</p> <p>INFANT FRUITS & VEGETABLES 4 oz. containers Single or mixed combinations are allowed Texture may range from strained through diced Brands: Beech-Nut-Stage 2 or Stage 2 ½ Gerber- 2nd foods Baby Basics Tippy Toes <i>Not Allowed:</i> Mixtures with cereal, desserts, dinners, added sugars, starches, salt, artificial sweeteners, DHA/ARA, omega 3 fats, prebiotics and/or probiotics, organic MINIMUM STOCK REQUIREMENT: 96 Containers of at least 3 varieties of fruits 96 Containers of at least 3 varieties of vegetables</p> <p>INFANT MEATS 2.5 oz. containers Single ingredient with broth or gravy Brands: Beech-Nut Stage 1 Gerber-2nd Foods Baby Basics Beef, Chicken, Turkey, Ham <i>Not Allowed:</i> Pasta or vegetable mixtures, added sugars, added salt, DHA/ARA omega 3 fats, prebiotics, probiotics, organic MINIMUM STOCK REQUIREMENT: 31 containers of at least 2 varieties</p>	<p>DAIRY AND DAIRY SUBSTITUTES</p> <p>HOMOGENIZED MILK Must be dispensed as prescribed on food instrument Homogenized-Whole, Low-Fat (1%) and Skim Gallon and Quart containers Least Expensive Brand Must be Purchased <i>Not Allowed:</i> Flavored, buttermilk, goat's milk, organic, raw (unpasteurized) or sweetened condensed milk MINIMUM STOCK REQUIREMENT: Whole Milk – At least 2 gallons and 4 quarts Low Fat (1%) Milk – At least 4 gallons Skim Milk – At least 4 gallons and 4 quarts</p> <p>LACTOSE REDUCED MILK (OPTIONAL TO STOCK) Must be printed on food instrument ½ Gallon and Quart containers Whole, Reduced Fat (2%), Low Fat (1%) and Fat Free Least Expensive Brand Must be Purchased <i>Not Allowed:</i> Organic</p> <p>SOY BEVERAGE (OPTIONAL TO STOCK) Must be printed on food instrument ½ Gallon and Quart containers Original Flavor: Brands: 8th Continent, Pacific Ultra, Great Value, Silk <i>Vanilla Flavor:</i> Brands: 8th Continent, Pacific Ultra ONLY</p> <p>CHEESE 8 oz. or 16 oz. packages American, Cheddar, Mozzarella (part skim), Swiss Block or sliced (not individually wrapped) Reduced fat and low fat allowed Least Expensive Brand Must be purchased <i>Not Allowed:</i> Cheese spread, flavored cheese, shredded cheese, cubed cheese, cheese from the deli, processed cheese food, cheese with peppers or spices, cheese product, grated cheese, random weight, organic cheese MINIMUM STOCK REQUIREMENT: At least 5, 8 oz. packages AND At least 5, 16 oz. packages</p>	<p>PEANUT BUTTER 16-18 oz. container Smooth, crunchy, whipped, low sodium and low sugar allowed Any brand is allowed <i>Not Allowed:</i> Flavorings or added ingredients, organic MINIMUM STOCK REQUIREMENT: 15 containers</p> <p>DRY BEANS/PEAS 16 oz. (1 lb.) Package Plain, dry Any variety is allowed Any brand is allowed <i>Not allowed:</i> Canned or frozen, soup mixes, added flavorings, Sugars, fats, oils or meat, organic MINIMUM STOCK REQUIREMENT: At least 6 packages of at least 2 varieties</p> <p>JUICES</p> <p>SINGLE STRENGTH 48 oz. & 64 oz. Minimum of 120% Vitamin C Single Strength - 100% Juice Orange, apple, grapefruit, pineapple, orange-mango, orange-pineapple, pineapple-mango, purple grape, white grape gr ve Lu Pr M At fla</p>	<p>BREAKFAST CEREALS 11.5-12 oz. and 18 oz. containers <i>*Indicates a whole grain cereal</i> MINIMUM STOCK REQUIREMENT: At least 15 boxes of at least 5 varieties</p> <p>POST <i>*Grape-Nuts Flakes - 18 oz.</i> <i>*Honey Bunches of Oats Whole Grain Honey Crunch - 18 oz.</i> <i>*Honey Bunches of Oats Whole Grain with Vanilla Bunches - 18 oz.</i></p> <p>MALT-O-MEAL Oat Blenders with Honey - 18 oz. Oat Blenders with Honey and Almonds - 18 oz.</p> <p>GENERAL MILLS Corn Chex (Gluten Free)-12 oz. or 18 oz. Rice Chex (Gluten Free)-12 oz. or 18 oz. <i>Multi Grain Cheerios - 12 oz. or 18 oz.</i> <i>*Cheerios - 12 oz. or 18 oz.</i> <i>*Kix - 12 oz. or 18 oz.</i> <i>Honey Kix - 12 oz.</i> <i>Cinnamon Chex - 12.1 oz.</i></p> <p>KELLOGGS <i>*All Bran Complete Wheat Flakes - 18 oz.</i> <i>Special K - 12 oz., 18 oz.</i></p> <p>LEAST EXPENSIVE BRANDS OF THE FOLLOWING TYPES OF CEREALS Crispy Rice Cereals – 12 oz. <i>*Frosted Shredded Wheat - 18 oz.</i></p>	<p>WHOLE GRAINS</p> <p>BROWN RICE 16 oz. bagbox Least Expensive Brand Must be Purchased <i>Not Allowed:</i> Instant, white, flavored, wild rice mixes, organic MINIMUM STOCK REQUIREMENT: At least 6 packages</p> <p>WHOLE WHEAT BREAD 16 oz. (1 lb.) loaf 100 % Whole Wheat Least Expensive Brand Must be Purchased <i>Not Allowed:</i> White, wheat blends, buns, rolls, bagels, frozen dough or organic varieties MINIMUM STOCK REQUIREMENT: At least 6 loaves</p> <p>WHOLE WHEAT PASTA 16 oz. (1 lb.) Package 100 % Whole Wheat Least Expensive Brand Must be Purchased MINIMUM STOCK REQUIREMENT: At least 10 1-lb (16oz) packages in at least 2 varieties with a minimum of 2 packages of each variety</p> <p>TORTILLAS 16 oz. package Corn or whole wheat Least Expensive Brand Must be Purchased <i>Not Allowed:</i> White flour tortillas, tostadas MINIMUM STOCK REQUIREMENT:</p>	<p>FRESH FRUITS and VEGETABLES</p> <p>Purchase the dollar amount printed on the cash-value voucher. If amount purchased is more than the dollar amount printed on the cash-value voucher, participant may pay the difference. If the purchase price is less than the dollar amount printed on the cash-value voucher, no cash or money back. Allowed: Fresh, whole or pre-cut fruits or Vegetables</p> <p>Pre-cut may be packaged in bags or Containers</p> <p><i>Not Allowed:</i> Frozen or canned fruits or vegetables Bagged salad mixtures with additional ingredients such as croutons or salad Dressing Party trays or fruit baskets Decorative/ornamental fruits and vegetables Salad bar items Dried fruits and nut mixtures Peanuts Herbs and spices</p>
--	--	---	---	--	--

- WIC approved foods.
- Store shelves.
- Storage areas within store premises.
- Complete list of foods at

<http://www.ldh.la.gov/assets/oph/nutrition/WIC/MinimumStockingRequirements.pdf>

WIC Approved Food List - Participant

LOUISIANA DEPARTMENT OF HEALTH Public Information Series

EGGS:

- Least-expensive brand
- Large, white eggs — dozen

NOT ALLOWED:

- Extra large, medium, small, brown, low-cholesterol or specialty eggs

PEANUT BUTTER:

Peanut butter must be printed on food instrument to be allowed.

- Any brand is allowed

- Creamy, crunchy or smooth
- 16–18 oz. container

NOT ALLOWED:

- Flavorings, added ingredients or organic varieties

DRIED BEANS/PEAS:

- Any brand is allowed

- Any variety — 1 lb. package

NOT ALLOWED:

- Canned, fresh, frozen or mixed
- Added flavoring or soup mixes

CHEESE:

- Least-expensive brand in the category of the participant's choice.

- American, mild cheddar, medium cheddar, mozzarella (part skim) and Swiss — 8 or 16 oz.
- Block or sliced (not individually wrapped).
- Low-fat, fat-free, and low-sodium varieties are approved.

NOT ALLOWED:

- Cheese products, spreads, or foods; deli-purchased (diced and weighed to order); individually wrapped, grated; or shredded

MILK:

Children younger than 2 years old must be 5 years old and women may only receive

- Least-expensive brand

Homogenized:

- Whole, low-fat (1 percent) and/or full-fat
- Gallon and quart

Lactose Free:

(Must be printed on food instrument)

- Lactose-free milk must be printed on food instrument to be allowed.
- Whole, low-fat (1 percent) and/or full-fat
- Gallon and quart

NOT ALLOWED:

- Flavored milk or buttermilk

SOY BEVERAGE:

Soy beverage must be printed on the food instrument to be allowed.

Brands: 8th Continent, Pacific Ultra, Silk

- Half gallon or quart containers
- Original or vanilla flavor



TUNA FISH:

Tuna fish must be printed on the food instrument to be allowed.

- Any brand

- Light, dark or blended — 5-6 oz. can
- Dolphin safe and packed in water or oil

NOT ALLOWED:

- White, albacore, flavored, seasoned or packaged in foil or bags

PINK SALMON:

Pink salmon must be printed on the food instrument to be allowed.

- Brand: Any brand

- 5-6 oz. can or pouch
- Regular or low sodium and packed in oil or water
- May contain bones or skin

NOT ALLOWED:

- Red or blue back
- Specialty or organic varieties

WHOLE GRAINS:

Only quantities and package sizes printed on food instrument are allowed.

- Least-expensive brand

BROWN RICE:

- 16 oz. bag/box

NOT ALLOWED:

- Instant, white, flavored, wild rice mixes or organic varieties

100% WHOLE WHEAT BREAD:

- 16 oz. (1 lb.) loaf

NOT ALLOWED:

- White, whole wheat, honey



Effective January 1, 2018

Louisiana Women, Infants and Children (WIC) Program
An Equal Opportunity Provider



- WIC Approved Food List is available on the LDH Website in English and Spanish.
- www.ldh.la.gov/wicvendor
- [WIC Approved Foods - WIC 23](#)
- [WIC Webpage](#)

Infant Formula - Minimum Stock Requirement (WIC 23)

	Minimum Number of Cans by Peer Group					
Peer Group	1	2	3	4	5	6
Number of Cash Registers	1 to 3	4 to 7	8 to 11	12 to 15	16+	A50
Similac Advance Powder	12	12	24	24	24	Based on Corresponding Non A50 Peer Group Requirement
Similac Soy Isomil Powder	12	12	12	12	24	Based on Corresponding Non A50 Peer Group Requirement
Similac Total Comfort Powder	12	12	24	24	24	Based on Corresponding Non A50 Peer Group Requirement
Similac For Spit-Up Powder	12	12	12	12	24	Based on Corresponding Non A50 Peer Group Requirement
Similac Sensitive Powder	12	12	24	24	24	Based on Corresponding Non A50 Peer Group Requirement

Required to order from authorized manufacturer.

Approved Food List
Effective as of 12/21/2018

WIC Transactions (WIC 33)

Food Instrument/CVV

- Blue WIC Folder
- Vouchers
- Approved Foods
- Paper process ending 2019

Electronic (eWIC)

- eWIC Card
- PIN
- Approved Foods
- Pilot began Jan 2019

Please refer to WIC-33 regarding FI/CVV and eWIC Transaction Procedures.

Sample WIC Food Instrument (FI)

STATE OF LOUISIANA DHH, OPH, WIC PROGRAM					
① 456789		② 987654321		③ Food I. Sample	
FAMILY ID		PHAME ID		PARTICIPANT'S NAME	
⑤		⑥		P 1 ④ 999	
QUANTITY		FOOD PRESCRIPTION (Valid for payment for specific food in quantities below)		TYPE SEQ # SITE #	
1		Lb Dry Beans, Peas or Lentils		VALID ONLY AT VENDORS WITH WIC CONTRACT	
1		No More Than 36-oz WIC Cereal		VENDOR MUST ACCEPT ONLY DURING	
1		16-oz WIC Approved Cheese		⑦ AUG 2015 *08*	
1		Doz Eggs		Vendor must clearly record authorization	
1		64-oz Btl WIC Juice		Number below and deposit within 30 days	
2		Gal 1% or Skim Milk		last valid date or draft will not be honored	
1		Qt 1% or skim milk		Pay to order of WIC Vendor No.	
1		lb WIC Whole Grains		⑨	
				VENDOR'S NUMBER	
		1294567890			
		VENDOR FILL IN ACTUAL \$			
		AMOUNT OF SALE BELOW			
		⑧ \$			
		TAX EXEMPT SALE			
		⑩ Issued To:		Signature	
		⑪ Food Received By:		(MUST MATCH WIC FOLDER SIGNATURE)	
PAYABLE THROUGH FSMC OR AFFILIATE OF SECURITY STATE BANK Howard LAKE, MN 55349					
"NON-NEGOTIABLE"					

Sample WIC Cash Value Voucher (CVV)

STATE OF LOUISIANA DHH, OPH, WIC PROGRAM					
① 456789		② 987654321		③ FRUIT A. VEGETABLES	
FAMILY ID		PHAME ID		PARTICIPANT'S NAME	
⑤		⑥		④ 999	
QUANTITY		FOOD PRESCRIPTION (Valid for payment for specific food in quantities below)		TYPE	
				A	
				1	
				④ 999	
				SITE #	
				VALID ONLY AT VENDORS WITH WIC CONTRACT	
				VENDOR MUST ACCEPT ONLY DURING	
				⑦ AUG 2015 *08*	
				Vendor must clearly record authorization	
				Number below and deposit within 30 days	
				last valid date or draft will not be honored	
				Pay to order of WIC Vendor No.	
				⑨	
				VENDOR'S NUMBER	
				⑧ \$	
				TAX EXEMPT SALE	
				⑩ Issued To:	
				Signature	
				⑪ Food Received By:	
				(MUST MATCH WIC FOLDER SIGNATURE)	
PAYABLE THROUGH FSMC OR AFFILIATE OF SECURITY STATE BANK Howard LAKE, MN 55349					
"NON-NEGOTIABLE"					

Vendor Requirements - Transaction and Procedure

Even if a food item is not a required minimum stock item, the vendor must allow the participant to purchase any WIC approved food item it stocks if it is authorized on the participant's food instrument or EBT card.

Vendor Requirements - Transaction and Procedure (WIC 33)

Reminders:

- Counter signature **MUST** match one of the signatures on the WIC folder.
- FI can **ONLY** be redeemed within the valid date of FI.
- Amount of transaction **MUST** be written on the FI at the time of transaction prior to the participant signing the FI.
- Cashier training is essential to ensure the above are part of every WIC transaction!
- Issue **ONLY** what is printed on the FI.
- Issue **ALL** or nothing.
- **NEVER** ask to see any other form of identification.
- See WIC 23 and WIC 33 information on LDH website for FI, CVV, and EBT transactions.

Transaction and Procedure (WIC 33) - Exception



Exception:

- In some cases, FIs/CSVs are mailed to WIC participants. In these cases, there will be no signature of the participant on the “Issued To” line. In the space following “Issued To,” it will state, “Mailed on ___/___/___ By _____.”
- In these instances, the WIC participant must sign the food instrument on the “Food Received By” line. The signature must match one of the signatures on the WIC participant food instrument folder.

Vendor Requirements - Transaction and Procedure - WIC 33L

All Employees who handle WIC transactions must:

- Read the “Food Instruments / Cash Value Voucher and EBT Transaction Procedures” - LA WIC-33 Form.
- Sign the “Transaction Procedure Signature Log” - LA WIC-33L Form to indicate that the information has been read and understood within seven calendar days of store new authorization or employee new hire. Refer to:
<http://www.ldh.la.gov/index.cfm/page/990>
- All Vendors must keep copies of the signed LA WIC-33L form available for inspection by WIC staff during Routine Monitoring visits.

Training Log (WIC 33L)

Rev 09-2018

Page Starting Date (first signature date): _____

**LOUISIANA WIC PROGRAM
WIC EBT TRANSACTION PROCEDURE (WIC 33)
TRAINING LOG**

VENDOR NUMBER: _____ VENDOR/STORE NAME: _____

VENDOR ADDRESS: _____

By signing this document, I acknowledge that I have discussed the contents of the **Louisiana WIC Program WIC EBT Transaction Procedure (WIC-33 EBT version)** with my employer or their representative; and clearly understand the policies and procedures contained therein.

	Name of Employee	Employee ID (Optional)	Signature of Employee	Date Employee Signed	Supervisor/HR Rep Initials
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					

WIC 33L Training Log – EBT Version

Monitoring and Compliance

- WIC Vendor monitoring and compliance is done through several methods. The most common are:
 - Compliance Buys.
 - Routine Monitoring.
 - Inventory Audits.

Routine Monitoring Review

The procedure for processing the first review shall be as follows:

- Clean Routine Monitoring Letter is provided to Vendors with no violations.
- **Routine Monitoring Review Letter Showing Violations and request for Corrective Action Plan. Vendor must have a follow-up review.**
- Follow up review shows no violation, then the Vendor is issued a Clean Routine Monitoring Review Letter.

Routine Monitoring Review

Procedure continued...

- Follow up review with violation, then the WIC staff:
 - Determines if a pattern has been established
 - If two of the same violations occurred in two or more reviews, the vendor has established a pattern of the particular abuse and a ***sanction*** is issued.
 - If the violation(s) identified differ from the violations in reviews, a Routine Monitoring Review Letter Showing Violation(s) which alerts the vendor to the violation(s) found and requests a CAP from the vendor within 30 days of the date of the letter.
- ***If WIC staff are on-site at a vendor location during a training or review, they may examine any WIC FIs/ CVVs on hand.***

Specials or Incentive Items

- No Authorized Vendor in Louisiana may offer incentive items intended to solicit WIC clients to shop at their store.
- Any incentive must be offered to ALL customers -- not just WIC customers.
- Prescribed on client's food benefit package.
- Failure to comply with this requirement will result in termination of Agreement

**“Buy ONE
Get ONE, Free!”**

Specials or Incentive Items

CAN Do	X Cannot Do
“Get a free gallon of milk with the purchase of a gallon of milk.”	“For a limited time only, redeem your <u>WIC</u> here and get a free gallon of milk.”

WIC Customers ...

<u>May</u>	May NOT Receive
Use coupons, specials, and store discount cards.	<ul style="list-style-type: none">• Rain checks, refunds, nor IOUs• Cash back for WIC benefits

Shelf Talkers / Prices / Receipts

- May use shelf talkers to help participants identify WIC-approved foods.
- Must seek approval from the WIC State Agency before using shelf talkers or before making any changes to currently approved shelf talkers.
- Must be placed at the exact spot on the shelves that contain the WIC-approved food item, next to the price of the item.
- Not allowed to appear on the item packaging.
- Vendors are responsible for maintaining appropriate placement.
- Place by the lowest cost LEB item.

Shelf Prices

Vendor must display prices for WIC-approved foods on the foods or on the shelves/display area in immediate proximity to the foods

Cash Register capable of:

- Split tender sale
- Itemized receipts
- Provide receipt to participant

Receipts must show date of purchase, price and name of each item bought, total sale.

Vendor Portal

- Vendors must be able to:
 - Access and make regular use of the VP (requires computer, internet, as well as regular use of an email account).
 - Input required price reports quarterly and upon request from the State Agency.
 - [Click Here: Vendor Portal](#)

Competitive Price Criteria

- Price level at or below which WIC-approved foods must be priced for vendor applicants to be considered for authorization.
- State Agency determines CPC for each WIC-approved food item based on shelf prices for vendor within each peer group of regular vendors.
- Varies by vendor peer group.
- Vendors are subject to the CPC at all times.
- Ensure prices are not raised to levels that cause Vendors to become ineligible for authorization.

Above 50 Vendors

- Active vendors who derive more than 50 percent of their annual food sales revenue from WIC food instruments.
- New vendor applications:
 - Authorized on the program only when needed for participant access.
 - Expected to meet this criterion under FNS approved guidelines.

Maximum Allowable Reimbursement Levels (MARLs)

- Highest reimbursement amount for each FI that the state agency may pay by peer group.
- State agency determines the MARL for every WIC Food Instrument.
- FI submitted with a price higher than the MARL shall be reduced through the automated clearing house process.

Reimbursement Process (WIC 20)

- New Vendors must register with LaGov Vendor Registration in Supplier Self Service (SUS).
 - https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymous?guest_user=self_reg
- Request payment using the WIC Food Instrument / Cash Value Voucher Reimbursement Form (WIC-20)
- All WIC FIs/ CVVs must be transacted by WIC authorized store and deposited by the same store.
- Vendor reimbursed for FIs and CVVs it transacts by depositing them in the vendor's bank account.
- Payments will be made through banking system's Automated Clearing House (ACH).

WIC-20
Rev. 10/13

DEPARTMENT OF HEALTH AND HOSPITALS - OFFICE OF PUBLIC HEALTH
WIC FOOD INSTRUMENT/CASH VALUE VOUCHER REIMBURSEMENT FORM

Bank rejected Food Instruments/CVVs stamped (D-11) "Early Cashing" or (E-10) "Stale Date" or (G-22 "Missing Signature" and/or Food Instruments/CVVs accepted outside the valid period will NOT be reimbursed. Please do not submit vouchers for reimbursement.

Completing this form:
Step 1: Staple original Food Instruments/CVVs, face up on a blank 8.5" x 11" sheet(s) in the same order as listed below.
Step 2: Complete all items in the "TO BE COMPLETED BY VENDOR" sections. Maximum of eight Food Instruments/CVVs per form.
Step 3: Make a copy of the completed form, including Food Instruments & CVVs, for your records.
Step 4: Submit claim to DHH-OPH-Nutrition Services, P.O. Box 60630, New Orleans, LA 70160.

Please allow 07-08 weeks before inquiring about the status of your claim. Upon request, additional training will be made available to vendors.

TO BE COMPLETED BY VENDOR:

1) _____ 2) _____
Federal ID # or SS # (as listed on W-9 form) WIC VENDOR #

3) _____ 4) _____
Store Name Store #

5) _____ 7) LA _____ 8) _____
Mailing Address (as listed on W-9 form) City State Zip Code

9) _____ 10 _____ 11) _____ 12) _____
Completed by (please PRINT) Phone # Fax # or Email Address Date Submitted

TO BE COMPLETED BY VENDOR				TO BE COMPLETED BY NUTRITION SERVICES		
WIC FOOD INSTRUMENT/ CVV NUMBER	VALID MONTH/YR	*REASON REJECTED	EXPECTED AMOUNT	ORIG NUMBER	SITE NUMBER	APPROVED AMOUNT
1)						
2)						
3)						
4)						
5)						
6)						
7)						
8)						

FISCAL OFFICE: VENDOR NAME & ADDRESS MUST BE TYPED ON CHECK

TOTAL REIMBURSEMENT \$ _____
PV # _____
APPROVED BY _____

* Reasons for Rejection:
B-43 = Unreasonable Dollar/Void F-01 = Missing Vendor # J-31 = Altered/Void Q-39 = Under Minimum/Void
D-11 = Early Cashing/Void G-22 = Missing Signature/Void K-03 = Unreadable Vendor
E-10 = Stale Date/Void H-08 = Invalid Vendor Number M-50 = 2nd Pres/Void Do Not Redeposit

Request for Reimbursement

1. Complete a WIC Food Instrument/CVV Reimbursement Form (WIC-20).
2. Staple the original FI/CVV to a blank 8 ½ X 11 sheet of paper (maximum of three FIs/CVVs per page; do not overlap FIs/CVVs).
3. Make copies of the WIC-20 and its corresponding WIC FI/CVV (originals/Image Replacement Documents (IRDs) only).
4. Mail the original completed WIC-20 along with its corresponding FI/CVV to the following address:

**LDH-OPH-Bureau of Nutrition Services
P.O. Box 60630
New Orleans, LA 70160**

Any single request totaling \$500 or more, must be approved by the USDA / Food and Nutrition Services.

Rejected FIs / CVVs

WIC Contracted bank may:



Adjust amount submitted by the vendor for Maximum Allowable Reimbursement Level compliance.



Reject or adjust WIC FIs or CVVs for a variety of reasons including, but not limited to:

- No vendor number.
- Unreadable or invalid vendor number.
- Outside of allowable dates.
- Signature issues.
- Altered FI or CVV.
- Amount over MARL.
- No date.
- Purchase price missing.

New and Reauthorizing Vendors

- Must complete a WIC Application and if approved, must meet selection criteria and adhere to the LAC, WIC Vendor Agreement, and Vendor Guide.
 - WIC Vendor Agreements / Authorizations in the following parishes listed below will expire September 30, 2019:
 - Assumption, Jefferson, Lafourche, Livingston, Orleans, Plaquemine, St. Bernard, St. Charles, St. Helena, St. James, St. John, St. Mary, St. Tammany, Tangipahoa, Terrebonne, Washington.
 - Vendors in the parishes listed above will receive an email notification by July 1, 2019 advising them to submit an application.
 - WIC Vendors who submit their completed application and were determined to meet all Selection Criteria will be notified of their eligibility status prior to Oct 1, 2019.
-

Full-line Grocery Store

- Required for authorized WIC Vendors.
 - Defined as a retail food store/market that stocks, and has on hand at all times, at least:
 - 5 varieties of cereal with 5 or more units of each variety;
 - 3 varieties of bread or tortillas with 5 or more units of each variety;
 - 4 varieties of fresh fruits with at least 5 units of each variety;
 - 4 varieties of fresh vegetables with at least 5 units of each variety;
 - 4 varieties of fresh or frozen meat, poultry or fish with at least 5 units of each variety; and
 - 2 varieties of rice with 6 or more units of each variety.
-

Recordkeeping

- Vendors must maintain records during and after any WIC authorization for four Federal Fiscal Years (October 1 through September 30) after the record was created.
 - Provide records upon request.
 - Paper or electronic records used for State or Federal tax reporting purposes and other WIC Program records including:
 - Inventory records showing all WIC purchases, wholesale and retail, in the form of invoices that identify the quantity and prices of specific WIC-approved foods;
 - Books of accounts;
 - Shelf price records; and
 - Records of total food sales revenue, based on the definition of SNAP eligible food items (available at <http://www.fns.usda.gov/snap/eligible-food-items>), which must be verified or documented; and any other pertinent documents.
-

Any Vendor Changes

- Notify in writing at least 15 days prior to or immediately upon knowledge (whichever comes first):
 - Loss or relinquishment of SNAP Authorization.*
 - WIC Authorized Store Closes.*
 - Change of ownership, location, store name (including d/b/a).*
 - Change in mailing address, email address, and telephone number.

*Vendor Agreement is null and void on the date of the loss or relinquishment of SNAP authorization, store closing, change of ownership, store location, and store name. WIC business shall immediately cease and FIs and CVVs shall be deposited promptly.

Change of Ownership

- WIC authorization is not transferable.
- Authorization does not extend to new store locations opened or acquired by an existing vendor.
- Each store location operated by a business entity constitutes a separate vendor and must be authorized separately from other stores operated by the business entity.
- Each store must have a single, fixed location.

Reciprocal Disqualification

USDA Programs communicate regularly!

- Vendors disqualified from SNAP are also disqualified from WIC under CFR 246.12(I)(1)(vii):
 - Same length of time as SNAP disqualification.
 - May begin at a later date than SNAP disqualification.
 - Not subject to administrative or judicial review under the WIC Program.
 - Disqualification from WIC may result in disqualification as a retailer in SNAP and is not subject to administrative or judicial review under SNAP.
-

Complaint Process - WIC 19

Vendor / Participant Complaint Form

There are 5 types of WIC complaints that can be reported:

1. WIC Civil Rights Complaint
2. WIC Program Complaint (Non-Civil Rights).
3. WIC Program Appeal.
4. WIC Vendor Complaint.
5. WIC Participant Complaint.

Form located on LDH website at:

<http://www.ldh.la.gov/index.cfm/page/1032>

Civil Rights and Non-Discrimination

In accordance with Federal civil rights law and the United States Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

Program Complaint: Non-Civil Rights

- A WIC Program complaint (Non-Civil Rights) can be related to appointments, customer service, courtesy, fair treatment, answering telephones, clinic hours, food instruments, privacy and other related WIC service processing concerns.
- These complaints are investigated by the Louisiana WIC State Agency.
- A WIC applicant or participant can file a WIC Program Complaint by completing the [WIC Complaint Appeals Form](#) and mailing it to the WIC State Agency Director.
- The WIC Complaint and Appeals Form can also be emailed by clicking the [submit form](#) button in the upper right hand corner of the form.

WIC Program Appeal

1. Submitted by an individual who thinks that they have been unfairly denied, terminated, disqualified from the WIC program or required to make a cash repayment for improperly issued benefits, program fraud or abuse.
2. Forwarded to the Louisiana Division of Administrative Law with assistance from the Louisiana WIC State Agency.
3. **WIC Complaint and Appeals Form** should be:
 - Completed and mailed to the WIC State Agency Director's address listed on the form.
 - Can be emailed by clicking the submit form button in the upper right hand corner of the form.

WIC Vendor Complaint

Participants can use the WIC 19 form to file complaints against vendors for various reasons, including, but not limited to:

- Adverse treatment by a vendor's owner, manager or employee.
- Charging more to WIC participants than other customers.
- Providing outdated or spoiled food items.
- Refusal to accept manufacturers' coupons, or other store discounts.
- Inadequate variety and/or quantity of WIC authorized supplemental food items.

WIC Participant Complaint

VENDORS use the WIC 19 form to file complaints against participants for various reasons, including, but not limited to:

- Adverse treatment of a vendor's owner, manager or employees.
- Failure to distribute foods to intended WIC participants.
- Use of altered WIC food instruments (i.e., changing dates, names, or food amounts).
- Purchase or attempted purchase of unauthorized foods with WIC food instruments.
- Attempt to purchase larger quantities of an authorized supplemental food item than listed on a WIC food instrument.

Sources for Further WIC Information

Please review the following portions of your Vendor Guide

Topic	Page
Louisiana WIC Program Food List	9 - 12
Reauthorization Process / Selection Criteria	13 - 14
WIC FI and CVV Transaction Procedures	21 - 25
Vendor Portal	34
Administrative Review (hearing) Process	41 - 43

<http://www.ldh.la.gov/index.cfm/page/990>

Sanction System and Violation



The WIC vendor agreement details all mandates required of WIC authorized vendors.



Sanctions are actions taken against a vendor that fails to comply with Program regulations.



A full list of all vendor sanctions can be found starting on page 39 of the Vendor Guide.



Vendors that are sanctioned due to violation of the vendor agreement may be:

- Deemed high-risk.
- Disqualified from the program, and/or assessed a monetary penalty.

Violations are tracked throughout the duration of the vendor agreement.

Administrative Reviews / Appeals

- Adverse actions taken on Vendors are subject to administrative review (except SNAP disqualifications).
- If appealed, WIC Program will provide:
 - written notification of the adverse action,
 - procedures to follow to obtain an administrative review,
 - cause(s) for and the effective date of the action.
- If the vendor is disqualified as a result of federal mandatory vendor violations in 7 CFR 246.12(l)(1), such notification will include the following statement:

“This disqualification from WIC may result in disqualification as a retailer in SNAP. Such disqualification is not subject to administrative or judicial review under SNAP.”

Electronic Links

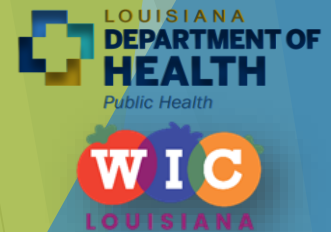
Resource	Website Address
Vendor Hub / Documents	http://ldh.la.gov/index.cfm/page/990
LaGOV Vendor Registration in Supplier Service Portal (SUS)	https://lagoverpvendor.doa.louisiana.gov/irj/portall/anonymous?guest_user=self_reg
WIC Approved Food List	http://ldh.la.gov/assets/oph/nutrition/WIC/Vendor/LAWICApprovedFoodListWIC23.pdf

VENDOR AUDITS

2019 Authorized Vendor Training

April 2019

62



Louisiana WIC Vendor Agreement

Part A. Vendor agrees to:

40. Maintain, during and after any WIC authorization, for a period of four (4) full federal fiscal years after the date the record was created and provide to the State Agency upon request, paper or electronic records used for State or Federal tax reporting purposes and other WIC Program records including: inventory records showing **all WIC purchases, wholesale and retail, in the form of invoices that identify the quantity and prices of specific WIC-approved foods**, books of accounts, shelf price records, records of total food sales revenue, based on the definition of SNAP eligible food items (available at <https://www.fns.usda.gov/snap/eligible-food-items>), which must be verifiable or documented, and other pertinent documents.

Vendor Audits - What's New

- Inventory audits examine food invoices or other proofs of purchase to determine if vendors carry sufficient levels of authorized foods to enable participants to redeem vouchers.
- Investigate and detect WIC Fraud and Abuse.
- Assess high risk vendors based upon specific criteria.
- Five percent federal high risk monitoring requirement.
- Used to close a compliance investigation where establishing a pattern of abuse has proven to be difficult.
- Review of three months of inventory for cost containment; assess for patterns of incidence.
- Corrective Action Plan.

Vendor Audits - Findings

- Clean inventory audit; no further action.
- Notice of deficiency when stock insufficient to meet the quantity of a WIC food product claimed for reimbursement by the vendor; additional documentation required.
 - Insufficient / unacceptable documentation.
 - Established pattern of charging for supplemental foods not received by the participant.
 - Recover the deficiency amount and sanction the vendor.
- Inventory audit showing violations
- Corrective action plan; repayment of any deficiency amount.

Big Easy

Food Sales
Distributors

2. Big Easy

4c.

ITEM #	ORDERED	SHIPPED	UNIT	DESCRIPTION	PACK	SIZE	ST	WEIGHT	COST	AMOUNT
10138	2	2	1	EGGS, LARGE CARTON AA GRADE	15	Dozen	T	30.00	.9500	28.50
11208	10	10	1	CHICKEN WINGS, SMALL 68100 MJ USA	1	40 LB	T	400.00	1.4900	596.00
13049	2	2	1	CHEESE 120 SLICED AMERICAN CF GRT LAKES	4	5 LB	T	40.00	2.2900	91.60
14121	1	1	1	BACON, FIELDSTONE SLAB BACON	8	10 LB	T	65.90	2.1900	144.32
				PRODUCT OF USA, CANADA, MEXICO						
				65.90						
14641	1	1	1	PORK LOINS FROZEN COV	1	80 LB	T	89.80	1.2900	115.84
				PRODUCT OF USA, CANADA, MEXICO						
				89.80						
15066	1	1	1	HAMS, CHISESI VIP HAMS 5/13 LB	5	12 LB	T	51.52	3.6900	190.11
				51.52						
15099	1	1	1	HAM MORRELL 01982 DELI	2	13 LB	T	26.00	1.7900	46.54
15270	1	1	1	SAUSAGE, SMOKED D.D.	8	3 LB	T	24.00	3.0900	74.16
15408	2	2	1	SAUSAGE, SMOKED - D.D. PKG MILD	10	1 LB	T	20.00	3.0900	61.80
17248	2	2	1	SHRIMP 70/90 PEELED USA	1	50 LB	T	100.00	3.2500	325.00
19148	5	5	1	PATTIES HOT SAUSAGE PATTON 4 OZ	1	10 lb	T	50.00	2.2900	114.50
19200	1	1	1	ROAST BEEF DRY BARRON BEEF INTERNATIONAL	2	9 LB	T	15.35	3.7900	58.18
				15.35						
22034	1	1	1	BEEF CHUCK SEMI-BNLS COV SEL	1	50 LB	T	60.70	2.4900	151.14
				PRODUCT OF USA, CANADA, MEXICO						
				60.70						
22441	1	1	1	BEEF GROUND, FINE 73/27 IBP	8	10 LB	T	80.80	1.8900	152.71

DRIVER	CASH	CHECK	AMOUNT

YOU MUST CHECK YOUR MERCHANDISE BEFORE SIGNING

CUSTOMER SIGNATURE _____

A FINANCE CHARGE of 1.5% per month will be added to all Accounts 30 days old, which is an ANNUAL PERCENTAGE RATE of 18% applied to the PREVIOUS BALANCE.

ST = STATUS CODE
O = OUT
S = SUB
P = PARTIAL

SUBTOTAL	
TAX	CONTINUE
INVOICE TOTAL	

Acceptable Purchase Invoices

1. Invoice Date.
2. Supplier's Name.
3. Invoice Number.
4. Detailed Purchase Information.
 - a. Approved WIC Item.
 - b. Size.
 - c. Quantity.

Big Easy

Wholesale Grocers

1.

DATE
01/10/2018

SLM #
2

PAGE #
1

MEMO #

3. INVOICE #
123abc

Deliver to: 6

Bill to:

ORD#
COD / CHECK O.K.

PO#

ROUTE STOP
NOET 6

2. Big Easy

SPECIAL INSTRUCTIONS

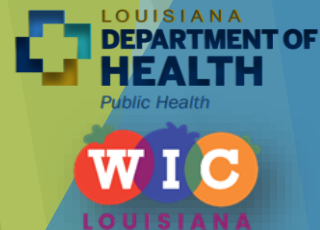
CHECK US OUT ONLINE
GO TO WWW.GOGWG.COM
24 / 7 USE OUR LINK
TO ACCESS W.I.C

LINE #	ORD#	QTY	UPC	PACK/SIZE	DESCRIPTION	ITEM #	SRP	PRICE	AMOUNT
001	1	1	15662	6 45 OZ	SUNNYLAND MARGARINE - TUB	114207	2.85	12.13	12.13
002	2	2	21089	12 16 OZ	GREAT LAKE SLICED AMERICAN CHEESE	149849	3.75	32.50	65.00
003	1	1	28328	12 8 OZ.	PARADE SHREDDED CHEDDAR CHEESE	120584	2.25	19.32	19.32
004	15	15		6 5#	INTERSTATE STRAIGHT CUT FRENCH-FRIES	169250	4.35	18.59	218.85
005	5	5	36502	6 12.50	ENFAMIL PREMIUM INFANT POWDER	130518	22.39	95.85	479.25
006	1	1	00002	24 6 OZ.	CRYSTAL HOT SAUCE	113076	1.05	17.45	17.45
007	1	1	00005	12 17 OZ	TONY CHACH CREOLE SEASONING	183954	3.45	29.49	29.49
008	1	1	01169	12 1 OZ.	ZATARAINS PARSLEY FLAKE - PLASTIC	141267	1.95	16.44	16.44
009	1	1	00091	12 8.5 O	VIGO OLIVE OIL	112532	3.35	28.35	28.35
010	1	1	01573	12 16 OZ	ZATARAINS CRAB BOIL - PRESEASONED - BAG	192203	2.05	17.48	17.48
011	1	1	25162	9 32 OZ	CRISCO VEGETABLE OIL	271841	4.89	31.27	31.27
012	2	2	07657	8 2 PK	GERBER 2ND FOODS APPLESAUCE	113845	1.69	9.59	19.18
013	2	2	07640	8 2 PK	GERBER 2ND FOODS PEACHES	113779	1.69	9.59	19.18
014	2	2	07334	8 2 PK	GERBER 2ND FOODS PEARS	113753	1.69	9.59	19.18
015	2	2	07650	8 2 PK	GERBER 2ND FOODS CARROTS	113811	1.69	9.59	19.18
016	2	2	07654	8 2 PK	GERBER 2ND FOODS SWEET POTATO	113803	1.69	9.59	19.18
017	2	2	07655	8 2 PK	GERBER 2ND FOODS BANANAS	113787	1.69	9.59	19.18
018	10	10	22135	1 5 GAL	CLEAR FRY OIL	307546	24.99	17.85	178.50
019	1	1	39108	16 12.5	KELLOGG CORN POPS CEREAL	111732	5.65	63.99	43.99
020	1	1	17634	12 18 OZ	GENERAL MI DORA EXPLORER	103440	4.99	42.56	42.56
021	5	5	69353	6 12.4	ENFAMIL GENTLESE POWDER	139790	23.35	100.05	500.25
022	1	1	89108	12 15 OZ	PROGRESSO BREAD CRUMB - FLAIN	162180	2.55	21.68	21.68
Taxable by State: Food/ Non Food							\$.00	/	.00%
Taxable by City: Food/ Non Food							\$.00	/	.00%
E/CHG- 3.20									3.20
CHECK GOODS CAREFULLY BEFORE SIGNING. NOT RESPONSIBLE AFT [No Title] RV.							TOTALS:		
CUSTOMER SIGNATURE							OSHP 60	SUB TOTAL	1,840.29
A FINANCE CHARGE OF 1 1/2% per month will be added to all balances due over 30 days.							WGT 1079.10	TAX	.00
PLEASE PAY FROM THIS ORIGINAL INVOICE - CUSTOMER COPY							CUB	INVOICE TOTAL	1,840.29

DRIVER	CASH	CHECK	AMOUNT
ULIAN ARMST			

Acceptable Purchase Invoices

1. Invoice Date.
2. Supplier's Name.
3. Invoice Number.
4. Detailed Purchase Information.
 - a. Approved WIC Item.
 - b. Size.
 - c. Quantity.



Big Easy Bakery

Acceptable Purchase Invoices

Route # :
Delivery Date : 07/08/16
Driver #, Name: 1214, C BROWN

Pick List

1. Page: 1
Date: 07/08/16
Time: 01:32 PM 2.4.0.189

2. Big Easy
3. 123abc

XXXXXXXXXXXXXXXXXXXXXXXXXXXX
Inv: 0087139596
XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Sales - Brand

07763304436	10110100	SB RTOP 16 OZ	9	2.1600
07763304737	10110380	SB SAND 24 16"	14	2.5400
4a. 07763370030	30270210	RM 100 WHE 16	20	2.0200
07310540695	61815080	NTGRN ANYWHE 20	0	2.6900
07763306328	10123760	SB 8 3 3/4 HAMS	4	2.1600
07763306374	10123800	SB 8 6"HD CL B	6	2.1600

4b. 4c.

Total Units :61
Total Amount :138.52

Delivery Totals: 0 Returns 0.00 61 Sales 138.52

1. Invoice Date.
2. Supplier's Name.
3. Invoice Number.
4. Detailed Purchase Information.
 - a. Approved WIC Item.
 - b. Size.
 - c. Quantity.

Big Easy

INVOICE# **Bakery Distribution**
Closed to Cash Purchase

DATE/TIME: 8/31/2015 1:41:11 PM
CASHIER: Donna
STATION: 01

10 FS BUNNY 16" SAND 2*	\$9.90
6 FS ROMAN MEAL 100% *	\$5.94
15 FS BUNNY RTOP 24 OZ*	\$14.85

Subtotal	\$30.69
Tax	\$1.53
GRAND TOTAL	\$32.22

Cash	\$32.22
Amt Tendered	\$40.00
Change	\$7.78

Disallowed Purchase Invoices

- 16 oz. is not indicated on receipt.
- Roman Meal is an acceptable WIC food item; however, there are various sizes (16, 20, and 24 oz.).

Big Easy



Disallowed Purchase Invoices

- Size is not indicated on receipt.
- General Mills' Kix Cereal is an acceptable WIC food item; however, there are various sizes. Allowable sizes are 12 or 18 oz.

Big Easy

Whole Wheat WIC	W	\$2.22	1	F
Whole Wheat WIC	W	\$2.22	1	F
Town Talk Sandwich B	C	\$0.88	1	F
Town Talk Sandwich B	C			
7 @ \$0.88 EA		\$6.16	1	F
EE SKIM MILK QT	W			
12 @ \$1.01 EA		\$12.12	1	F
AMERICAN FINEST AMER	C			
5 @ \$0.88 EA		\$4.40	1	F
LETTUCE CELLO WR	V	\$1.38	1	F
Town Talk Hot Dog Bu	C			
3 @ \$0.88 EA		\$2.64	1	F
DILL RELISH	C			
3 @ \$0.88 EA		\$2.64	1	F
34 BALANCE DUE		\$39.27		
CASH		\$40.00		

Disallowed Purchase Invoices

- 16 oz. and allowed brand is not on receipt.

Big Easy

GROCERY			
FIORA BATH TISSUE	2.99	1	
WAS 6.99	You Save	1.00	
FIORA BATH TISSUE	2.99	1	
WAS 6.99	You Save	1.00	
DAIRY			
EGGLNDS LG E	1.99	B	
WAS 2.99	You Save	1.00	
EGGLNDS LG E	1.99	B	
WAS 2.99	You Save	1.00	
EGGLNDS LG E	1.99	B	
WAS 2.99	You Save	1.00	
EGGLNDS LG E	1.99	B	
WAS 2.99	You Save	1.00	
EGGLNDS LG E	1.99	B	
WAS 2.99	You Save	1.00	
EGGLNDS LG E	1.99	B	
WAS 2.99	You Save	1.00	
EGGLNDS LG E	1.99	B	
WAS 2.99	You Save	1.00	
EGGLNDS LG E	1.99	B	
WAS 2.99	You Save	1.00	
EGGLNDS LG E	1.99	B	
WAS 2.99	You Save	1.00	

Disallowed Purchase Invoices

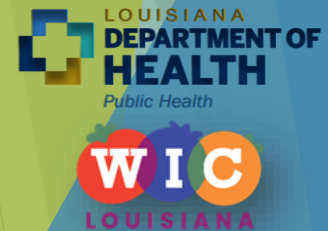
- Large eggs are indicated but not a dozen

WIC - EBT

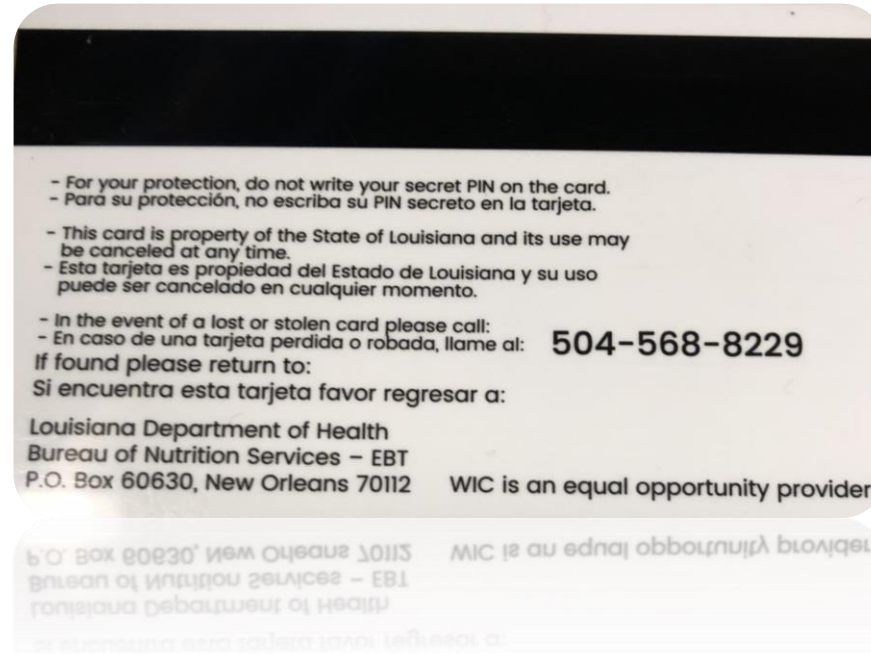
2019 Authorized Vendor Training

April 2019

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Electronic Benefits Transfer



- Jan 2019 - Pilot began.
- July 2019 - Expect to begin Region 8 roll-out.
- Jan 2020 - Full Implementation.

eWIC

Pilot Phase I:

January 2019, Louisiana WIC piloted eWIC (electronic benefits) in Region 7, Caddo and Bossier Parishes.

Pilot Phase II:

February 2019, Louisiana WIC added clinics in the following Region 7 parishes: Bienville, Claiborne, Desoto, Natchitoches, Red River, Sabine, and Webster Parishes.

July 2019, Louisiana expects to begin next rollout in Region 8; pending USDA / FNS approval.

eWIC Transactions

- Follow your store/chain's internal procedures for your point of sale system.
- You must scan every item that a participant brings to the register and scan ALL items individually.
- If an item does not ring up as WIC eligible the participant has the option to remove that item, ONLY if the transaction is still open.
- Cash Value Benefit (CVB) - if a purchase goes over the dollar amount available, the participant has the option to pay the difference.
 - If not, void the item from the transaction.
- The only instance where a cashier can make a WIC eligibility determination is for a least expensive brand items (milk, eggs, cheese, juice, brown rice, 100% whole wheat bread, tortillas (corn or wheat) and whole wheat pasta).

eWIC Transactions

- For most POS systems participants are no longer required to separate their WIC foods from other items.
- Participants can complete purchase of WIC and Non WIC items in one transaction.
- Participants do not have to provide the cashier with any document (i.e., blue folder, WIC checks); each participant will have their own eWIC card and personal PIN number.
- A beginning balance receipt will print for the participant at the beginning of each transaction.
- After approved WIC items are scanned, the participant will verify the items that will be deducted from the eWIC card through the utilization receipt.

eWIC Transactions

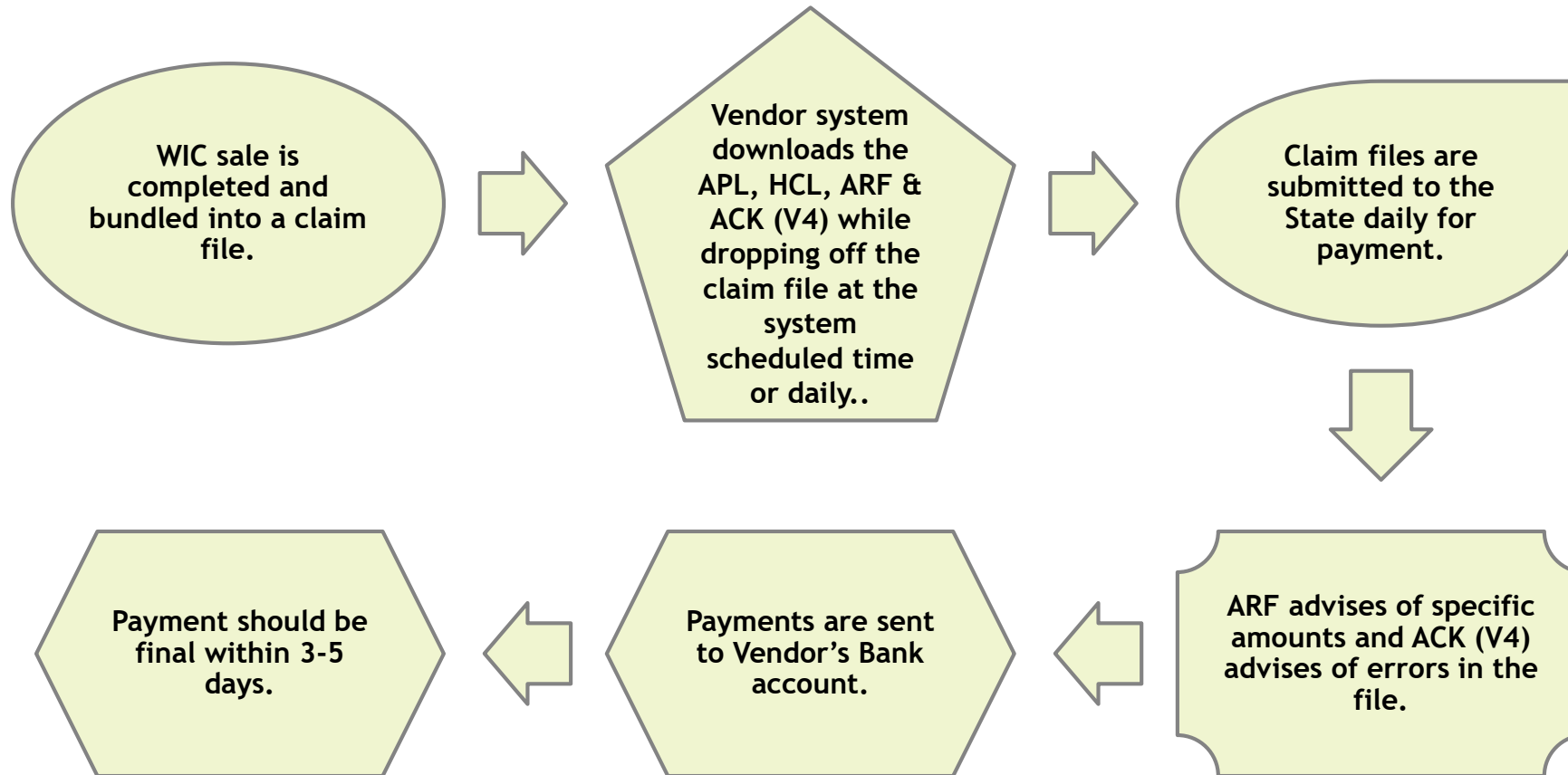
- The participant will select “YES” (Accepted / Approved) if the utilization receipt is correct or “NO” (Not Accepted / Not Approved) if the utilization receipt is incorrect.
- If the transaction is not approved, WIC items can be added or removed at that time.
- If the transaction is approved then the participant will get an ending balance receipt.
- WIC item(s) can be put back on the eWIC card through benefit reversal if a customer decides he/she does not want an item Only IF there is a remaining balance on the eWIC card. (An eWIC card that has been depleted cannot accept a benefit reversal).
- Once the transaction is completed a benefit reversal cannot be done.

eWIC Transaction Procedure (WIC 33)

Cashiers will:

- Scan all products for purchase.
- Allow only the purchase of LEB for foods in this category (next lowest if out of stock).
- Deduct applicable coupons.
- Total the order (*triggers the Beginning Balance and Benefits Utilized receipts or WIC Foods Purchased*).
- Provide participant with the first two slips, then the participant reviews and “Accepts” the WIC total on the card reader.
- Request other payment method for any products over the FI benefits or for non-WIC purchases. Payments can include cash, debit or credit, SNAP, etc.
- Monitor the transaction to:
 - Ensure that participant inserts EBT card into chip card reader of the device.
 - Prevent card errors, by reminding the participant to leave card in until they are prompt to “remove it.”
 - Prompt the participant to enter their PIN, if necessary.

EBT Claims Process - Vendor Payments



[illegible]

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Your Turn to Ask Us Questions!



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