LA WIC 2027 ANNUAL VENDOR TRAINING

Annual Vendor Training is a requirement for all authorized WIC vendors







DISCLOSURE

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

This institution is an equal opportunity provider.

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PURPOSE OF WIC VENDOR TRAINING

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

- An overview of WIC and to convey important information relative to Vendor Operations,
- Information to prevent program errors and noncompliance and improve program service, and
- Specific and clear information about State and Federal policies that affect Authorized WIC Vendor Operations.

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LEARNING OBJECTIVE

- This session serves as training in each area of WIC Vendor responsibilities.
- Vendors will have the opportunity to increase their knowledge and understanding of the purpose and requirements of the WIC program.
- Vendors will use the learned knowledge to provide excellent customer service to WIC Participants.
- Participation in this training will count toward the mandatory annual WIC Vendor training requirement.

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ANNUAL TRAINING OVERVIEW

NEW

- Office of Health and Nutrition
- Purpose and Mission of WIC
- Changes in Program Requirements
- Rules and Regulations Governing LA WIC
- Authorization
- Vendor Selection Criteria
- Cost Containment
- In-Store Policies
- Complaints
- Investigations and Monitoring
- Sanctions
- Participant Access
- Termination
- Disqualification
- Civil Money Penalties
- Administrative Hearings /Appeals
- Online EBT
- Transaction Procedures
- WIC Transactions at Self-Checkout
- POS System and Claim Process
- Additional Vendor Information
- Vendor Education and Resources
- Final Steps for Completion

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OFFICE OF HEALTH AND NUTRITION

WIC TRANSITION FROM OPH TO OHN

- The Bureau of Nutrition Services (BONS) and LA WIC transitioned from LDH's Office of Public Health (OPH) to the newly created Office of Health and Nutrition (OHN)
- The Office of Health and Nutrition launched on October 1, 2026 and was established through Act No. 368 of the 2026 Regular Session
  - This new office was established to strengthen coordination across state programs focused on nutrition, health care access, chronic disease prevention, and physical activity.
  - By bringing these areas together, OHN seeks to improve coordination and efficiency, address health disparities, and support healthier community across Louisiana.
- LA WIC Vendors should not expect any practical implications from this change

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PURPOSE AND MISSION OF WIC

ABOUT WIC

- WIC is the Special Supplemental Nutrition Program for Women, Infants, and Children.
- Funded by the U.S. Department of Agriculture.
- Administered in Louisiana by the Department of Health (LDH), Office of Health and Nutrition (OHN) - Bureau of Nutrition Services (BONS).
- Provides WIC Approved Food Items, promotes good health and nutrition during critical times of growth and development.
- WIC Applicants must meet certain income guidelines.

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OUR WIC PARTICIPANTS ARE:

- Women
  - Pregnant
  - Post-partum
  - Breastfeeding
- Infants
  - Up to 1 year old
- Children
  - Up to 5 years old



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MISSION OF BONS & LA WIC

The mission of the Bureau of Nutrition Services is to improve health outcomes, reduce disparities, and support nutrition security in Louisiana by providing healthy foods, nutrition education, breastfeeding support, and referrals to support services all through coordinated efforts across the landscape of stakeholders.



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PURPOSE OF WIC

WIC provides its Participants with:

- Breastfeeding Support,
- Nutritional Assessments,
- Nutrition Education,
- Referrals to Other Services, and
- EBT Cards to buy nutritious, approved foods through Authorized WIC Vendors.



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BENEFITS OF WIC

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

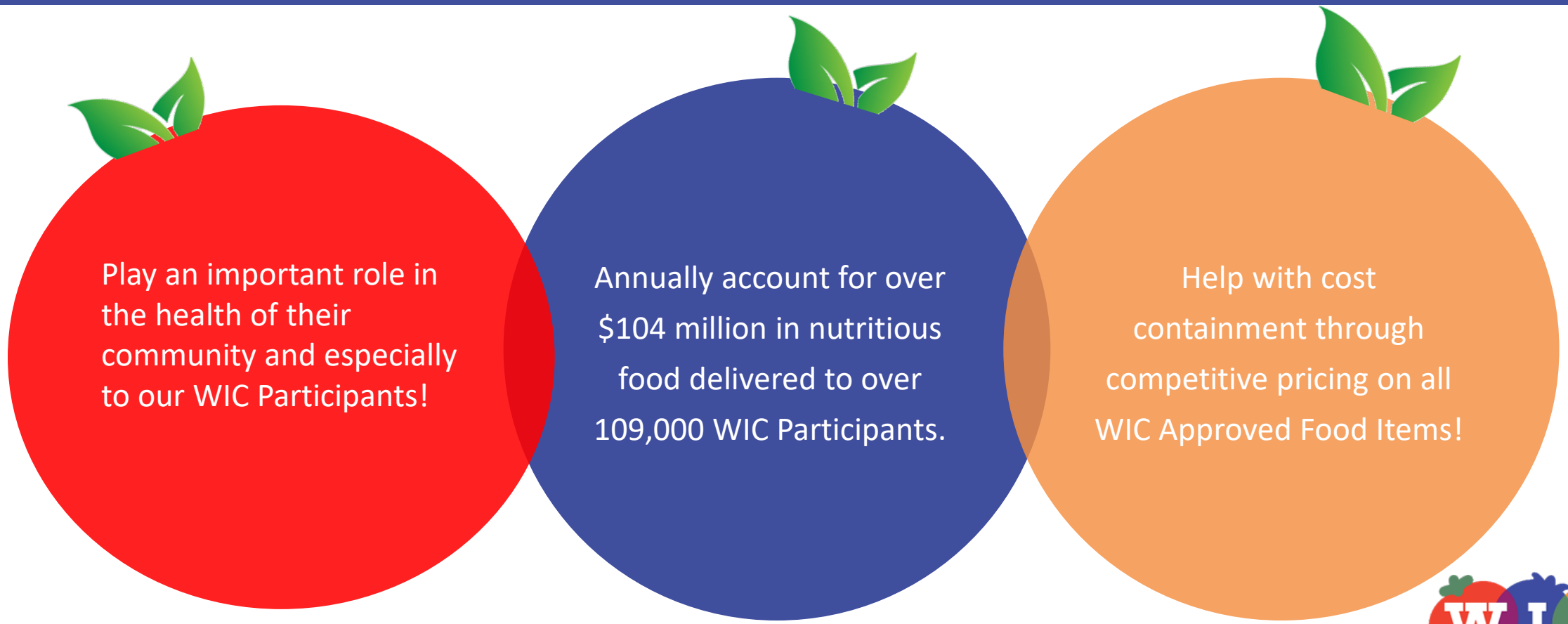
- School readiness.
- Intellectual development.
- Getting a fair start in life.

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).

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OUR AUTHORIZED WIC VENDORS



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CHANGES TO PROGRAM REQUIREMENTS AND UPCOMING IMPROVEMENTS

CHANGES TO LA WIC POLICY



Changes that occurred since last Annual Vendor Training (Nov. 2026)

- 7.02 Initial Authorization
- New Minimum Stock Requirements (WIC-23)
- 7.08 Competitive Price Criteria
- 7.18 Sanctions
- 7.19 Participant Access Determination
- Offline to Online EBT

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RULES AND REGULATIONS GOVERNING LA WIC

VENDOR RULES AND REGULATIONS

- Code of Federal Regulations (CFR)
- Louisiana Administrative Code (LAC)
- LA WIC Policy Manual
- LA WIC Vendor Guide
- LA WIC Vendor Agreement
- Essential Documents and Forms can be found on the LA WIC Authorized Vendor Hub



AUTHORIZATION

MAINTAINING WIC AUTHORIZATION

- In order to maintain WIC Authorization, Vendors shall continue to meet all LA WIC Vendor Rules and Regulations, and any changes thereto, at all times.
- LA WIC Vendor Rules and Regulations include:
  - The CFR,
  - The LAC,
  - LA WIC Vendor Guide,
  - LA WIC Vendor Agreement,
  - LA WIC Policy Manual, and
  - LA WIC Memos, policies, procedures, formal instructions, and terms of participation
- A Vendor found to be out of compliance at any time during the agreement period is subject to sanction.

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REAUTHORIZATION

- Vendors whose Vendor Agreements expire in the current calendar year must undergo Reauthorization to maintain WIC Authorization.
  - Notification will be sent out on July 1, 2027 to advise Vendors in Trade Area 2 (Regions 6, 7, and 8) to submit reauthorization documentation.
  - Vendors in Regions 6, 7, and 8 who submit a complete application and who are in compliance, will be notified of their eligibility status prior to October 1, 2027.
  - Submission of false or incomplete information will result in a delay or denial of reauthorization (or sanction if the false or incomplete information is discovered after authorization).
- All Vendor Agreements in Trade Area 2 will expire on September 30, 2027. In order to continue to transact WIC Benefits after September 30, Vendors in Trade Area 2 must apply for Reauthorization in July.

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VENDOR SELECTION CRITERIA

VENDOR SELECTION CRITERIA

- Federal Regulations mandate that LA WIC develop and implement vendor selection criteria to ***select only qualified Vendors*** to provide WIC Approved Food Items to WIC Participants.
  - After authorization, all Vendors shall continue to meet vendor selection criteria and any changes thereto, at all times. **A Vendor found to be out of compliance with LA WIC Vendor Rules and Regulations, at any time during the authorization period, may be subject to sanction.**
  - LA WIC may reassess any Vendor at any time during the Vendor's agreement period using the vendor selection criteria in effect at the time of the reassessment and may sanction Vendors that fail to meet them.

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VENDOR SELECTION CRITERIA

- Complete Vendor Application
- SNAP Authorization
- Grocery Class Permit
- Store Condition
- Hours of Operation
- Competitive Prices
- Shelf Prices
- Minimum Stock Requirements
- Infant Formula Supplier
- Termination
- Business Integrity: USDA Program Disqualification
- Business Integrity: Felony
- Business Integrity: Taxes
- Business Integrity: Conviction or Civil Judgement
- Good Standing
- Truthful and Accurate
- Technology Access
- Cash Register System
- A50: Prohibited
- A50: Reimbursement Agreement
- A50: Incentives
- Full-Line Grocery



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SELECTION CRITERIA - MINIMUM STOCK REQUIREMENTS (MSR)



- LA WIC updated its Minimum Stock Requirement on 10.1.26
- Vendors must maintain specific WIC Approved Food Items in the store at all times.
  - These WIC Approved Food Items can be on the store shelves or in storage areas within the physical structure of the store.
  - Not all WIC Approved Food Items have a MSR.
  - MSR can be found in the LA WIC Minimum Stock Requirements (WIC-23) and the LA WIC Vendor Guide.
  - Additional information regarding authorized brands, flavors, varieties and sizes for WIC Approved Food Items can be found in the LA WIC Program Guide, found on the LA WIC Authorized Vendor Hub.

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SELECTION CRITERIA - MINIMUM STOCK REQUIREMENTS (MSR)

NEW

- Vendors are required to stock all MSR items listed on the WIC-23 effective 10.1.26

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Louisiana WIC Program
Minimum Stock Requirements (WIC-23)
Effective October 1, 2026

WIC LOUISIANA

All Vendors must meet LA WIC's Full-Line Grocery Requirements and maintain minimum stock of the WIC Approved Food Item(s) listed below. Please reference the LA WIC Program Guide for information on authorized brands, flavors, varieties and sizes. All Vendors shall regularly review the Authorized Product List (APL), found on the LA WIC Authorized Vendor Hub, and the WICShopper App.

Minimum Stock Requirements (MSR)

Unless otherwise specified, MSR for each Food Category may be met with any combination of WIC approved items in any combination of listed package sizes and/or types

Food Category	Size	Min Stock	Food Category	Size	Min Stock
Eggs	Dozen	4 dozen	Cold Breakfast Cereal	12 oz - 36 oz box	12 boxes, At least 2 must be approved whole grain cereal
Whole Milk	Gallon, Half-Gallon, and/or Quart	4 gallons total	Whole Grains *(rice, bread, tortillas, pasta)*	12 oz - 24 oz package	10 packages, at least 2 must be Whole Wheat Bread
Low Fat Milk: Low Fat (1%) and/or Fat Free/Skim (0%)	Gallon, Half-Gallon, and/or Quart	6 gallons total	Beans/Lentils/Peas *(dried and canned)*	16 oz bag and/or 15 oz - 16 oz can	8 bags and/or cans total
Yogurt: Whole, Low Fat and/or Skim	16 oz and/or 32 oz container/package	128 oz total	Peanut Butter	16 oz - 18 oz jar	5 jars
Cheese	8 oz and/or 16 oz package	64 oz total	Fresh Fruit	N/A	20 units, 4 varieties
Infant Fruits and/or Infant Vegetables	4 oz container	30 containers, 2 varieties	Fresh Vegetables	N/A	20 units, 4 varieties

Infant Formula Minimum Stock Requirements (MSR)

Infant Formula	Size	MSR	
Similac Advance Powder	12.4 oz can	6 cans	
Similac Total Comfort/Gentle Comfort Powder	12.6 oz can	6 cans	
Similac Sensitive Powder	12.5 oz can	6 cans	

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SELECTION CRITERIA - MINIMUM STOCK REQUIREMENTS (MSR) – OVERVIEW OF UPDATES

NEW

Food Category	Summary of Changes
Beans/Lentils/Peas	Combined dry and canned into one requirement; reduced MSR from 12 total packages (6 bags + 6 cans) to 8 total bags and/or cans
Cheese	Reduced MSR from 5 lbs (80 oz) to 4 lbs (64 oz)
Cold Breakfast Cereal	Included additional sizes; reduced MSR from 15 boxes to 12 boxes; increased whole grain requirement from 1 to 2
Eggs	Included additional types of eggs; Reduced MSR from 5 dozen to 4 dozen
Infant Cereal	Removed as MSR item
Infant Fruits & Vegetables	Reduced MSR from 32 containers to 30 containers
Low Fat Milk	Included additional types of milk; Reduced MSR from 10 gallons to 6 gallons
Similac Advance Powder	Reduced MSR from 12 cans to 6 cans
Similac Soy Isomil	Removed as MSR item
Single Strength Juice	Removed as MSR item
Whole Grains	Included additional sizes; reduced whole wheat bread requirement from 5 packages to 2 packages
Whole Milk	Reduced MSR from 5 gallons to 4 gallons
Yogurt	Combined whole milk yogurt and low fat yogurt into one category

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SELECTION CRITERIA - MINIMUM STOCK REQUIREMENTS (MSR)

- Vendors are required to have the LA WIC Minimum Stock Requirements (WIC-23) available for review in each store.
- If you have not done so already, please print out a copy of the 10.1.2026 version of the LA WIC Minimum Stock Requirements (WIC-23), and use it to replace any previous versions maintained in your store.
  - Additional information regarding authorized brands, flavors, varieties and sizes for WIC Approved Food Items can be found in the Program Guide, found on the LA WIC Authorized Vendor Hub. This Program Guide shall also be made available for review in each store.

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WIC FOOD LIST UPDATES



- A revised LA WIC Program Guide became effective September 2026 and is available on the LA WIC Authorized Vendor Hub
  - Printed versions will be mailed to Vendors once available
- Important Changes
  - Expansion of acceptable sizes in the Whole Grains category
  - Addition of hotdog/hamburger buns and pita bread
  - Rolled Oats are back on the APL under the Whole Grains category
  - Several varieties of pouched fish (tuna and salmon) are now on the APL
- We are accepting UPC addition requests for new brands and types

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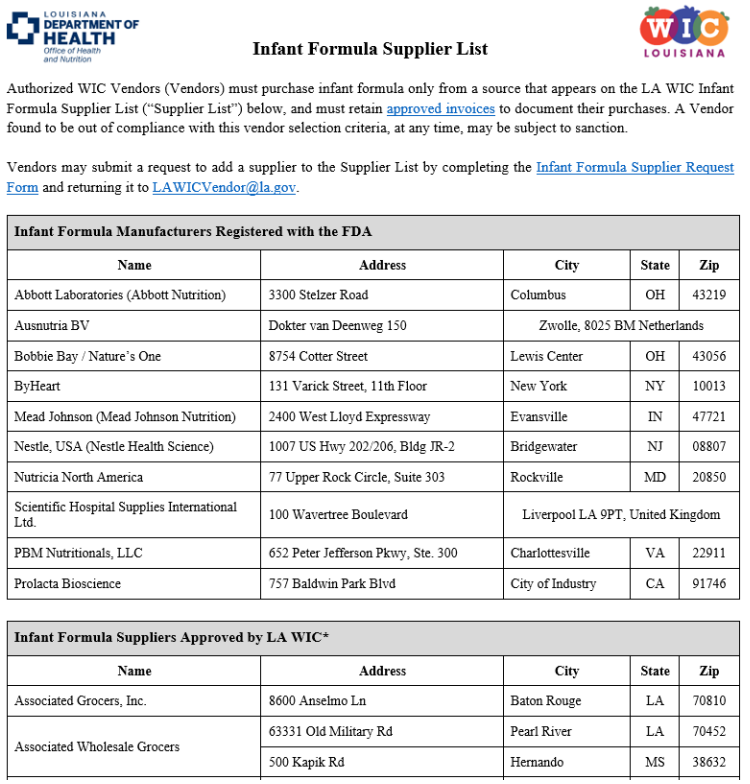
SELECTION CRITERIA - ABOVE 50 VENDORS (A50)

- An A50 Vendor is a Vendor who derives more than 50 percent (50%) of their annual food sales revenue from WIC Transactions.
- A50 Vendors will only be authorized if the store is needed for participant access.
- If Authorized, A50 Vendors must agree to:
  - Be placed in their own peer group, and
  - Not use incentives to entice WIC Participants to shop at their store.
    - A complete list of prohibited incentive items can be found in the LA WIC Policy Manual. Please see Policy 7.11- In Store Promotions.

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SELECTION CRITERIA - INFANT FORMULA

- Vendors must purchase infant formula from a source that appears on the LA WIC Infant Formula Supplier List ("Supplier List") and must keep approved invoices to document their purchases.
- The following Information can be found on the LA WIC Authorized Vendor Hub:
  - The Supplier List,
  - A list of invoice requirements, and
  - Infant Formula Supplier Request Form.



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Infant Formula Supplier List

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Authorized WIC Vendors (Vendors) must purchase infant formula only from a source that appears on the LA WIC Infant Formula Supplier List ("Supplier List") below, and must retain approved invoices to document their purchases. A Vendor found to be out of compliance with this vendor selection criteria, at any time, may be subject to sanction.

Vendors may submit a request to add a supplier to the Supplier List by completing the Infant Formula Supplier Request Form and returning it to LAWICVendor@la.gov.

Infant Formula Manufacturers Registered with the FDA

Name	Address	City	State	Zip
Abbott Laboratories (Abbott Nutrition)	3300 Stelzer Road	Columbus	OH	43219
Ausnutria BV	Dokter van Deenweg 150	Zwolle, 8025 BM Netherlands		
Bobbie Bay / Nature's One	8754 Cotter Street	Lewis Center	OH	43056
ByHeart	131 Varick Street, 11th Floor	New York	NY	10013
Mead Johnson (Mead Johnson Nutrition)	2400 West Lloyd Expressway	Evansville	IN	47721
Nestle, USA (Nestle Health Science)	1007 US Hwy 202/206, Bldg JR-2	Bridgewater	NJ	08807
Nutricia North America	77 Upper Rock Circle, Suite 303	Rockville	MD	20850
Scientific Hospital Supplies International Ltd.	100 Wavertree Boulevard	Liverpool LA 9PT, United Kingdom		
PBM Nutritionals, LLC	652 Peter Jefferson Pkwy, Ste. 300	Charlottesville	VA	22911
Prolacta Bioscience	757 Baldwin Park Blvd	City of Industry	CA	91746

Infant Formula Suppliers Approved by LA WIC*

Name	Address	City	State	Zip
Associated Grocers, Inc.	8600 Anselmo Ln	Baton Rouge	LA	70810
Associated Wholesale Grocers	63331 Old Military Rd	Pearl River	LA	70452
	500 Kapik Rd	Hernando	MS	38632

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SELECTION CRITERIA – FULL-LINE GROCERY REQUIREMENTS

Full-Line Grocery Requirements	
Food Category	**Full-Line Grocery Requirement**
Cold Breakfast Cereal	Min - 5 Units **of each** Variety; 5 Varieties
Bread or Tortillas	Min - 5 Units **of each** Variety; 3 Varieties
Rice	Min - 6 Units **of each** Variety; 2 Varieties
Fresh Fruits	Min - 5 Units **of each** Variety; 4 Varieties
Fresh Vegetables	Min - 5 Units **of each** Variety; 4 Varieties
Fresh or Frozen Meat, Poultry, or Fish	Min - 5 Units **of each** Variety; 4 Varieties

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SELECTION CRITERIA – SHELF PRICES

- Vendors must display shelf prices on WIC Approved Food Items or on the shelves/display area in immediate proximity to the WIC Approved Food Items.
- A Vendor with concerns about infant formula theft:
  - May keep infant formula in a secure area (behind the customer service counter, for example).
  - Must post notice of the location and prices of infant formula in the area where shoppers would expect to find infant formula (on the baby food aisle, for example).
- Vendors may charge WIC Participants prices that are lower than the shelf prices for WIC Approved Food Items.
- Vendors may **NOT** charge WIC Participants prices that are higher than the shelf prices for WIC Approved Food Items (this would be considered a Vendor Overcharge, which is a Federal Mandatory Vendor Sanction Violation).

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COST CONTAINMENT

COST CONTAINMENT – FEDERAL REGULATIONS

Federal Regulations at 7 C.F.R. Section 246.12(h)(3)(viii) require LA WIC to establish and apply limits on the amount of reimbursement allowed for WIC Approved Food Items based on a Vendor's peer group, LA WIC's competitive price criteria (CPC) and Maximum Allowable Reimbursement Levels (MARLs).



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VENDOR PEER GROUPS

- LA WIC utilizes Business Model to assign Vendors to appropriate Peer Groups.
- LA WIC has published policy guidelines for Peer Groups and they can be found in the LA WIC Policy Manual. Please see Policy 7.31- Peer Groups.

Peer Group	Business Model	Description
1	Independent or Local Grocery	Vendor that operates only within Louisiana and primarily purchases from 3rd party suppliers.
2	Regional Grocery	Vendor that operates within Louisiana and one or more additional states and primarily purchases from 3rd party suppliers. Includes military commissaries.
3	National Grocery	Vendor that operates within Louisiana and one or more additional states, primarily sells groceries, and primarily purchases from its own corporate supplier.
4	Mass Merchandiser	Vendor that operates within Louisiana and most or all states, sells a wide variety of merchandise in addition to groceries, and primarily purchases from its own corporate supplier.
5		Reserved
6	A50	Vendor that derives more than fifty percent (50%) of their annual food sales revenue from WIC Transactions and new vendor applicants expected to meet this criterion under guidelines approved by FNS

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COMPETITIVE PRICE CRITERIA (CPC) AND MAXIMUM ALLOWABLE REIMBURSEMENT LEVELS (MARLS)



- **What is CPC?**
  - The prices a Vendor or vendor applicant charges for a selection of WIC Approved Food Items as compared to the prices charged by other Vendors within the vendor peer group.
  - LA WIC determines CPC for WIC Approved Food Items using redemption amounts gathered from the WIC data system and based on each peer group's average market basket price and a certain number of standard deviations, while accounting for outlier data.
  - All Vendors are subject to CPC at all times in order to ensure cost containment.
- **What is a MARL?**
  - A MARL, also known as the Not-to-Exceed Amount or NTE, is the reimbursement amount above which LA WIC will make price adjustments on WIC Transactions at the subcategory level to ensure no WIC Approved Food Item is paid above a reasonable level.

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IN-STORE POLICIES

IN-STORE POLICIES

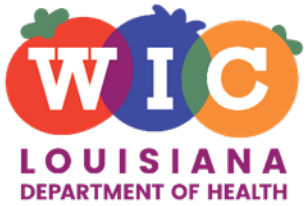
- Shelf Talkers
- Equitable Treatment and Courtesies
- In-Store Promotions

SHELF TALKERS

- Vendors may use shelf talkers to help WIC Participants identify WIC Approved Food Items.
- Shelf Takers are especially helpful for identifying problem items such as yogurt, breakfast cereal, and whole wheat bread.
- The use of shelf talkers is optional.
  - If a Vendor elects to use shelf talkers, the Vendor must use only the shelf talker image(s) provided by LA WIC.
  - The approved LA WIC shelf talker images can be found on the LA WIC Authorized Vendor Hub.
- NOTE: The WIC logo and acronym are not permitted to be attached or affixed to any products, including those placed in the store by a distributor.
- NOTE: Vendors may indicate an item is WIC Approved (with or without the shelf talker image(s) provided by LA WIC) on the Vendor's own displayed shelf price label.







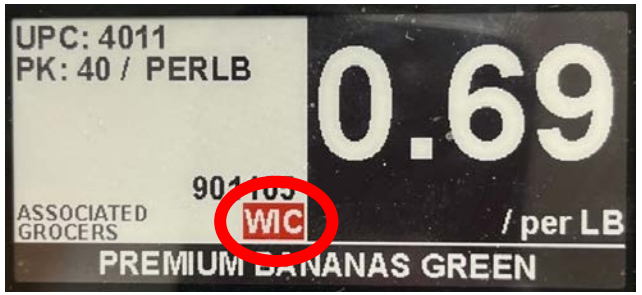
SHELF PRICE LABELS

- Vendors may identify WIC Approved Food Items on their own digital shelf price labels.









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EQUITABLE TREATMENT

- Vendors must treat WIC Participants and non-WIC customers the same.
- Vendors may not treat WIC Participants differently from other customers by:
  - Excluding WIC Participants from in-store promotions - this includes not allowing WIC Participants to use coupons or other store discounts that are allowed in non-WIC transactions, and/or
  - Offering WIC Participants incentive items, Vendor discounts, coupons or other promotions that are not offered to other customers.



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COURTESIES

- Vendors must offer WIC Participants the same courtesies that are offered to other (non-WIC) customers with respect to:
  - WIC Approved Food Item prices, and
  - Services.
- Vendors must treat WIC Participants and non-WIC customers the same by:
  - Helping the customer to obtain an item from a shelf or from behind a counter,
  - Bagging food for the customer, and/or
  - Assisting the customer with loading the food into a vehicle
- Vendors may NOT treat WIC Participants differently from other customers by:
  - Conducting the WIC Transaction indiscreetly (i.e., yelling or loudly announcing “WIC”),
  - Commenting negatively or offering opinions relative to the WIC Participants use of WIC Benefits, and/or
  - Engaging in verbal abuse of any kind.

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IN-STORE PROMOTIONS

- Vendors must adhere to the handling of in-store promotions following LA WIC Vendor Rules and Regulations.
- Allowable discounts by type for all Vendors include:
  - Buy One, Get One Free (BOGO),
  - Buy One, Get One at a Reduced Price,
  - Bonus Size Items (Free Ounces Added to Food Item by Manufacturer),
  - Transaction Discounts,
  - Store Loyalty or Rewards Cards, and
  - Manufacturer's Cents-off Coupons.
- No Cash back. All discounts must be applied to the Transaction.



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COMPLAINTS

COMPLAINTS

- Types of Complaints:
  1. Vendor Complaints
  2. Participant Complaints
  3. Civil Rights Complaints



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COMPLAINTS

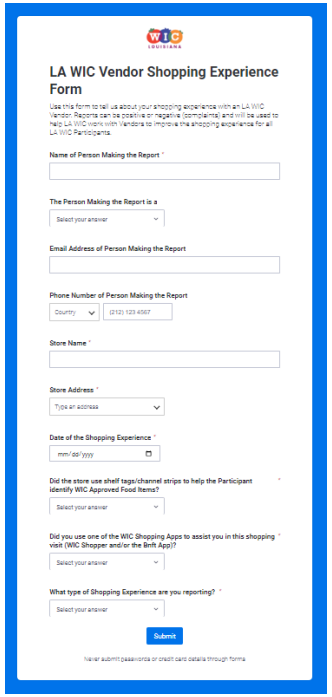
- **Non-Discrimination:** The United States Department of Agriculture (USDA) its agencies, offices, employees, and institutions participating in or administering USDA Programs are prohibited from acting in a discriminatory manner. (See CFR §246.8(a)). The USDA is an equal opportunity provider.
- **Louisiana WIC Non-Discrimination:** LA WIC must ensure that no persons be excluded from participation, denied benefits, or be otherwise subjected to discrimination under the Program based on race, color, national origin, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs or reprisal or retaliation for prior civil rights activity in any Program or activity conducted or funded by the USDA.
- **Unfair Treatment:** LA WIC also discourages intentional or unintentional acts of unfair treatment towards Authorized WIC Vendors (Vendors), vendor applicants, WIC Participants and participant applicants.



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COMPLAINTS

- **Vendor Complaints** (Complaints about Vendors) include:
  - Negative treatment of a WIC Participant by a Vendor's owner, manager or employee,
  - Charging more to WIC Participants than other customers,
  - Providing expired or spoiled food items,
  - Refusal to accept manufacturers' coupons, or other store discounts,
  - Inadequate variety and/or quantity of WIC Approved Food Item(s), and
  - Failure to distribute WIC Approved Food Item(s) to intended WIC Participants.
- The LA WIC Shopping Experience Form can be found on the LA WIC Authorized Vendor Hub.


LA WIC Vendor Shopping Experience Form

Use this form to tell us about your shopping experience with an LA WIC Vendor. Reports can be positive or negative (complaints) and will be used to help LA WIC work with Vendors to improve the shopping experience for all LA WIC Participants.

Name of Person Making the Report *

The Person Making the Report is a

Select your answer

Email Address of Person Making the Report

Phone Number of Person Making the Report

Country

(212) 123 4567

Store Name *

Store Address *

Type an address

Date of the Shopping Experience *

mm/dd/yyyy

Did the store use shelf tags/channel strips to help the Participant identify WIC Approved Food Items? *

Select your answer

Did you use one of the WIC Shopping Apps to assist you in this shopping visit (WIC Shopper and/or the Bnft App)? *

Select your answer

What type of Shopping Experience are you reporting? *

Select your answer

Submit

Never submit passwords or credit card details through forms.

COMPLAINTS

- **Participant Complaints** (Complaints about WIC Participants) include:
  - Negative treatment of a Vendor's owner, manager or employees,
  - Deliberate attempts to purchase unauthorized foods items, and
  - Deliberate attempts to purchase larger quantities of WIC Approved Food Item(s) than what is prescribed on a WIC Participant's EBT Card.
- The Louisiana WIC Complaint/Contact Form is located on the LA WIC Authorized Vendor Hub and can be completed online.



Louisiana WIC Complaint/Contact Form

Use this form to tell us about your concerns with WIC Staff/Clinic, WIC Participant, or to report suspected WIC fraud, or for WIC staff to request unassigned foster child transfer.

NOTE: the identity of an individual reporting suspected WIC fraud is never disclosed to the person suspected of committing fraud.

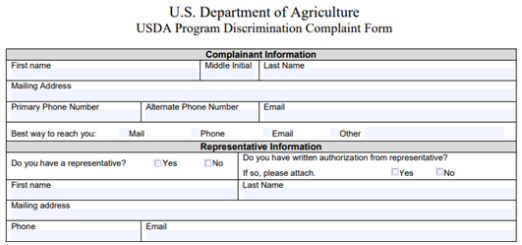
Date Submitted *

Enter today's date

WIC LOUISIANA DEPARTMENT OF HEALTH

COMPLAINTS

- **Civil Rights Complaints** are complaints submitted by an individual who believes and indicates they were treated differently based on race, color, national origin, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs or reprisal or retaliation for prior civil rights activity in any Program or activity conducted or funded by the USDA.
  - Complaints should be submitted via mail to the U.S. Department of Agriculture – Office of the Assistant Secretary for Civil Rights at 1400 Independence Ave. SW, Washington, D.C. 20250-9410 or via email at program.intake@usda.gov.
  - Individuals who are hearing impaired or have speech disabilities may contact the USDA through the Federal Relay Service at 800-877-8339 or 800-845-6136 (Spanish).
- Civil Rights Complaints can be submitted to USDA using the form found here.



U.S. Department of Agriculture
USDA Program Discrimination Complaint Form

Complainant Information		
First name	Middle Initial	Last Name
Mailing Address		
Primary Phone Number	Alternate Phone Number	Email
Best way to reach you: Mail Phone Email Other		
Representative Information		
Do you have a representative? Yes No	Do you have written authorization from representative? If so, please attach. Yes No	
First name	Last Name	
Mailing address		
Phone	Email	



INVESTIGATIONS & MONITORING

INVESTIGATIONS & MONITORING

- Routine Monitoring Reviews (RM)
- Compliance Investigations- Inventory Audits (IA)
- Compliance Investigations- Compliance Buys (CB)



INVESTIGATIONS & MONITORING

What Vendors are selected for Investigation or Monitoring?

- Compliance Investigation: Compliance Buys & Inventory Audits
  - At least 5% of Vendors
- Routine Monitoring Reviews
  - At least 5% of Vendors
- Any Vendor, any Time!
  - LA WIC may complete a Routine Monitoring Review and/or a Compliance Investigation on any Vendor at any time.



LOUISIANA DEPARTMENT OF HEALTH

ROUTINE MONITORING

Routine Monitoring Review: What is it?

- A Routine Monitoring Review is an overt on-site Monitoring Review, during which LA WIC program representatives identify themselves to Vendor personnel, that examines compliance with LA WIC Vendor Rules and Regulations.



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INVESTIGATIONS & MONITORING

Routine Monitoring Review: How To?

- A Routine Monitoring Review will examine vendor selection criteria and other LA WIC Vendor Rules and Regulations to determine compliance.
- Documents the Vendors inventory for WIC Approved Food Items, including Infant Formula, against Minimum Stock Requirements (MSR), and
  - Documents additional vendor selection criteria and other Program requirements.
- The most common violation continues to be failing to meet Minimum Stock Requirements



LOUISIANA DEPARTMENT OF HEALTH

ROUTINE MONITORING

- Preventative Actions Include:
  1. Maintain Minimum Stock Requirements found on the WIC-23 at all times.
  2. Ensure correct prices for WIC Approved Food Items are displayed on the foods or on the shelves/display area in immediate proximity to the foods.
  3. Maintain a copy of the most recent WIC-23, WIC-33, and Program Guide in the store.
  4. If shelf talkers are utilized, ensure that they only use the images provided by LA WIC.
  5. Vendors are required to comply with all LA WIC Rules and Regulations at all times, only some of which are reflected in this presentation.
  6. Vendors should use the Vendor Self Assessment Form to self-assess compliance with certain LA WIC rules and regulations.
  7. Request additional training with the Supplemental Training Request Form.

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ROUTINE MONITORING

FFY26 Routine Monitoring (RM) Results: Overview

FFY26 Routine Monitoring Results

Visit Result	#	≈%
No Violation Found (Clean)	29	94%
Warning (Violations Found, No Pattern)	2	6%
Sanction (Pattern)	0	0%
Other	0	0%

- Of the 34 Investigations initiated in FFY26, 29 (94%) were “clean” with no violations found, 2 (6%) included violations (but no pattern), 0 (0%) resulted in sanction (pattern), 0 (0%) were closed due to vendor termination prior to the completion of the investigation.

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INVENTORY AUDIT

Inventory Audit: What is it?

- LA WIC examines food invoices to determine if a Vendor has claimed reimbursement for the sale of an amount of a WIC Approved Food Item(s), at the category level, that exceeds the store's documented inventory of that WIC Approved Food Item(s) for a specific period of time.



LOUISIANA DEPARTMENT OF HEALTH

INVENTORY AUDIT

Inventory Audit: How To?

- LA WIC is essentially looking to see “did the Vendor have the items to sell at the time the sale occurred?”
- Inventory Audits examine three key components:
  - In-Store Inventory Count (Beginning inventory count),
  - Invoices from Vendor (Additional inventory count), and
  - EBT Redemption Data (Inventory Sold)



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INVENTORY AUDIT

Inventory Audit: Invoices

- LA WIC will review invoices received during an Inventory Audit to determine that the dates of the invoices are within the period requested, the invoices are for the Vendor being investigated and the invoices are from an inventory record showing all WIC purchases from permitted wholesalers, that contains the following information:
  1. The Vendor's name,
  2. The date of purchase,
  3. The wholesaler's name,
  4. Invoice number, and
  5. The WIC item size, quantity and brand of each specific WIC Approved Food purchased.
- In addition to #1 - #5 above, invoices for infant formula must only be from an LA WIC approved Supplier who appears on the Infant Formula Supplier List.

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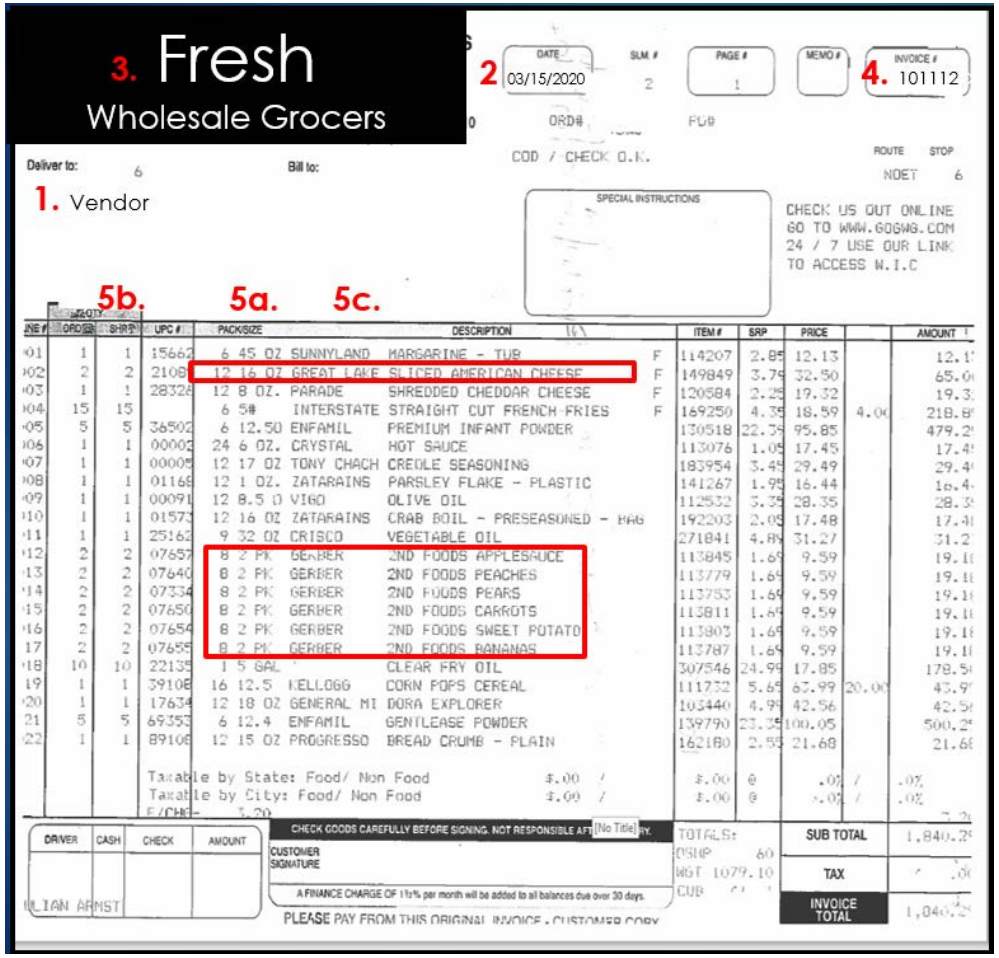
INVENTORY AUDIT

Inventory Audit: Invoices, Cont'd

- Any invoices submitted by the Vendor not meeting these criteria shall be excluded from the audit calculation and could lead to required recoupment from the Vendor and/or sanction. LA WIC may refer Vendors that submit invoices from improper Suppliers without an LDH permit to operate, to Sanitarian Services.
- In its sole discretion, LA WIC may accept invoice spreadsheets sent to LA WIC directly from wholesalers.
- If the Vendor fails to produce the requested invoices within the required timeframe, LA WIC shall exclude the initial inventory count from the audit calculation, and will consider the Vendor deficient for all items selected for audit for each thirty (30) day audit sub-period. The Vendor may be subject to sanction.

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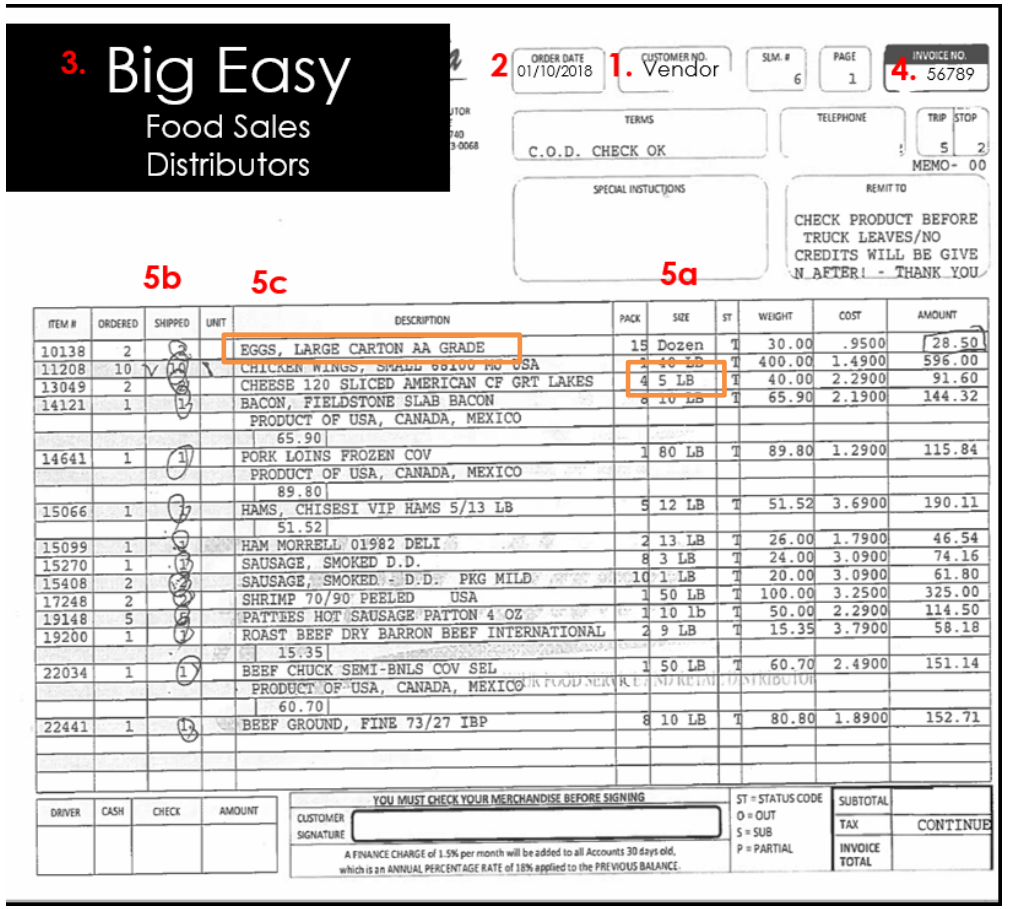
INVENTORY AUDIT – ACCEPTABLE PURCHASE INVOICES



1. The Vendor being investigated
2. The date of purchase
3. The wholesaler's name
4. Invoice Number
5. For each specific WIC Approved Food Item
   a. Size
   b. Quantity
   c. Brand

KEY:
Acceptable = Red Boxes

INVENTORY AUDIT – UNACCEPTABLE PURCHASE INVOICES



3. Big Easy
Food Sales
Distributors

2 ORDER DATE 01/10/2018 | 1. CUSTOMER NO. Vendor | SLM. # 6 | PAGE 1 | 4. INVOICE NO. 56789

TERMS: C.O.D. CHECK OK | TELEPHONE | TRIP 5 | STOP 2 | MEMO- 00

SPECIAL INSTUCTIONS | REMIT TO: CHECK PRODUCT BEFORE TRUCK LEAVES/NO CREDITS WILL BE GIVE N AFTER! - THANK YOU

5b 5c 5a

ITEM #	ORDERED	SHIPPED	UNIT	DESCRIPTION	PACK	SIZE	ST	WEIGHT	COST	AMOUNT
10138	2	2		EGGS, LARGE CARTON AA GRADE	15	Dozen	T	30.00	.9500	28.50
11208	10	10		CHICKEN WINGS, SMALL 68100 MO USA	2	10 LB	T	400.00	1.4900	596.00
13049	2	2		CHEESE 120 SLICED AMERICAN CF GRT LAKES	4	5 LB	T	40.00	2.2900	91.60
14121	1	1		BACON, FIELDSTONE SLAB BACON	3	10 LB	T	65.90	2.1900	144.32
				PRODUCT OF USA, CANADA, MEXICO						
				65.90						
14641	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		HAMS, CHISESI VIP HAMS 5/13 LB	5	12 LB	T	51.52	3.6900	190.11
				51.52						
15099	1	1		HAM MORRELL 01982 DELI	2	13 LB	T	26.00	1.7900	46.54
15270	1	1		SAUSAGE, SMOKED D.D.	8	3 LB	T	24.00	3.0900	74.16
15408	2	2		SAUSAGE, SMOKED - D.D. PKG MILD	10	1 LB	T	20.00	3.0900	61.80
17248	2	2		SHRIMP 70/90 PEELED USA	1	50 LB	T	100.00	3.2500	325.00
19148	5	5		PATTEES HOT SAUSAGE PATTON 4 OZ	1	10 lb	T	50.00	2.2900	114.50
19200	1	1		ROAST BEEF DRY BARRON BEEF INTERNATIONAL	2	9 LB	T	15.35	3.7900	58.18
				15.35						
22034	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		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 | INVOICE TOTAL | CONTINUE

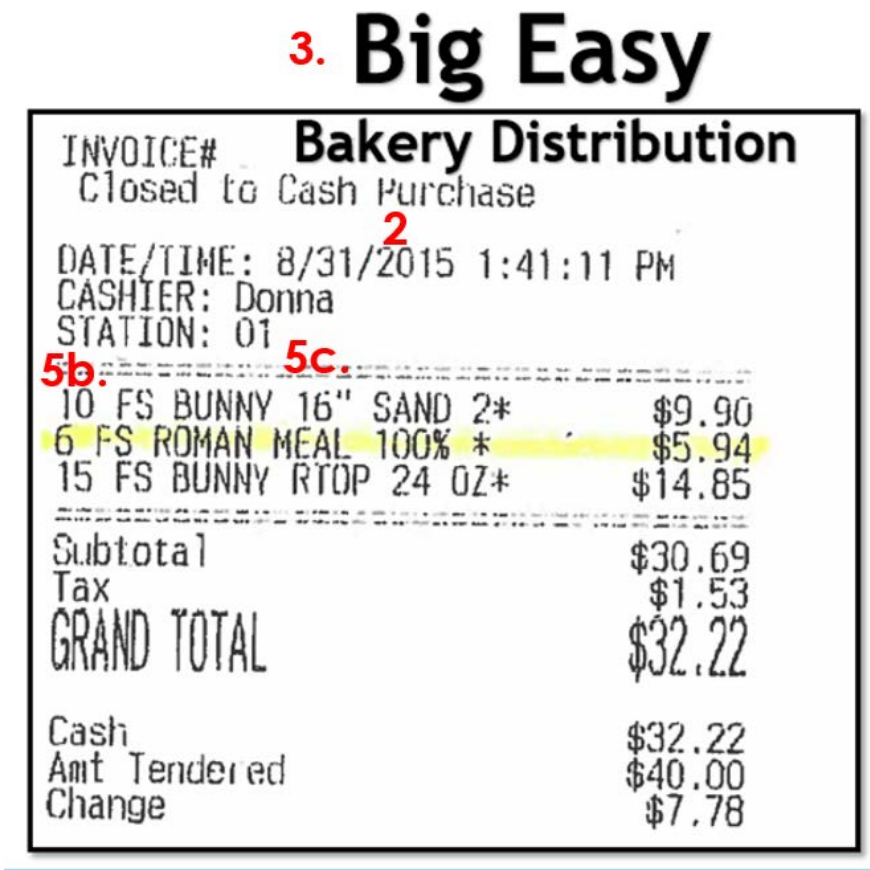
Missing:

1. The Vendor being investigated
2. The Date of purchase
3. The wholesaler's name
4. Invoice Number
5. For each specific WIC Approved Food Item
   a. Size
   b. Quantity
   c. Brand

KEY:
Eggs - Don't indicate they are "white" or have a brand
Cheese - Doesn't have a size indication of ounces

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INVENTORY AUDIT – UNACCEPTABLE PURCHASE INVOICES



Missing:

1. The Vendor being investigated
2. The Date of purchase
3. The wholesaler's name
4. Invoice Number
5. For each specific WIC Approved Food Item
   a. Size
   b. Quantity
   c. Brand

This is also NOT an invoice- this is a Receipt

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INVENTORY AUDIT

- If an Inventory Audit reveals Deficiencies, LA WIC shall establish a claim against the Vendor by the end of the Investigation. The claim against the Vendor will be the total amount of all Deficiencies identified over the course of the Investigation.
- Vendors must 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 upon request provide to LA WIC, paper or electronic records used for State or Federal tax reporting purposes and other WIC Program records.

COMPLIANCE BUY

Compliance Buy: What is it?

- A Compliance Buy is a covert, on-site Investigation in which a representative of LA WIC poses as a WIC Participant or proxy, conducts one or more WIC Transactions, and does not reveal during the visit that he or she is an LA WIC representative.



COMPLIANCE BUY

Compliance Buy: How To?

LA WIC Representative will:

1. Conduct a covert Compliance Buy at the Authorized WIC Vendor's store to assess compliance with Transaction Procedures and other LA WIC Vendor Rules and Regulations
2. Obtain EBT redemption data
3. Determine if there were any violations



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COMPLIANCE INVESTIGATIONS

FFY26 Compliance Investigations (CI) Results: Overview

FFY26 Investigation Results

Visit Result	#	≈%
No Violation Found (Clean)	17	53%
Warning (Violations Found, No Pattern)	15	47%
Sanction (Pattern)	0	0%
Other	0	0%

- Of the 32 Investigations initiated in FFY26, 17 (53%) were “clean” with no violations found, 15 (47%) included violations (but no pattern).

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COMPLIANCE INVESTIGATIONS

FFY26 Compliance Investigations (CI) Results: Violations Found

FFY26 Investigation Results

Violation Found	≈%
Transaction Procedures	7%
Vendor Overcharge (FMS) • Overcharging LA WIC • Charging for Foods Not Received • Allowing Unauthorized Foods	20%
Audit Deficiency (FMS)	3%
Selection Criteria • Shelf Prices • MSR	33%
Other Violations	37%

- (2)6% of violations found in FFY26 Compliance Investigations were for failing to meet Transaction Procedures outlined on the WIC-33.
- (6)19% were Federal Mandatory Sanction (FMS) violations
- (10)31% were Selection Criteria violations
- (12)38% were for failing to adhere to any other requirements of the Vendor Agreement or Vendor Guide.
- (2)6% were Audit Deficiency (FMS) violations

COMPLIANCE INVESTIGATIONS

FFY26 Compliance Buy Investigations (CB) Results: Specific Issues Found During CBs

FFY26 Compliance Buy Violations

SA – Transaction	#	≈%
Receipt Not Provided	1	5%
Failed to provide all food items redacted from EBT EBA	1	5%
SA – Other		
Failed to Provide in-store promotion/discount	3	14%
Refused WIC eligible item	4	18%
Failed to provide requested Beginning Balance	2	9%
Failing to provide information	1	5%
FMS		
Vendor Overcharge	4	18%
Charging for Food Not Received	1	5%
Allowed Unauthorized Foods	1	5%
Selection Criteria		
Shelf Prices	4	18%

- 46% of all violations found in FFY26 Compliance Buys were SA-Other Violations found in the Vendor Agreement and Vendor Guide
- 28% were FMS Violations

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COMPLIANCE INVESTIGATIONS

- Preventative Actions Include:
  1. Ensure all staff who conduct WIC transactions are trained on the LA WIC Transaction Procedures (WIC-33). Ensure staff are trained to:
     - Provide copies of ALL receipts to WIC Participants
     - NOT accept benefits on behalf of WIC Participants
  2. Ensure the price charged at the register is equal to or less than the shelf price for that WIC Approved Food Item.
  3. Ensure all purchase invoices meet LA WIC's invoice requirements.
  4. Vendors are required to comply with all LA WIC Rules and Regulations at all times, only some of which are reflected in this presentation.
  5. Ensure all produce that require mapping is mapped.
  6. Request additional training with the Supplemental Training Request Form.



SANCTIONS

SANCTIONS

- Vendors must adhere to all LA WIC Vendor Rules and Regulations.
- LA WIC may pursue adverse action (sanction) against a Vendor that fails to meet vendor selection criteria, commits a Federal Mandatory Vendor Sanction Violation(s) and/or commits a State Agency Vendor Sanction Violation(s).
- Some Federal Mandatory Vendor Sanctions and all State Agency Vendor Sanctions must be based on a pattern of violations.
- LA WIC defines a pattern for each violation as indicated in the Sanction Schedule found in the LA WIC Policy Manual. The definition of a pattern of violations may be different for different types of violations (e.g., to account for severity).
- Unaddressed violations will carry from one agreement period to the next.
- Any violation identified through any means will count toward the establishment of a pattern for purposes of sanction (for those sanctions that require a pattern of violations) as long as the violation(s) occurs within a twenty-four (24) consecutive month period.

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SANCTION TYPES

- Generally, there are three types of sanctions LA WIC may impose on a Vendor including:
  1. Termination,
  2. Disqualification, and
  3. Issuance of a Civil Money Penalty (CMP).
- Imposing the appropriate sanction usually depends on facts and circumstances.

WHEN TO IMPOSE EACH SANCTION

- Sanction via **Termination** is generally imposed based on a Vendor's failure to meet vendor selection criteria.
- Sanction via **Disqualification** is generally imposed based on the Vendor:
  1. Committing a single violation which does not require a pattern, or
  2. Establishing a pattern of violations.
- Sanction via **Civil Money Penalties** (CMPs) may only be issued when LA WIC has determined:
  1. That a Vendor should be disqualified, and
  2. Imposing Disqualification would result in a participant access issue for WIC Participants.

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FY26 SANCTION SCHEDULE: AT A GLANCE

Sanction Schedule: Federal Mandatory Vendor Sanction Violation(s)

Federal Mandatory Vendor Sanction Violation (See LAC 48:V.4509.B.-B.4.b.)	Pattern of Violations Required?	Number of incidences required to establish a pattern	Federal Sanction - Disqualification Period	SNAP Notification Required?
Conviction of trafficking in WIC benefits.	No	1	Permanent	Yes
Conviction of selling firearms, ammunition, explosives, or controlled substances (as defined in section 102 of the Controlled Substances Act (21 U.S.C. 802)) in exchange for WIC benefits.	No	1	Permanent	Yes
One incidence of buying or selling WIC benefits for cash (trafficking).	No	1	6 years	Yes
One incidence of selling firearms, ammunition, explosives, or controlled substances as defined in 21 U.S.C. 802, as amended, in exchange for WIC benefits.	No	1	6 years	Yes
One incidence of the sale of alcohol, alcoholic beverages, or tobacco products in exchange for WIC benefits.	No	1	3 years	Yes

- A full list of Federal Mandatory Vendor Sanction Violations can be found in the LA WIC Policy Manual.

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FY26 SANCTION SCHEDULE: AT A GLANCE

Sanction Schedule: State Agency Vendor Sanction Violation(s)

State Agency Vendor Sanction Violation (See LAC 48:V.4509.E.)	Pattern of Violations Required?	Number of incidences to establish a pattern	State Agency Sanction - Disqualification Period	SNAP Notification Required?
Providing cash for returned WIC Approved Food Items purchased with WIC benefits.	Yes	3	1 year	No
Failing to comply with WIC transaction procedures outlined in the Vendor Guide and Policy Manual.	Yes	3 (of the same procedure)	1 year	No
Stocking or selling WIC Approved Food Items that are expired or otherwise not fresh, as determined by LA WIC.	Yes	3	1 year	No
Failing to participate in and complete training, as scheduled and required by LA WIC.	Yes	2	1 year	No
Failing to maintain or provide the State agency with required information by the due date identified.	Yes	2 (of the same request)	1 year	No

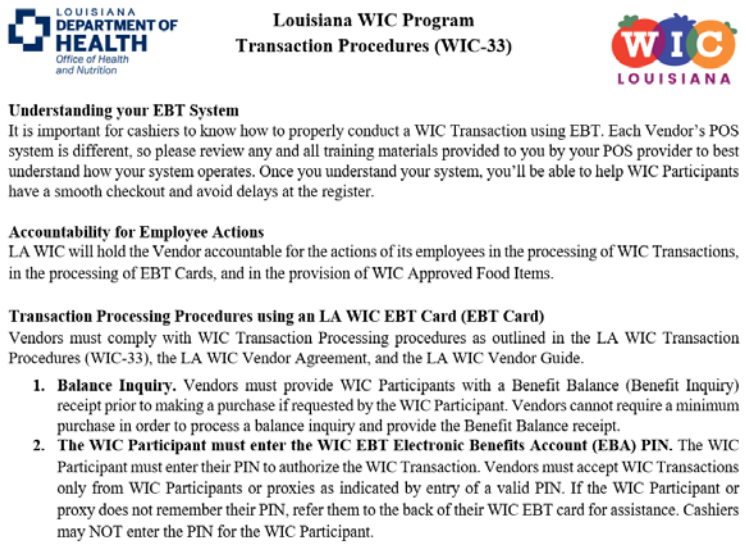
- A full list of State Agency Vendor Sanction Violations can be found in the LA WIC Policy Manual.

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STATE AGENCY VENDOR SANCTION VIOLATION

NEW

- Clarification:
  - Failing to comply with WIC Transaction procedures outlined in the Vendor Guide and Policy Manual violation requires 3 instance of the **same procedure** to establish a pattern
  - The LA WIC Transaction Procedures (WIC-33) is available on the LA WIC Vendor Hub



LOUISIANA DEPARTMENT OF HEALTH
Office of Health and Nutrition

Louisiana WIC Program
Transaction Procedures (WIC-33)

WIC LOUISIANA

Understanding your EBT System
It is important for cashiers to know how to properly conduct a WIC Transaction using EBT. Each Vendor's POS system is different, so please review any and all training materials provided to you by your POS provider to best understand how your system operates. Once you understand your system, you'll be able to help WIC Participants have a smooth checkout and avoid delays at the register.

Accountability for Employee Actions
LA WIC will hold the Vendor accountable for the actions of its employees in the processing of WIC Transactions, in the processing of EBT Cards, and in the provision of WIC Approved Food Items.

Transaction Processing Procedures using an LA WIC EBT Card (EBT Card)
Vendors must comply with WIC Transaction Processing procedures as outlined in the LA WIC Transaction Procedures (WIC-33), the LA WIC Vendor Agreement, and the LA WIC Vendor Guide.

1. **Balance Inquiry.** Vendors must provide WIC Participants with a Benefit Balance (Benefit Inquiry) receipt prior to making a purchase if requested by the WIC Participant. Vendors cannot require a minimum purchase in order to process a balance inquiry and provide the Benefit Balance receipt.
2. **The WIC Participant must enter the WIC EBT Electronic Benefits Account (EBA) PIN.** The WIC Participant must enter their PIN to authorize the WIC Transaction. Vendors must accept WIC Transactions only from WIC Participants or proxies as indicated by entry of a valid PIN. If the WIC Participant or proxy does not remember their PIN, refer them to the back of their WIC EBT card for assistance. Cashiers may NOT enter the PIN for the WIC Participant.

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FY26 SANCTION SCHEDULE: AT A GLANCE

Sanction Schedule: Vendor Selection Criteria

Vendor Selection Criteria (See LAC 48:V.4503.D.) • **Vendors must meet all Vendor Selection Criteria at all times** • **Vendors who fail to meet any Selection Criteria at any time may have their Vendor Agreement with LA WIC terminated** • **A pattern of non-compliance is NOT required prior to Sanction (termination)** • **Vendors who are terminated for failing to meet Vendor Selection Criteria may not reapply for LA WIC Vendor Authorization for a year** • **Each of the following constitutes cause for termination of the Vendor Agreement:**	
	Failure to be currently authorized and participating in the USDA Supplemental Nutrition Assistance Program (SNAP) and cannot have received a SNAP Civil Money Penalty (CMP) for which the disqualification period, if it had been imposed, would not yet have expired.
	Failure to have a grocery class permit to operate issued for the current state fiscal year (the Louisiana state fiscal year runs from July 1 – June 30).
	Failure to maintain the establishment in a clean, orderly and safe condition and comply with applicable health protection laws and ordinances as defined by Louisiana Department of Health's Office of Public Health, located at http://ldh.louisiana.gov/index.cfm/page/448.

- A full list of Vendor Selection Criteria can be found in the LA WIC Policy Manual.

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PARTICIPANT ACCESS

PARTICIPANT ACCESS DETERMINATION

NEW

What is Participant Access?

- Method used to determine whether the removal of a Vendor from LA WIC would create an issue for Participants to access to WIC Approved Food Items.
- Inadequate participant access is determined at the sole discretion of LA WIC and is not subject to Administrative Review.



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PARTICIPANT ACCESS DETERMINATION

- LA WIC can recruit a new Vendor in an area to “replace” a Vendor that’s only on the program due to a PA issue.
- Prior to or after WIC Authorization or Reauthorization, if the Vendor fails to meet all **vendor selection criteria**, LA WIC can recruit another Vendor in the area.
  - If another Vendor in an area is recruited, the PA issue would then be alleviated.
- Once reassessed, if the Vendor still fails to meet vendor selection criteria, LA WIC will **terminate its Vendor Agreement**.



LOUISIANA DEPARTMENT OF HEALTH



TERMINATION

REASONS FOR TERMINATION

- LA WIC may terminate a Vendor Agreement based on any of the following:
  - A Vendor's failure to meet vendor selection criteria,
  - A Vendor's change of ownership,
  - A Vendor's change in availability or location,
  - After identifying a Conflict of Interest,
  - Based on Disqualification of a Vendor,
  - At the Vendor's request to terminate, and/or
  - At LA WIC's discretion.

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TERMINATION - VOLUNTARY WITHDRAWAL

- Voluntary withdrawal of a Vendor and non-renewal of the Vendor Agreement as an alternative to Termination is not allowed.
- LA WIC will not accept a Vendor request to terminate the Vendor Agreement in lieu of a Disqualification or a Civil Money Penalty (CMP).
- LA WIC will not administer a Civil Money Penalty (CMP) in lieu of termination.



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TERMINATION – EFFECTIVE DATE

- The termination of a Vendor Agreement will be effective fifteen (15) calendar days after the date of the notice of adverse action, with the exception of termination due to:
  - Permanent disqualification at 7 CFR § 246.12(l)(1)(i), which is effective on the date of receipt of the notice of adverse action,
  - Change in Availability or Location, which is effective as of the date of the change in availability or location,
  - Change of Ownership, which is effective as of the date of the change in ownership, and/or
  - Providing false information, on the date of the notice of adverse action.



LOUISIANA DEPARTMENT OF HEALTH

TERMINATION

- A Vendor whose Vendor Agreement is terminated for reasons other than expiration of the Vendor Agreement, change of ownership, store closing or store relocation cannot reapply to become an Authorized WIC Vendor until one (1) year from the date of Termination.
  - A Vendor that has been terminated shall not transact WIC Benefits during the Termination period.
  - WIC Transactions that take place after the effective date of the Termination and that have resulted in payment to the Vendor are subject to recoupment.

TERMINATION - OBLIGATIONS FOR REPAYMENTS

- Termination of a Vendor does not relieve the Vendor of obligations to repay money claimed by and owed to LA WIC.
- Examples include:
  - Inventory Audit Deficiencies,
  - Recoupment amounts based on WIC Transaction for Foods Not Received,
  - Recoupment amounts based on Vendor Overcharge, and/or
  - Recoupment amounts based on the purchase of an Unauthorized Food Item, etc.



DISQUALIFICATION

DISQUALIFICATION

- LA WIC may Disqualify a Vendor that commits a Federal Mandatory Vendor Sanction Violation(s) or State Agency Vendor Sanction Violation(s).
- If a Vendor is Disqualified, LA WIC will also terminate the Vendor's Agreement.



LOUISIANA DEPARTMENT OF HEALTH

DISQUALIFICATION - FMS

- After all administrative review/appeal rights have been exhausted, LA WIC will notify the appropriate FNS office, including SNAP, with a copy of the notice of adverse action and information on Vendor(s) it has either Disqualified or imposed a CMP in lieu of Disqualification for any Federal Mandatory Vendor Sanction Violation(s).
- Disqualification from LA WIC for any Federal Mandatory Vendor Sanction violation(s) may result in Disqualification from SNAP. See the Sanction Schedule in the LA WIC Policy Manual.
  - SNAP Disqualification may not subject to administrative or judicial review under SNAP.



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DISQUALIFICATION – VOLUNTARY WITHDRAWAL

- The voluntary withdrawal of a Vendor from LA WIC or non-renewal of the Vendor Agreement as an alternative to Disqualification is not allowed.



DISQUALIFICATION- OBLIGATIONS FOR REPAYMENTS

- Disqualification of a Vendor does not relieve the Vendor of obligations to repay money claimed by and owed to LA WIC.
- Examples include:
  - Inventory Audit Deficiencies,
  - Recoupment amounts based on WIC Transaction for Foods Not Received,
  - Recoupment amounts based on Vendor Overcharge, and/or
  - Recoupment amounts based on the purchase of an Unauthorized Food Item, etc.



CIVIL MONEY PENALTIES (CMPS)

CIVIL MONEY PENALTIES (CMPS)

- If LA WIC determines that Disqualification of a Vendor would result in inadequate participant access, LA WIC will impose a Civil Money Penalty (CMP) in lieu of Disqualification.
- Exceptions to this general rule occur when Disqualification results from:
  1. A conviction of trafficking in WIC Benefits;
  2. A conviction of selling firearms, ammunition, explosives, or controlled substances in exchange for WIC Benefits;
  3. A third or subsequent sanction for Federal Mandatory Vendor Sanction Violation(s);
  4. A SNAP CMP for hardship, and/or
  5. Another WIC State agency's issuance of a CMP in lieu of Disqualification for a Federal Mandatory Vendor Sanction.
- For each violation subject to sanction, LA WIC will calculate the CMP using EBT redemption data.

LOUISIANA DEPARTMENT OF HEALTH

CIVIL MONEY PENALTIES (CMPS)

- LA WIC requires the Vendor to provide full payment of the CMP (partial payments may not be accepted).
  - If for any reason the CMP is not paid, LA WIC will impose the full-length of the Disqualification corresponding to the violation for which the CMP was assessed.
  - If the Vendor attempts to voluntarily withdraw or ceases to conduct WIC Transactions, LA WIC will impose the full-length of the Disqualification corresponding to the violation for which the CMP was assessed.
- For **EACH** State Agency Vendor Sanction Violation(s), the maximum CMP amount is $2,500.00. For Federal Mandatory Vendor Sanction Violation(s), the maximum CMP amount will not exceed the amount(s) specified in the CFR.

LOUISIANA DEPARTMENT OF HEALTH

CIVIL MONEY PENALTIES (CMPS)

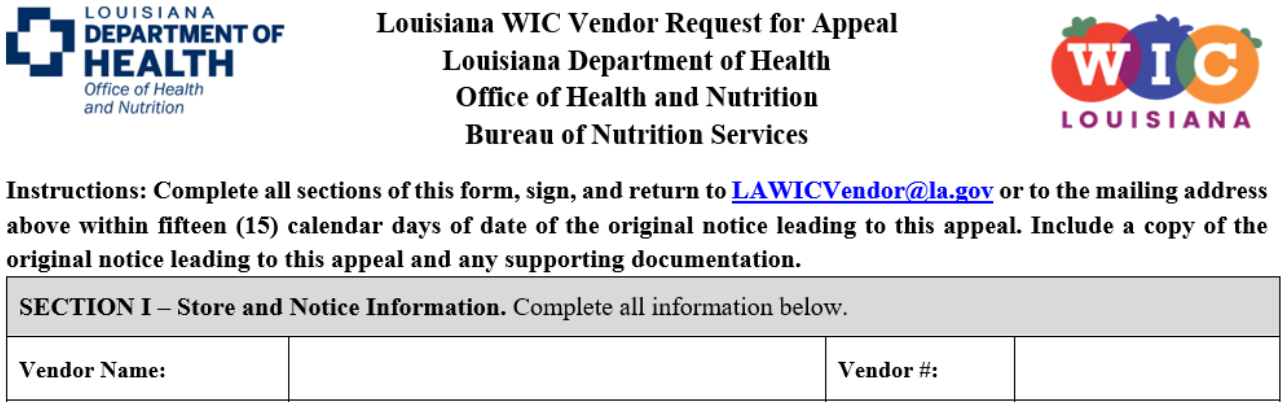
- After all administrative review/appeal rights have been exhausted, LA WIC will notify the appropriate FNS office, including SNAP, with a copy of the notice of adverse action and information on Vendor(s) it has either Disqualified or imposed a CMP in lieu of Disqualification for any Federal Mandatory Vendor Sanction Violation(s).
- Disqualification from LA WIC for any Federal Mandatory Vendor Sanction violation(s) may result in Disqualification from SNAP. See the Sanction Schedule in the LA WIC Policy Manual.
  - SNAP Disqualification is not subject to administrative or judicial review under SNAP.



ADMINISTRATIVE HEARINGS / APPEALS

ADMINISTRATIVE HEARINGS / APPEALS

- Adverse actions taken by LA WIC that affect Vendors or vendor applicants may be subject to administrative review, if appealed.
- Some adverse actions are appealable, and some are not.
  - See the "Administrative Review of State Agency Adverse Actions" portion of the LA WIC Vendor Guide.
- Use the Vendor Request for Appeal Form available on the LA WIC Authorized Vendor Hub.
- REMINDER: Vendors may submit appeals electronically to LAWICVendor@la.gov



LOUISIANA DEPARTMENT OF HEALTH
Office of Health and Nutrition

Louisiana WIC Vendor Request for Appeal
Louisiana Department of Health
Office of Health and Nutrition
Bureau of Nutrition Services

WIC LOUISIANA

Instructions: Complete all sections of this form, sign, and return to LAWICVendor@la.gov or to the mailing address above within fifteen (15) calendar days of date of the original notice leading to this appeal. Include a copy of the original notice leading to this appeal and any supporting documentation.

SECTION I – Store and Notice Information. Complete all information below.			
Vendor Name:		**Vendor #:**	

WIC LOUISIANA DEPARTMENT OF HEALTH



OFFLINE TO ONLINE WIC (OEBT)

OEBT



- LA WIC converted from offline SmartCard WIC processing to online eWIC processing.
- Vendors began accepting online EBT cards for WIC transactions on August 1, 2026.
- FIS-CDP is the new online EBT Processor.

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OEBT: NEW TERMINOLOGY



- **Electronic Benefits Account (EBA):** An electronic record that lives in a central database and tracks a WIC Participant's WIC Benefits. It connects the Participant's WIC account with their WIC EBT card and stores information such as available benefits, card details, and purchase history. The EBA is updated whenever benefits are issued or redeemed, or card information changes, such as when a lost or damaged card is replaced.

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DEPARTMENT OF HEALTH

OEBT: WIC EBT CARDS



- The LA WIC EBT Card is provided to the WIC Participant or proxy at WIC clinics or local agencies.
- The EBT Card is a mag stripe card with a PIN, and functions similar to other payments cards like SNAP, credit, or debit cards. When the PIN is entered, the WIC Benefits are unlocked. This allows the Vendor's POS system to update the WIC Benefits from the WIC Participant's Electronic Benefits Account (EBA).
- The EBT Card's mag stripe must be swiped on the register's PIN pad and cannot be inserted or tapped.
- The quantities of the WIC Approved Food Items purchased during the WIC Transaction are decremented from the EBA, leaving a remaining balance electronically available in the EBA.

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OEBT: WIC EBT CARDS



- Participants must set their PIN before using their new card
- Participants can set/reset the PIN by:
  - Calling the phone number on the back of the card 833-670-2965
  - Using the myWIC app

WIC
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DEPARTMENT OF HEALTH



TRANSACTION PROCEDURES

LA WIC TRANSACTION PROCEDURES (WIC-33)

NEW

- Vendors must allow the sale of any WIC Approved Food Item(s) the Vendor maintains in inventory to WIC Participants, if the item is authorized on the Participant's Electronic Benefits Account (EBA) regardless of whether the WIC Approved Food Item(s) is a required Minimum Stock item.
  - If there is an instance where a WIC Approved Food Item is on the Participant's EBA but is not registering as a WIC Approved Food Item at the register, please contact LA WIC.
- LA WIC requires Vendors to have the WIC-33, effective 10.2026, available for review in each store.

WIC LOUISIANA DEPARTMENT OF HEALTH

LA WIC TRANSACTION PROCEDURES (WIC-33)

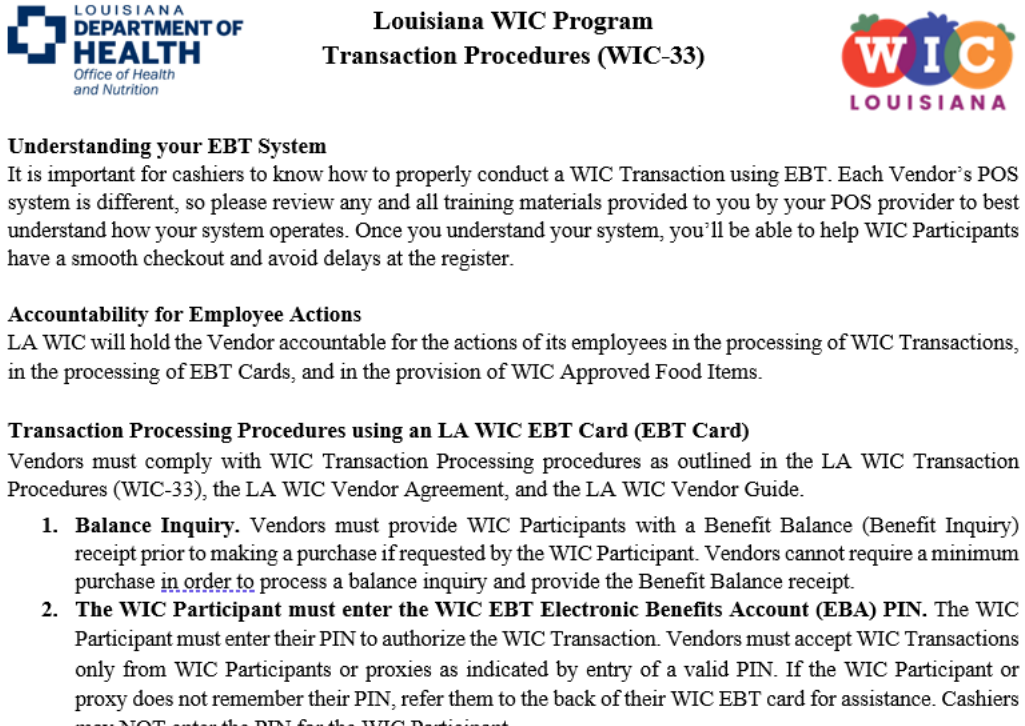
NEW

- Vendors must comply with the following WIC Transaction Processing procedures including but not limited to:
  1. A Benefit Balance receipt must be provided, upon request, prior to the WIC Transaction,
  2. The WIC Participant must enter the EBT Electronic Benefits Account (EBA) PIN,
  3. The Cashier must not request any additional form of ID,
  4. The Cashier must scan all items in the Transaction,
  5. The Cashier must deduct coupons and in-store promotions,
  6. The WIC Participant must accept/update WIC Benefits to approve the WIC Transaction,
  7. The Cashier must provide the WIC Participant copies of all receipts printed during the WIC Transaction **(receipts may be printed, emailed, and/or texted to the WIC Participant)**,
  8. The Cashier must provide all items deducted from the WIC Participant's WIC Benefits (EBA) to the WIC Participant, and
  9. The Cashier must allow other forms of payment.

WIC LOUISIANA DEPARTMENT OF HEALTH

LA WIC TRANSACTION PROCEDURES (WIC-33)

NEW



LOUISIANA DEPARTMENT OF HEALTH
Office of Health and Nutrition

Louisiana WIC Program
Transaction Procedures (WIC-33)

WIC LOUISIANA

Understanding your EBT System

It is important for cashiers to know how to properly conduct a WIC Transaction using EBT. Each Vendor's POS system is different, so please review any and all training materials provided to you by your POS provider to best understand how your system operates. Once you understand your system, you'll be able to help WIC Participants have a smooth checkout and avoid delays at the register.

Accountability for Employee Actions

LA WIC will hold the Vendor accountable for the actions of its employees in the processing of WIC Transactions, in the processing of EBT Cards, and in the provision of WIC Approved Food Items.

Transaction Processing Procedures using an LA WIC EBT Card (EBT Card)

Vendors must comply with WIC Transaction Processing procedures as outlined in the LA WIC Transaction Procedures (WIC-33), the LA WIC Vendor Agreement, and the LA WIC Vendor Guide.

1. **Balance Inquiry.** Vendors must provide WIC Participants with a Benefit Balance (Benefit Inquiry) receipt prior to making a purchase if requested by the WIC Participant. Vendors cannot require a minimum purchase in order to process a balance inquiry and provide the Benefit Balance receipt.
2. **The WIC Participant must enter the WIC EBT Electronic Benefits Account (EBA) PIN.** The WIC Participant must enter their PIN to authorize the WIC Transaction. Vendors must accept WIC Transactions only from WIC Participants or proxies as indicated by entry of a valid PIN. If the WIC Participant or proxy does not remember their PIN, refer them to the back of their WIC EBT card for assistance. Cashiers may NOT enter the PIN for the WIC Participant.
3. **The Cashier must not request any additional form of ID.** The PIN authorizes the WIC Transaction. WIC Participants are not required to produce any additional form of identification to complete the WIC Transaction.

WIC LOUISIANA DEPARTMENT OF HEALTH

LA WIC TRANSACTION PROCEDURES (WIC-33)

NEW

Self-Checkout Terminals

- WIC Participants may use self-checkout terminals provided the Vendor meets the additional requirements below:
  - **Certified Terminals** - Self-checkout terminals must be certified as WIC-EBT capable by LA WIC or its EBT processor prior to use by WIC Participants.
  - **Attendants must be Present** - A self-checkout attendant must be present in the self-checkout area during the occurrence of a WIC Transaction.
  - **Recoupment based on Failure to Certify** - LA WIC will recoup the costs of any WIC Transaction(s) conducted at self-checkout terminals if the terminal(s) were not certified by LA WIC or its EBT processor prior to the occurrence of the Transaction(s).

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LA WIC TRANSACTION PROCEDURES (WIC-33)

Self-Checkout Terminals

- Vendors interested in accepting WIC at self-checkout terminals may reach out to their LA WIC Program Monitor or contact the LA WIC Vendor Operations Unit at (225) 342-0725 or LAWICVendor@la.gov.
- Vendors may also complete the Vendor Point-of-Sale System Certification Request Form located on the LA WIC Authorized Vendor Hub to request certification of their POS system.

LOUISIANA DEPARTMENT OF HEALTH

LA WIC TRANSACTION PROCEDURES (WIC-33)

LA WIC Transaction Reminders

- **Accountability for Employee Actions** - LA WIC will hold the Vendor accountable for the actions of its employees in the WIC Transaction and processing of EBT Cards and the provision of WIC Approved Food Items.
- **Return any lost EBT Card(s)** - Vendors must return any lost EBT Card(s) found in the store and unclaimed for 24 hours to LA WIC.
- **Scan all Items** - There is no need for cashiers to attempt to identify WIC Approved Food Items during checkout. Cashiers should simply scan all items presented at the register, as they would for any transaction. The POS system will automatically identify any WIC Approved Food Items that are scanned.
- For additional Transaction Reminders, please review the WIC-33 on the LA WIC Authorized Vendor Hub.

LOUISIANA DEPARTMENT OF HEALTH

LA WIC TRANSACTION PROCEDURES (WIC-33)

LA WIC Transaction Tips – Voiding Transactions

- Cashiers must use caution when voiding WIC purchases.
- Each POS system has its own process for voiding transactions. Vendors should contact their POS provider for specific instructions.

LOUISIANA DEPARTMENT OF HEALTH

LA WIC TRANSACTION PROCEDURES (WIC-33)

At the Cash Register: LA WIC Participants are encouraged to use their WIC card first

- When checking out, WIC participants should use their WIC card first, then SNAP card, then pay any remaining balance with cash/card.
- Why?
  - WIC benefits can only be used for specific nutrition items whereas SNAP benefits are broader.
  - Using WIC first allows the WIC eligible items to be covered by WIC, instead of by SNAP.
  - This ensures the WIC participant is maximizing the WIC benefits they redeem.



WIC LOUISIANA DEPARTMENT OF HEALTH



POS SYSTEM AND TRANSACTION PROCESSING

L3 CERTIFICATION AND POS CHANGES

- L3 Certification: All Vendors' EBT systems must be Level 3 (L3) Certified:
  - Prior to authorization as a WIC Authorized Vendor
  - Prior to allowing WIC Participants to use self-checkout lanes
  - Upon a change of Vendor location that results in termination of the Vendor Agreement

L3 CERTIFICATION AND POS CHANGES

- **L3 Certification:** Vendors must ensure their POS systems remain certified as WIC-EBT capable by:
  - Verifying that new POS software versions and/or hardware versions are certified as WIC-EBT capable by LA WIC or its EBT processor prior to installation
  - Informing LA WIC of changes to POS systems that may require additional certification, including, but not limited to, software versions and/or hardware updates
  - Obtaining certification from LA WIC if POS system software versions and/or hardware updates have not already been certified as WIC-EBT capable by LA WIC or its EBT processor
- **POS Changes:** Vendors must notify LA WIC of any planned POS system or provider change via email at LAWICVendor@la.gov or LouisianaWICEBT@la.gov. Vendors may also complete the Vendor Point-of-Sale System Certification Request Form located on the LA WIC Authorized Vendor Hub to request certification of their POS system.

LOUISIANA DEPARTMENT OF HEALTH

OEBT SYSTEM REQUIREMENTS

NEW

- **Transaction Processing.** Vendors must transact all WIC redemptions through LA WIC's EBT processor using a real-time connection.
  - Unlike Offline (Smartcard) EBT, Online EBT transactions require a working internet connection
  - Vendors must obtain the latest and official Authorized Product List (APL) file at least once every forty-eight (48) hours.
- **Payment Arrangements.** Vendors are responsible for all arrangements with their third-party payment processor, financial institution, and LA WIC's EBT processor, and for ensuring that all necessary contracts and system connections are in place to process WIC redemptions and receive payments. Settlement with the Vendor or their designated processor will be conducted through LA WIC's EBT processor who will daily aggregate all transactions, adjustments and penalties and provide the Vendor a settlement on the following banking day.

WIC LOUISIANA DEPARTMENT OF HEALTH

OEBT PAYMENT PROCESS

NEW

- Settlement with the Vendor or their designated third-party processor will be conducted through LA WIC's Online EBT processor (FIS-CDP) who will daily aggregate all transactions, adjustments, penalties and provide the store a settlement on the following banking day
- A processing day lasts from 6:00 p.m. of the previous day to 5:59 p.m. of the current day

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OEBT PAYMENT PROCESS FLOW

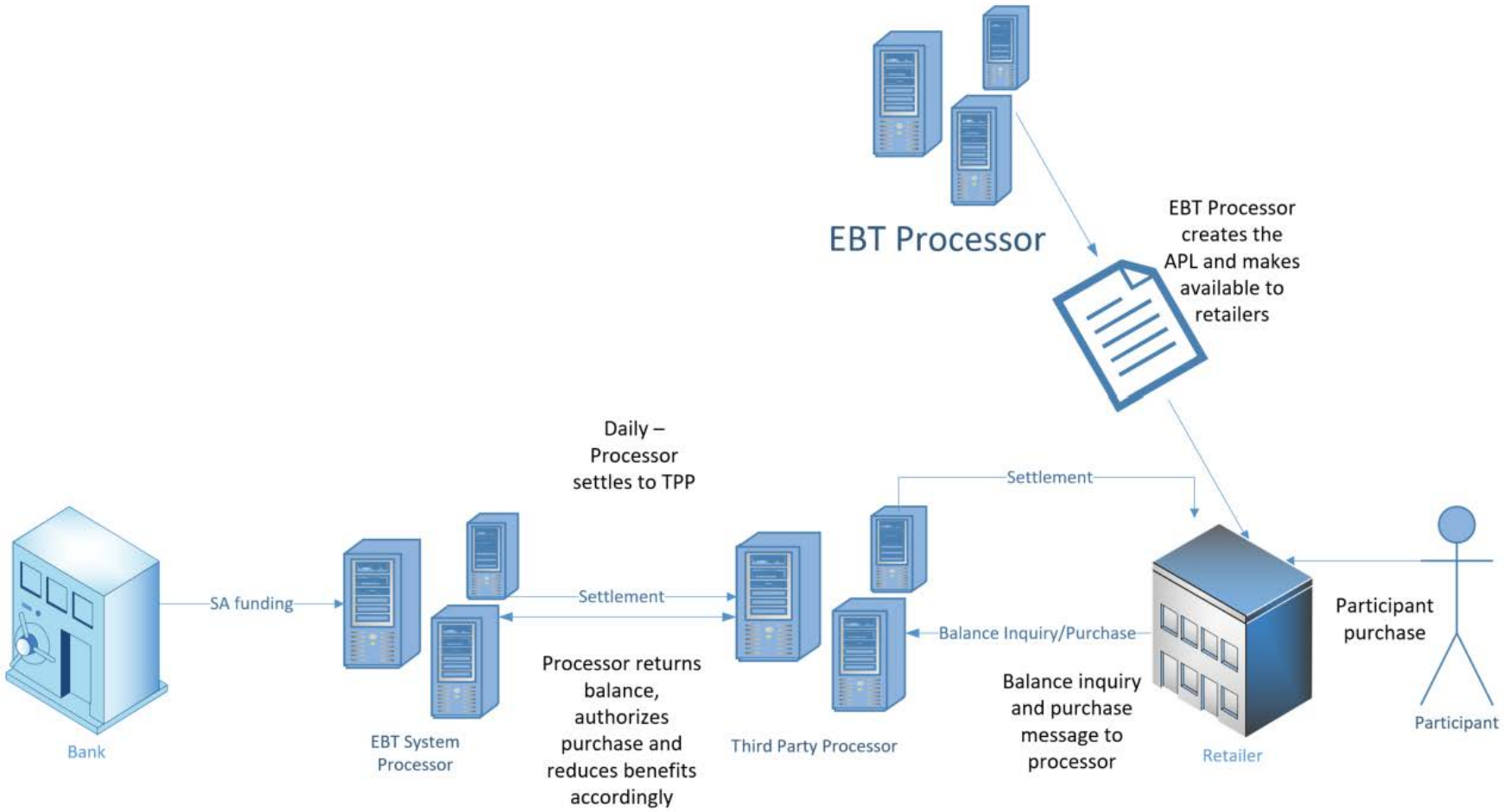
NEW

- Vendor's POS system downloads the APL from LA WIC's EBT Processor
- Participant uses EBT card at Vendor to redeem benefits
- Transaction is sent to Vendor's Third-Party Processor (TPP), which routes the transaction request to LA WIC's EBT Processor
- LA WIC's EBT Processor approves/denies the transaction
- At the end of the processing day LA WIC's EBT Processor bundles all transactions and produces a payment file (voucher file), which is submitted to LA WIC
- LA WIC issues an ACH payment to LA WIC's EBT Processor's holding account
- LA WIC's EBT Processor forwards payment amounts from the holding account to Vendor's TPP, broken out into how much each Vendor should receive
- TPP issues an ACH payment to Vendor's bank account

WIC LOUISIANA DEPARTMENT OF HEALTH

OEBT PAYMENT PROCESS FLOW

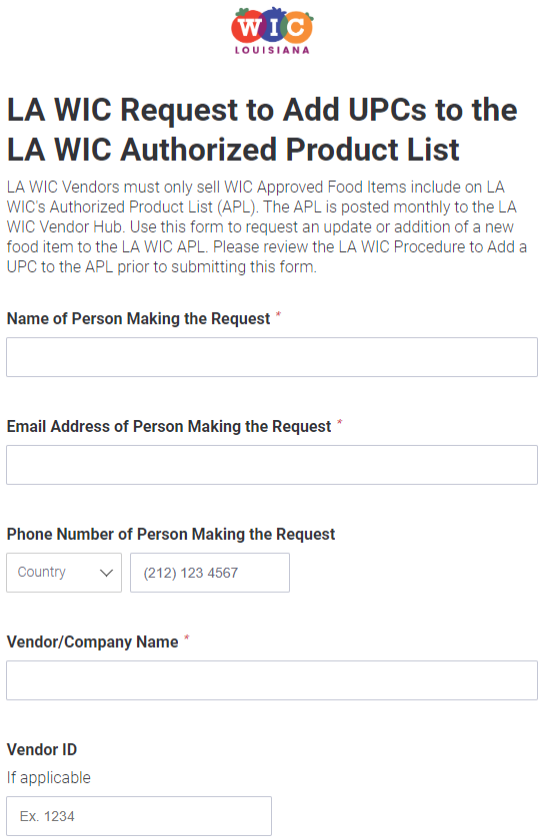
NEW



LOUISIANA DEPARTMENT OF HEALTH

REQUEST TO ADD A NEW UNIVERSAL PRODUCT CODE (UPC)

- Verify whether or not UPC is already authorized by LA WIC by checking the LA WIC Authorized Product List (APL).
- If the UPC is not listed, complete the LA WIC UPC Addition Request Form to request the addition of food items to the Authorized Product List (APL).
  - For more information regarding how to add a UPC to the APL, please see the Procedure to Add a UPC to the APL.



WIC LOUISIANA

LA WIC Request to Add UPCs to the LA WIC Authorized Product List

LA WIC Vendors must only sell WIC Approved Food Items include on LA WIC's Authorized Product List (APL). The APL is posted monthly to the LA WIC Vendor Hub. Use this form to request an update or addition of a new food item to the LA WIC APL. Please review the LA WIC Procedure to Add a UPC to the APL prior to submitting this form.

Name of Person Making the Request *

Email Address of Person Making the Request *

Phone Number of Person Making the Request

Country (212) 123 4567

Vendor/Company Name *

Vendor ID

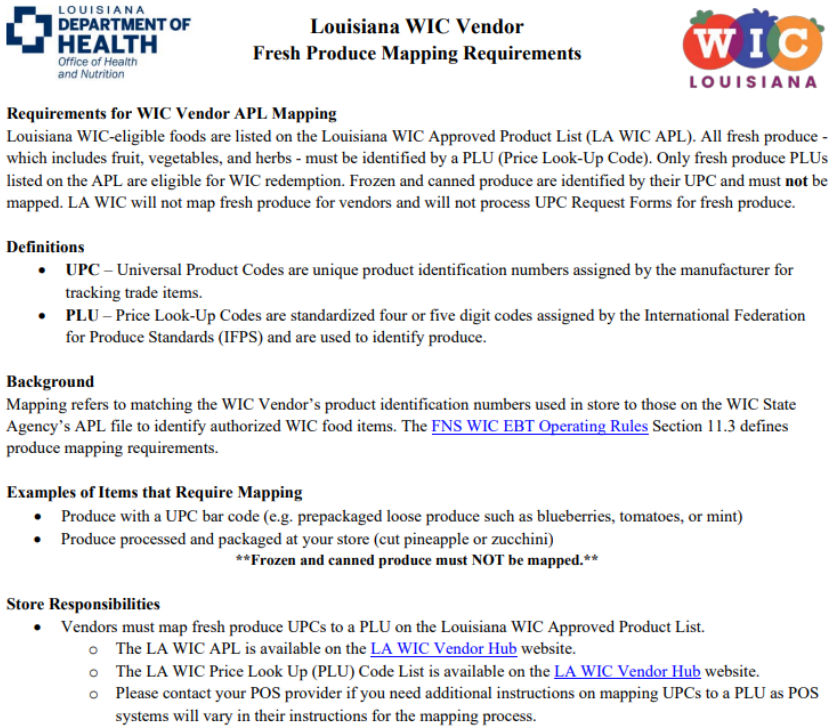
If applicable

Ex. 1234

WIC LOUISIANA DEPARTMENT OF HEALTH

PRODUCE MAPPING REQUIREMENTS

- All fresh fruits and vegetables must be identified and mapped by a Price Look-Up Code (PLU).
  - Vendors must map fresh fruit/veggies to the PLU.
  - Only fresh fruit and vegetable PLUs listed on the APL are eligible for WIC redemption.
- For additional Fresh Fruit and Vegetable Mapping Requirements and examples of items that require mapping, please visit the LA WIC Authorized Vendor Hub.
- A Vendor who fails to properly map WIC Approved Food Items may be subject to sanction. See the Sanction Schedule within the LA WIC Policy Manual.



LOUISIANA DEPARTMENT OF HEALTH
Office of Health and Nutrition

Louisiana WIC Vendor
Fresh Produce Mapping Requirements

WIC LOUISIANA

Requirements for WIC Vendor APL Mapping

Louisiana WIC-eligible foods are listed on the Louisiana WIC Approved Product List (LA WIC APL). All fresh produce - which includes fruit, vegetables, and herbs - must be identified by a PLU (Price Look-Up Code). Only fresh produce PLUs listed on the APL are eligible for WIC redemption. Frozen and canned produce are identified by their UPC and must **not** be mapped. LA WIC will not map fresh produce for vendors and will not process UPC Request Forms for fresh produce.

Definitions

- **UPC** – Universal Product Codes are unique product identification numbers assigned by the manufacturer for tracking trade items.
- **PLU** – Price Look-Up Codes are standardized four or five digit codes assigned by the International Federation for Produce Standards (IFPS) and are used to identify produce.

Background

Mapping refers to matching the WIC Vendor's product identification numbers used in store to those on the WIC State Agency's APL file to identify authorized WIC food items. The FNS WIC EBT Operating Rules Section 11.3 defines produce mapping requirements.

Examples of Items that Require Mapping

- Produce with a UPC bar code (e.g. prepackaged loose produce such as blueberries, tomatoes, or mint)
- Produce processed and packaged at your store (cut pineapple or zucchini)

****Frozen and canned produce must NOT be mapped.****

Store Responsibilities

- Vendors must map fresh produce UPCs to a PLU on the Louisiana WIC Approved Product List.
  - The LA WIC APL is available on the LA WIC Vendor Hub website.
  - The LA WIC Price Look Up (PLU) Code List is available on the LA WIC Vendor Hub website.
  - Please contact your POS provider if you need additional instructions on mapping UPCs to a PLU as POS systems will vary in their instructions for the mapping process.

WIC LOUISIANA DEPARTMENT OF HEALTH

WIC TRANSACTION DISPUTES

- A Vendor may dispute the payment for WIC Transactions (“Dispute”).
- Each Dispute will be evaluated based on its merit. The burden of proof rests with the Vendor and there is no guarantee that the Dispute will be resolved in favor of the Vendor. LA WIC’s assessment and determination of the Dispute are final and not subject to further review.
- Solely at its discretion, LA WIC reserves the right to consider reimbursements for circumstances other than those identified above, and/or make adjustments to Vendor payments in the Vendor’s favor when it comes to LA WIC’s attention that a Vendor(s) has been underpaid.
- Vendors can access the Transaction Dispute Form on the LA WIC Authorized Vendor Hub.

LOUISIANA DEPARTMENT OF HEALTH

EBT CARD AND BENEFIT SECURITY

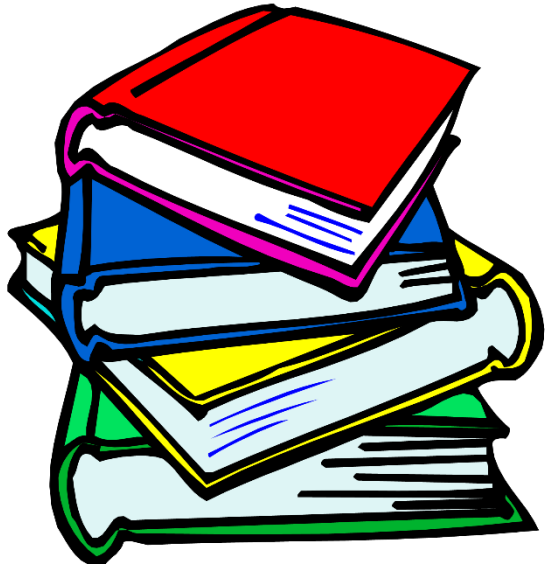
- Vendors should engage in vigilant and proactive measures against fraud
- Vendors can support the safety of WIC benefits by
  - Training employees on card security threats
  - Regularly inspecting point of sale (POS) machines and PIN pads for tampering
  - Contacting local police, their POS provider, and LA WIC if they suspect fraud or detect tampering



ADDITIONAL VENDOR INFORMATION

VENDOR CHANGES

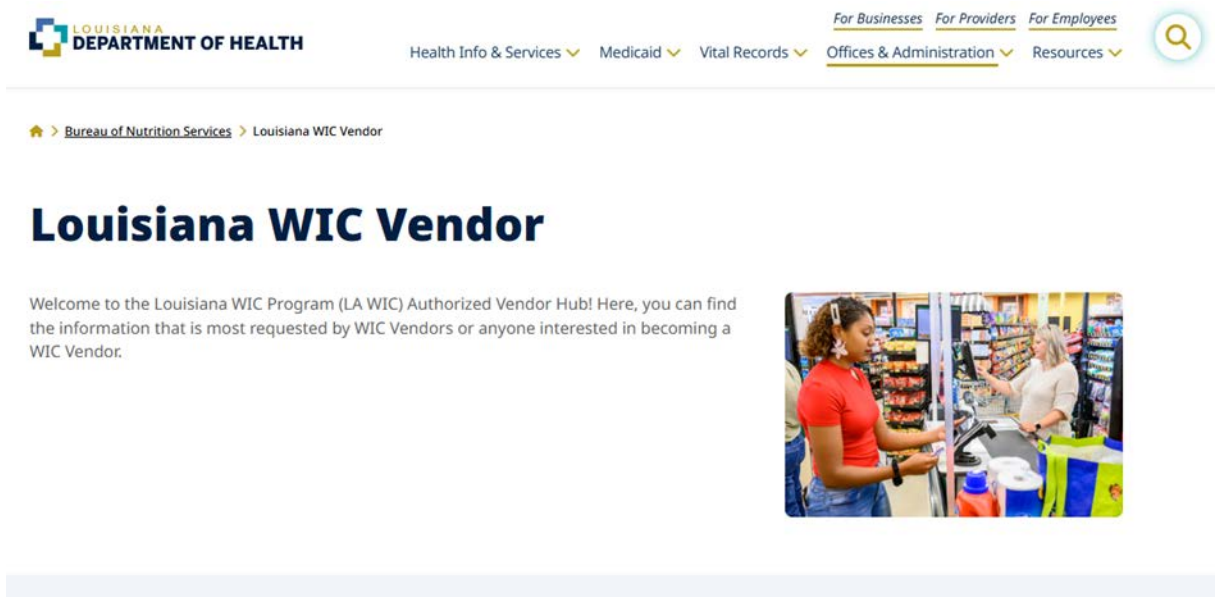
- Notify LA WIC in writing, at least 15 days prior to or immediately upon knowledge of (whichever comes first):
  - Loss or relinquishment of SNAP Authorization,
  - Cessation of Vendor Operations (WIC Authorized Store closes),
  - Change of ownership, management, corporate officers or majority stakeholders, merger, acquisition or change in form of business, legal standing, or authority to do business in Louisiana,
  - Change in location, store name (including d/b/a), and/or
  - Change in mailing address, email address, and telephone number.
    - NOTE: A Vendor must verify that their POS system remains certified as WIC-EBT capable by LA WIC prior to transacting WIC at the new location.



VENDOR EDUCATION AND RESOURCES

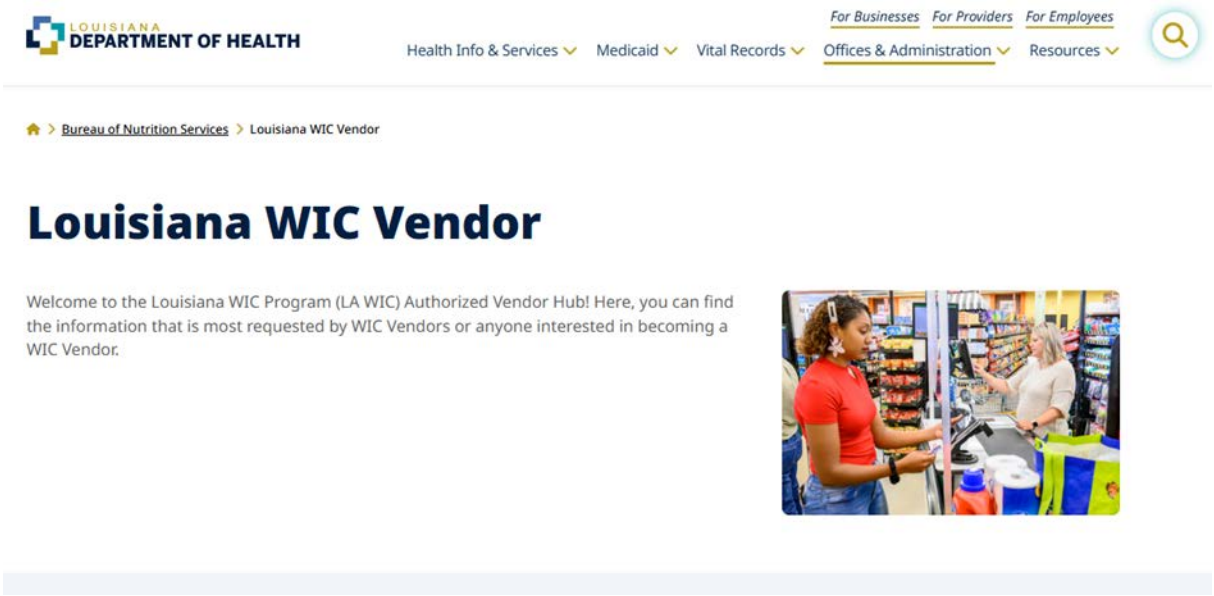
LA WIC AUTHORIZED VENDOR HUB

- Official webpage of LA WIC Vendor Operations Unit.
- Found at ldh.la.gov/wicvendor and contains:
  - Official documents and forms,
  - Helpful educational materials and resources,
  - Copies of memos and newsletters, and
  - Contact info.
- Suggestions?
  - Send an email to LAWICVendor@la.gov



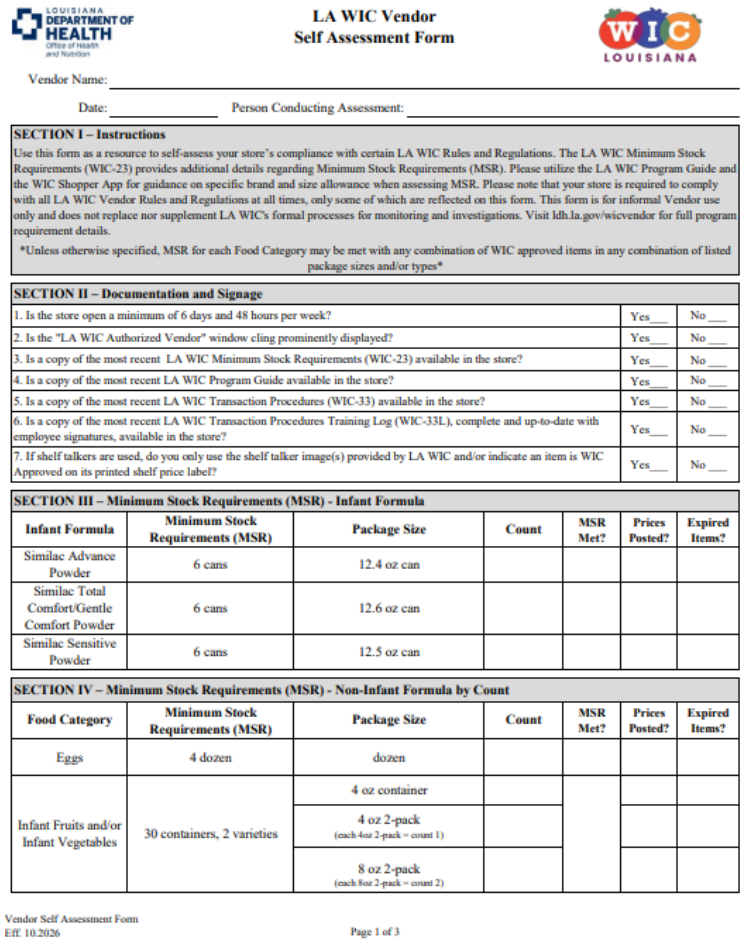
LOUISIANAWIC.ORG

- Official webpage for LA WIC Participants to get WIC information.
- Found at louisianawic.org and contains:
  - Eligibility requirements,
  - Application process,
  - Benefits explanation,
  - Clinic info, and
  - Recipes, breastfeeding support, and healthy lifestyle resources.



VENDOR SELF ASSESSMENT FORM

- Allows Vendors to self-assess their compliance with certain LA WIC Vendor Rules and Regulations.
  - Does not include all LA WIC Rules and Regulations
- The LA WIC Self Assessment Form can be downloaded from the LA WIC Authorized Vendor Hub.
- For informal Vendor use only, and does not replace nor supplement LA WIC's formal processes for monitoring and investigations.



LOUISIANA DEPARTMENT OF HEALTH
Office of Health and Nutrition

LA WIC Vendor Self Assessment Form

WIC LOUISIANA

Vendor Name: _____

Date: _____ Person Conducting Assessment: _____

SECTION I – Instructions

Use this form as a resource to self-assess your store's compliance with certain LA WIC Rules and Regulations. The LA WIC Minimum Stock Requirements (WIC-23) provides additional details regarding Minimum Stock Requirements (MSR). Please utilize the LA WIC Program Guide and the WIC Shopper App for guidance on specific brand and size allowance when assessing MSR. Please note that your store is required to comply with all LA WIC Vendor Rules and Regulations at all times, only some of which are reflected on this form. This form is for informal Vendor use only and does not replace nor supplement LA WIC's formal processes for monitoring and investigations. Visit ldh.la.gov/wicvendor for full program requirement details.

Unless otherwise specified, MSR for each Food Category may be met with any combination of WIC approved items in any combination of listed package sizes and/or types

SECTION II – Documentation and Signage		
1. Is the store open a minimum of 6 days and 48 hours per week?	Yes___	No ___
2. Is the "LA WIC Authorized Vendor" window cling prominently displayed?	Yes___	No ___
3. Is a copy of the most recent LA WIC Minimum Stock Requirements (WIC-23) available in the store?	Yes___	No ___
4. Is a copy of the most recent LA WIC Program Guide available in the store?	Yes___	No ___
5. Is a copy of the most recent LA WIC Transaction Procedures (WIC-33) available in the store?	Yes___	No ___
6. Is a copy of the most recent LA WIC Transaction Procedures Training Log (WIC-33L), complete and up-to-date with employee signatures, available in the store?	Yes___	No ___
7. If shelf talkers are used, do you only use the shelf talker image(s) provided by LA WIC and/or indicate an item is WIC Approved on its printed shelf price label?	Yes___	No ___

SECTION III – Minimum Stock Requirements (MSR) - Infant Formula

Infant Formula	Minimum Stock Requirements (MSR)	Package Size	Count	MSR Met?	Prices Posted?	Expired Items?
Similac Advance Powder	6 cans	12.4 oz can				
Similac Total Comfort/Gentle Comfort Powder	6 cans	12.6 oz can				
Similac Sensitive Powder	6 cans	12.5 oz can				

SECTION IV – Minimum Stock Requirements (MSR) - Non-Infant Formula by Count

Food Category	Minimum Stock Requirements (MSR)	Package Size	Count	MSR Met?	Prices Posted?	Expired Items?
Eggs	4 dozen	dozen				
Infant Fruits and/or Infant Vegetables	30 containers, 2 varieties	4 oz container				
		4 oz 2-pack (each 4oz 2-pack = count 1)				
		8 oz 2-pack (each 8oz 2-pack = count 2)				

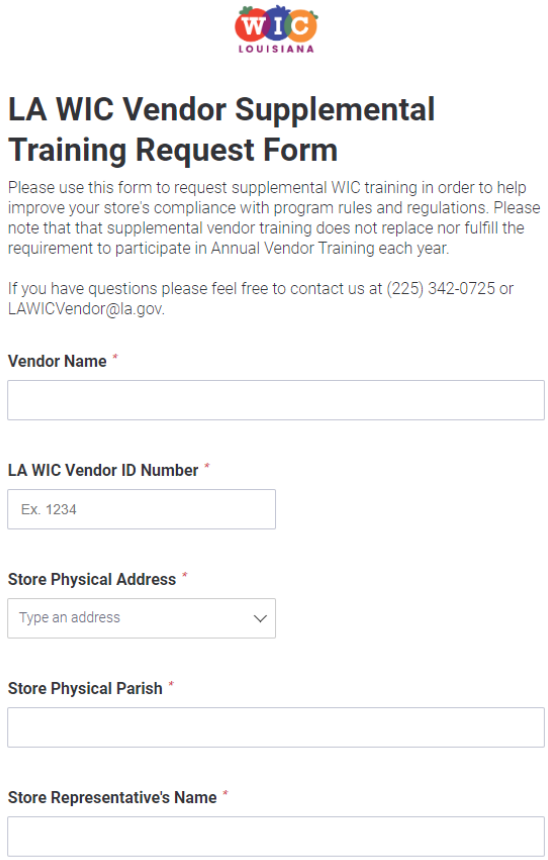
Vendor Self Assessment Form
Eff. 10.2026

Page 1 of 3

WIC LOUISIANA DEPARTMENT OF HEALTH

VENDOR SUPPLEMENTAL TRAINING

- Available upon request.
- Customizable to fit your topic of interest, target audience, and format.
  - Can be targeted to management, customer service staff, cashiers or anyone else.
  - Can be for individual store or a group of stores.
- Submit a request by filling out the Vendor Supplemental Training Request Form which can be found on the LA WIC Authorized Vendor Hub.
- Please note: Supplemental vendor training does not fulfill the requirement to participate in mandatory Annual Vendor Training.



WIC LOUISIANA

LA WIC Vendor Supplemental Training Request Form

Please use this form to request supplemental WIC training in order to help improve your store's compliance with program rules and regulations. Please note that that supplemental vendor training does not replace nor fulfill the requirement to participate in Annual Vendor Training each year.

If you have questions please feel free to contact us at (225) 342-0725 or LAWICVendor@la.gov.

Vendor Name *

LA WIC Vendor ID Number *

Ex. 1234

Store Physical Address *

Type an address

Store Physical Parish *

Store Representative's Name *

WIC LOUISIANA DEPARTMENT OF HEALTH

WICSHOPPER APP

- The app's barcode scanner can be used by store employees to help identify WIC Approved Food Items in the store.
- This could be useful when helping a WIC Participant shop for WIC Food Items, conducting minimum stock checks on WIC Food Items, or in a number of other scenarios.
- Download for free on Google Play and Apple App Store.
- Review this flyer for instructions on how to use the WICShopper App.





WIC
LOUISIANA
DEPARTMENT OF HEALTH

LA WIC VENDOR OPERATIONS CONTACTS

Vendor Operations Unit Main Line

- Phone - 225-342-0725
- Fax - 225-376-4674
- LAWICVendor@la.gov

Tim Messa, Program Manager 3

- WIC Vendor Manager
- Timothy.Messa@la.gov

Alexia Turner, Vendor Program Manager

- Alexia.Turner@la.gov

Fraud & Investigation Section

Lavonselle Longmyle, Program Manager 2

- Lavonselle.Longmyle@la.gov

Monique Phillips, Program Manager 1A

- Monique.Phillips@la.gov

Dana Hills, Auditor 2

- Dana.Hills@la.gov

Shayla Condoll, Compliance Auditor

- Shayla.Condoll@la.gov

Kecia Ryan, Program Monitor

- Kecia.Ryan@la.gov

Jacqueline Stapleton, Program Monitor

- Jacqueline.Stapleton@la.gov

WIC LOUISIANA DEPARTMENT OF HEALTH

LA WIC VENDOR OPERATIONS CONTACTS

Monitoring & Outreach Section

Jessica Farris, Program Manager 2

- Jessica.Farris@la.gov

Deborah Fortner, Program Monitor (Regions 1, 5, 7)

- Deborah.Fortner@la.gov

Alicia King, Program Monitor (Regions 3, 4, 8)

- Alicia.King@la.gov

Hope McCorkle, Program Monitor (Regions 2, 6, 9)

- Hope.McCorkle@la.gov

Whitney Johnson, Outreach & Education Planner

- Whitney.Johnson@la.gov

Marian Schenck, Policy Planner

- Marian.Schenck@la.gov

EBT Section

Joetta Ferrell, Program Manager 1B

- LouisianaWICEBT@la.gov

Carolina Bailey, Business Analytics Specialist

- LouisianaWICEBT@la.gov

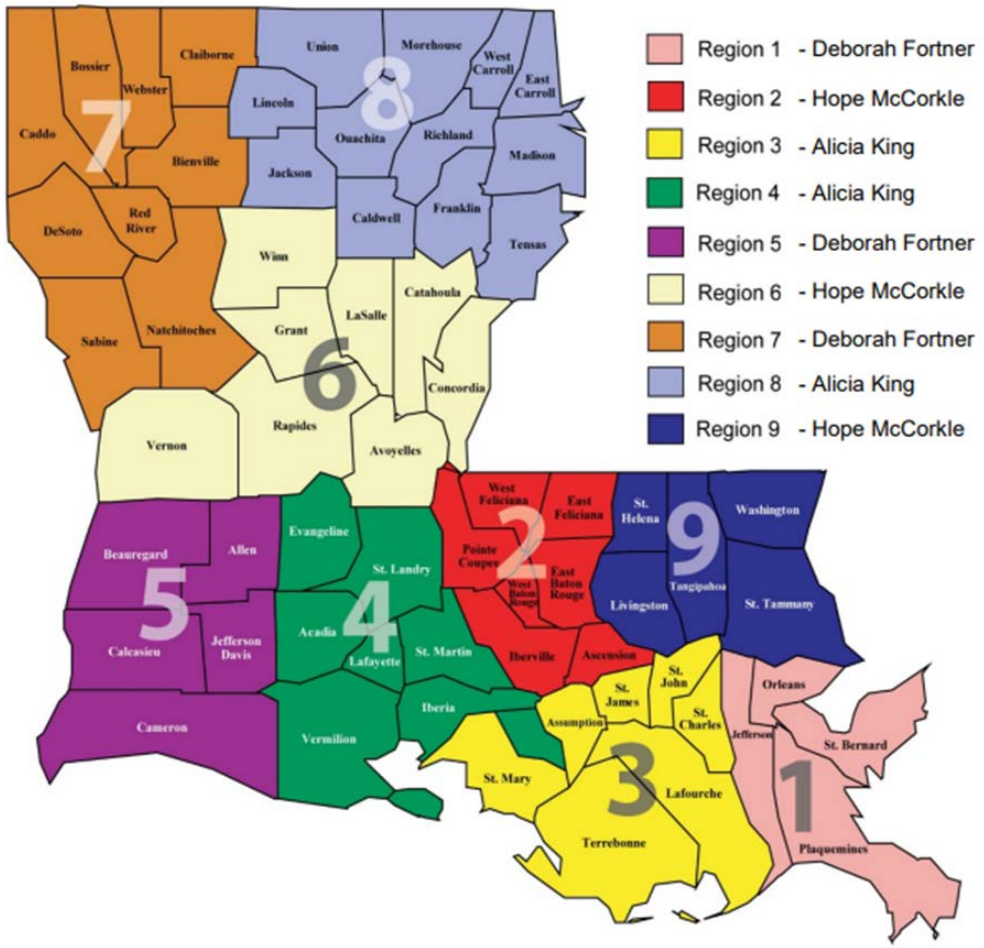
Walt McCall, Data Specialist

- LouisianaWICEBT@la.gov

WIC LOUISIANA DEPARTMENT OF HEALTH

LA WIC VENDOR OPERATIONS
PROGRAM MONITORS BY REGION

- Program Monitor by Region





FINAL STEPS FOR COMPLETION

FINAL STEPS

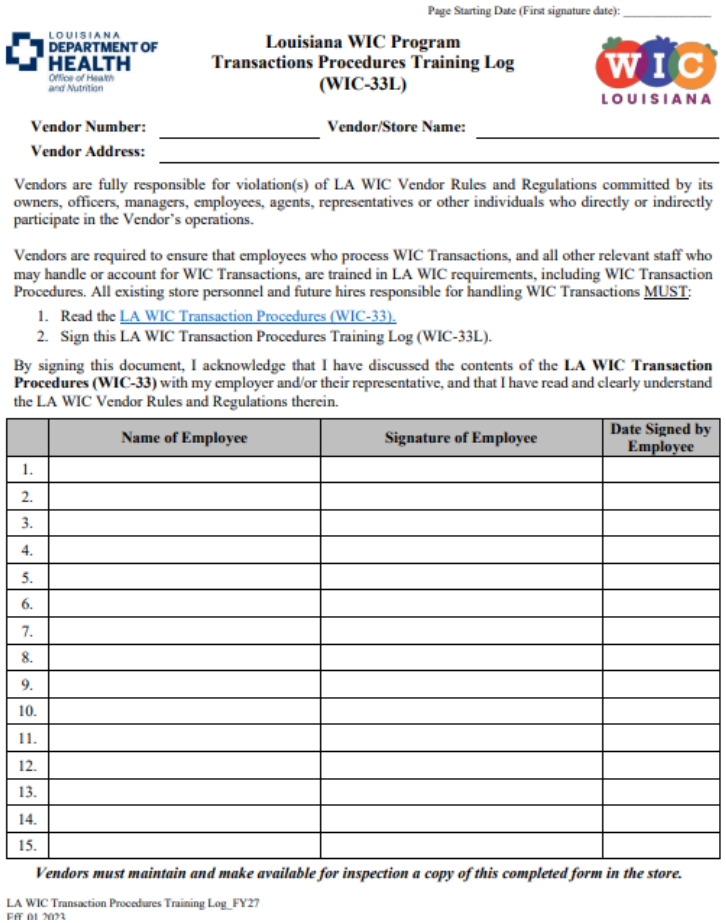
1. Disseminate what you have learned today to appropriate staff including but not limited to store owners/operators, managers, cashiers, and customer service representatives.
2. Ensure all staff responsible for handling WIC Transactions have read and understand the LA WIC Transaction Procedures (WIC-33, effective 08.2026) and sign a new LA WIC Transaction Procedures Training Log (WIC-33L, effective 01.2023).
3. Click here to complete the Annual Vendor Training Submission Form and upload an updated copy of your store's signed WIC Transaction Procedures Training Log (WIC-33L), no later than December 4, 2026.
    - Your store is required to keep the original WIC-33L in the store.
    - Failure to complete Annual Vendor Training and/or submit the documents by the date indicated in the notice may result in sanction.

LOUISIANA DEPARTMENT OF HEALTH

TRANSACTION PROCEDURES TRAINING LOG (WIC-33L) REQUIREMENTS

- Please keep in mind that to be considered acceptable, all Training Logs must:
  - Utilize the most recent version of the LA WIC Transaction Procedures Training Log (WIC-33L), effective 01.2023
  - Clearly list the Vendor's LA WIC ID Number, Name, and Address
  - Clearly list the Employee Name, Signature, and Date Signed for EACH employee listed on the Training Log
  - Contain staff signatures dated no earlier than the date of this training

LA WIC TRANSACTION PROCEDURES TRAINING LOG (WIC-33L)



Page Starting Date (First signature date): _____

LOUISIANA DEPARTMENT OF HEALTH
Office of Health and Nutrition

Louisiana WIC Program
Transactions Procedures Training Log
(WIC-33L)

WIC LOUISIANA

Vendor Number: _____ **Vendor/Store Name:** _____

Vendor Address: _____

Vendors are fully responsible for violation(s) of LA WIC Vendor Rules and Regulations committed by its owners, officers, managers, employees, agents, representatives or other individuals who directly or indirectly participate in the Vendor's operations.

Vendors are required to ensure that employees who process WIC Transactions, and all other relevant staff who may handle or account for WIC Transactions, are trained in LA WIC requirements, including WIC Transaction Procedures. All existing store personnel and future hires responsible for handling WIC Transactions MUST:

1. Read the LA WIC Transaction Procedures (WIC-33).
2. Sign this LA WIC Transaction Procedures Training Log (WIC-33L).

By signing this document, I acknowledge that I have discussed the contents of the **LA WIC Transaction Procedures (WIC-33)** with my employer and/or their representative, and that I have read and clearly understand the LA WIC Vendor Rules and Regulations therein.

	Name of Employee	Signature of Employee	Date Signed by Employee
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			

Vendors must maintain and make available for inspection a copy of this completed form in the store.

LA WIC Transaction Procedures Training Log_FY27
Eff 01 2023

WIC LOUISIANA DEPARTMENT OF HEALTH



THANK YOU!