

WIC RETAIL STORE ANNUAL TRAINING 2022 eWIC



WELCOME

- Training objectives
 - Assure WIC authorized stores are educated in WIC Program regulations, policies, and procedures
 - Improve WIC Program services for both customers and retail grocers
 - Prevent program noncompliance
 - Provide training & training materials to stores
 - Make the eWIC transaction go as smoothly as possible

AGENDA

- Overview of WIC
- WIC Food List
- Shopping
- eWIC
- L3 Certifications
- Customer Service
- Vendor Responsibilities
- Sanctions
- Types of Compliance Monitoring
- Questions

WHAT IS WIC?

WIC

No cost health and nutrition program for pregnant women, breastfeeding women, postpartum women, infants, and children up to age 5.

Provides nutrition education, breastfeeding support, nutritious supplemental foods and referrals to valuable health and social services.

PA WIC ELIGIBILITY

- Must provide proof of Pennsylvania residency
- Must have a household income not exceeding 185% of Federal Poverty Guidelines
- Must be certified to have a medical or nutritional risk by the WIC staff

INCOME GUIDELINES FOR PENNSYLVANIA WIC

EFFECTIVE DATE: JULY 1, 2022 – JUNE 30, 2023

Family Size	Weekly	Bi-Weekly	Twice-Monthly	Monthly	Annual
1	\$484	\$967	\$1,048	\$2,096	\$25,142
2	\$652	\$1,303	\$1,412	\$2,823	\$33,874
3	\$820	\$1,639	\$1,776	\$3,551	\$42,606
4	\$988	\$1,975	\$2,140	\$4,279	\$51,338
5	\$1,156	\$2,311	\$2,503	\$5,006	\$60,070
6	\$1,324	\$2,647	\$2,867	\$5,734	\$68,802
7	\$1,492	\$2,983	\$3,231	\$6,462	\$77,534
8	\$1,659	\$3,318	\$3,595	\$7,189	\$86,266
Add'l Family Members	\$168	\$336	\$364	\$728	\$8, 732

FUNDING

USDA Federal Grant
Funding

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graph TD; A[USDA Federal Grant Funding] --> B[WIC is administered by The Pennsylvania Department of Health]; B --> C[Locally managed by Local Agencies];
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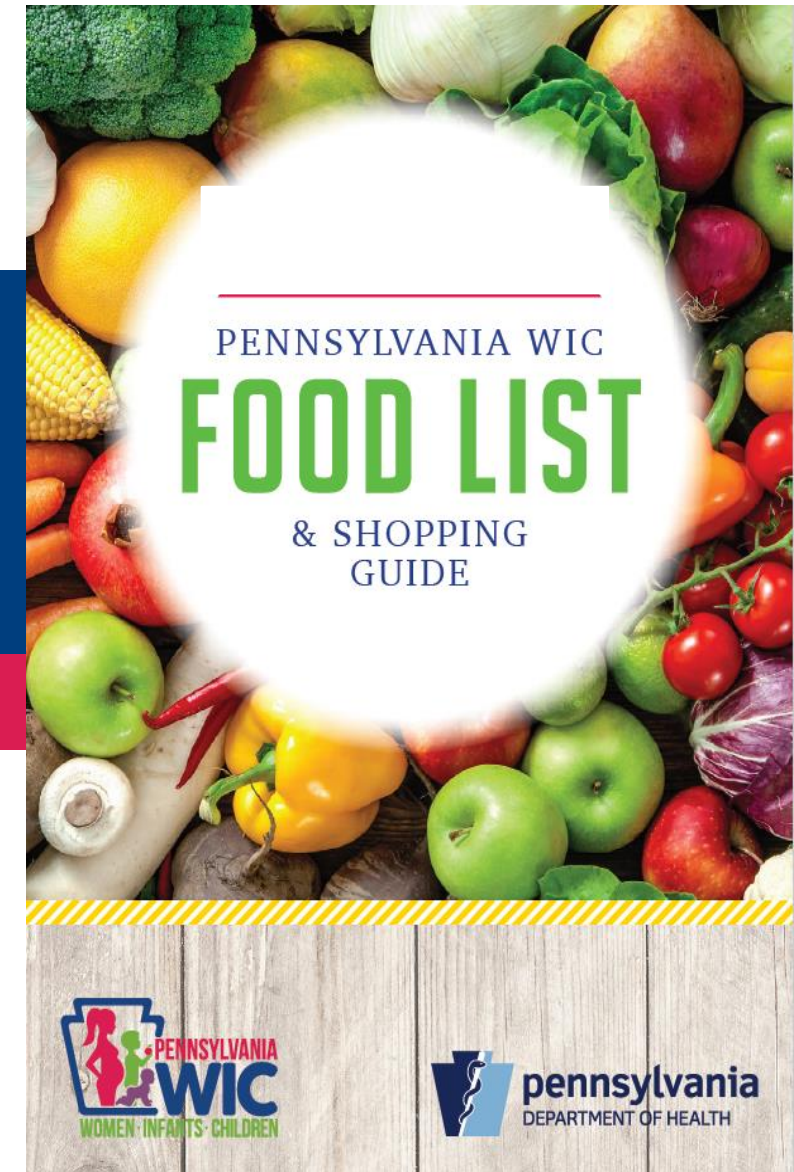
WIC is administered by
The Pennsylvania
Department of Health

Locally managed by
Local Agencies

WIC FOOD LIST

The food list will be valid from October 1, 2022, until September 30, 2023

Please make sure to update your APL and remove old food lists/posters and distribute new ones on October 1, 2022.



Nutrient	WIC Foods Which Supply the Nutrient
Protein	infant formula, milk, eggs, cheese, peanut butter, legumes (beans), canned fish
Iron	WIC-allowed brands of cereal, legumes (beans), eggs, iron-fortified infant formula
Vitamin C	WIC-allowed juices (citrus fruit juice, fruit juices fortified with Vitamin C), infant formula, fruits and vegetables
Vitamin A	milk, eggs, infant formula, fruits and vegetables, canned fish
Calcium	cheese, milk, infant formula, soy products
Fiber	fruits, vegetables, whole grains, whole grain cereals

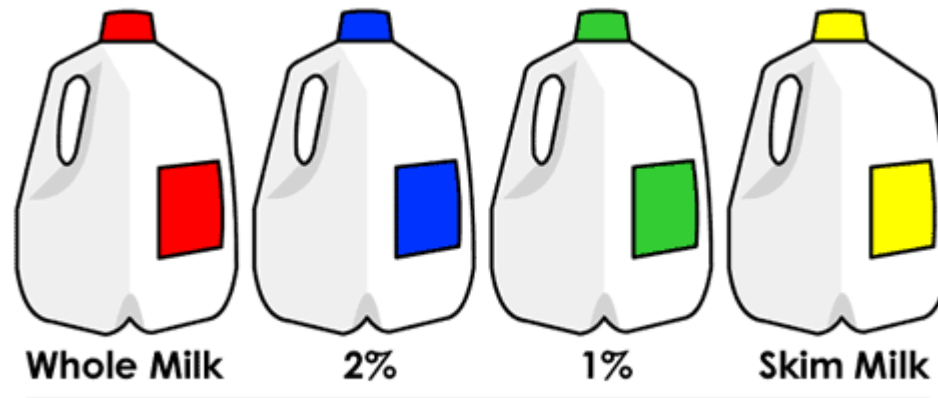
THE WIC FOOD LIST

- Milk
- Cheese
- Eggs
- Juice
- Cereal
- Peanut Butter
- Dried Beans and Peas
- Canned Beans
- Canned Fish
- Fruits and Vegetables
- Whole Grains
- Infant Fruits and Vegetables
- Infant Meats
- Infant Cereal
- Formula
- Soy Products
- Tofu
- Yogurt



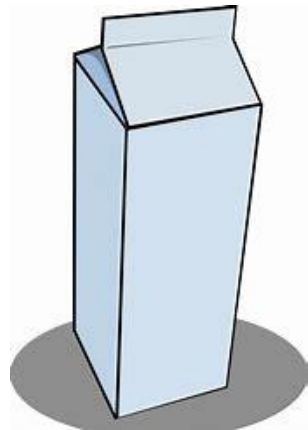
MILK

- Can buy any brand
- Half gallons or gallons – participants are allowed to purchase 2 half gallons to equal one gallon.
- Participants must buy the fat level that is on their WIC benefit balance.



MILK - QUART

- A single quart of milk can be purchased **ONLY** if it is listed on the WIC benefit balance.
- Participants must buy the fat level that is on their WIC benefit balance: whole milk, 2%, 1% or skim
- Kefir Milk only comes in quarts and participants can only buy 1 quart if it is on their benefit balance.



MILK

Kosher Milk, Lactose Free Milk, Evaporated Milk or Dry Milk can also be purchased if it is on the participant benefit balance.



MILK BRANDS – NOT ALLOWED



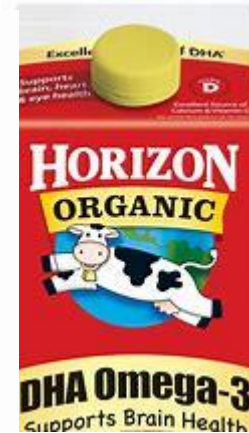
Any type of flavored milk



Buttermilk



Goat's Milk



Organic Milk



Glass Bottles

Milk with added: Calcium; Protein; Plant sterols; Vitamin C; and Omega-3s,
And no other non-dairy options, such as Almond or Oat Milk.



CHEESE



Can buy

- Any brand
- 8 or 16 oz packages
- block, sliced, shredded, stick or string
- Check your food list for the types of cheese allowed

Can't buy

- Individually wrapped cheese
- Deli cheese
- Cheese with added ingredients
- Smoked cheese
- Cubed cheese

EGGS



- Grade A or AA
- Brown or White
- Small, medium, large or X-large
- Cannot buy
 - Organic
 - Specialty eggs

JUICE

- Must be 100% juice
- Brand specific
- Some of the items that participants are not allowed to purchase are ciders, cocktails, organic or juice with added non-nutritive sweeteners



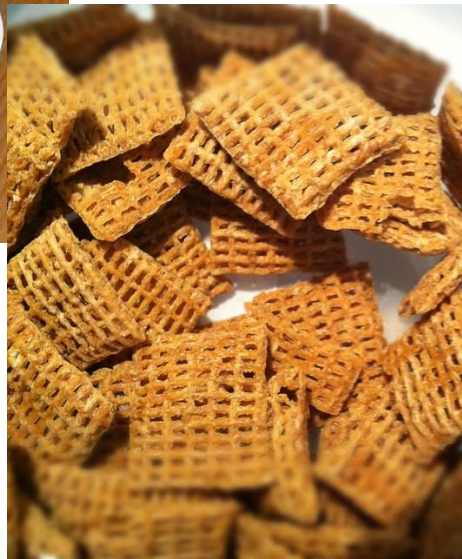
64-ounce bottles or
cartons



11.5 – 12-ounce
frozen juice or 48
ounce

CEREAL

- Brand specific
- 12–36-ounce packages



PEANUT BUTTER

16 – 18-ounce
containers

Any brand labeled
peanut butter



LEGUMES (BEANS)

- Any brand
- 15 to 16-ounce cans
- Organic is allowed
- 1 pound of dried beans
- Participants can purchase canned or dried based on what is on their WIC benefit balance.
- Cannot purchase green beans as a legume but could with their fruit and vegetable benefit.



LEGUMES (BEANS)

Examples of Legumes (Beans)

Black Beans

Blackeye Peas

Butter Beans

Garbanzo Beans

Great Northern Beans

Kidney Beans

Lentils

Lima Beans

Navy Beans

Pink Beans

Pinto Beans

Split Peas



CANNED FISH

- 3.75-, 5- or 6-ounce cans only
- Any brand chunk Light Tuna, Pink Salmon or Sardines
- Flavored sardines are allowed
- Canned fish may be purchased only if it is specified on the eWIC card.



FRUITS & VEGETABLES

- Any brand
- Organic products are allowed

FRESH



FROZEN



CANNED



WHOLE GRAINS

- 16-ounce packages only
- Brand specific



Whole wheat or whole grain breads or rolls



Whole wheat pasta



Whole grain brown rice



Corn or whole wheat tortillas



Oats

INFANT FOODS

Formula

Infant Cereal

Infant Fruits
and Vegetables

Infant Meats



INFANT FRUITS AND VEGETABLES

- Participants can purchase singles sizes, multipacks or even variety pack boxes.

$$2 - 2 \text{ OZ} = 1$$



$$1 - 16, 2\text{-packs} = 32$$



$$1 - 4 \text{ OZ} = 1$$



$$2 - 4 \text{ OZ} = 2$$



SOY PRODUCTS

- Soy Beverages

- 32- or 64-ounce containers only
- Brand specific



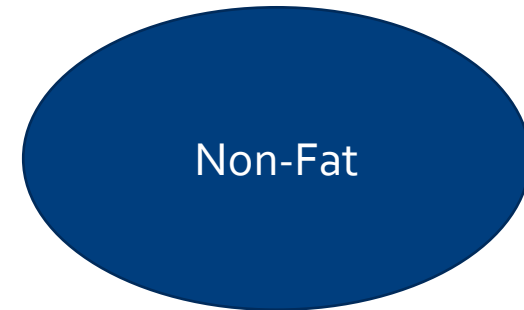
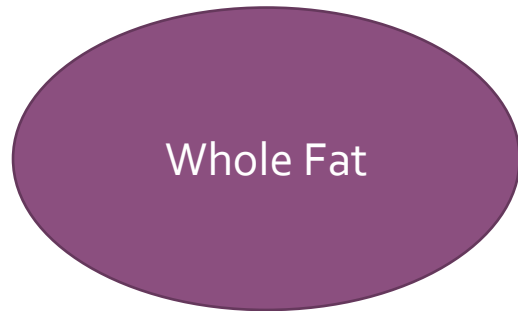
- Tofu

- 8 or 16-ounce containers
- Brand specific



YOGURT

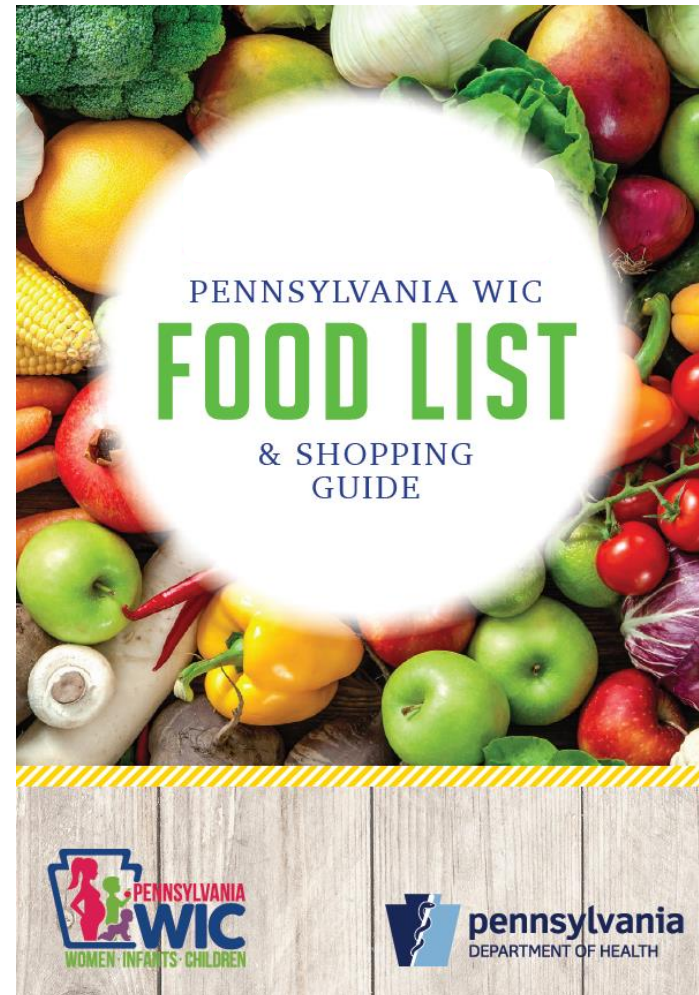
- 32 oz containers only
- Brands specified on food list



- Participants must purchase what is on their WIC benefit balance

FOOD LIST

- This has been just a quick look at the food list.
- Please make sure to review your food list for a complete list of allowed and non-allowed products.



CHANGES TO THE FOOD LIST

October 1, 2022 - September 30, 2023

YOGURT - ADDED

Whole Fat:

Bowl & Basket	Plain
Essential Everyday	Greek Plain
Giant	Greek Vanilla, Greek Plain
Giant Eagle	Greek Plain
Giant Value	Plain, Vanilla
Mountain High	Plain, Vanilla, Strawberry
Oikos	Plain
Open Nature	Plain
Pics by Price Chopper	Greek Vanilla, Greek Plain
Weis	Greek Plain



YOGURT - ADDED

Low Fat:

Activia

Bowl & Basket

Food Club

LaLa

Lucerne

Mountain High

Open Nature

Vanilla

Plain

Strawberry

Plain

Plain

Plain, Vanilla

Greek Plain



YOGURT - ADDED

Low Fat-Continued:



Yoplait

GoGurt Simply Strawberry/Mixed Berry
GoGurt Strawberry/Mixed Berry
GoGurt Strawberry/Cotton Candy
GoGurt Strawberry/Banana/Raspberry
GoGurt Strawberry/Watermelon
GoGurt Berry/Cherry
GoGurt Strawberry/Vanilla
GoGurt Berry/Strawberry
Kid Wild Berry/Cotton Candy
Kid Trix Strawberry Banana/Raspberry
Kid Strawberry/Blueberry
Kid Strawberry/Cotton Candy
Kid Strawberry/Strawberry Banana
Kid Strawberry/Berry

YOGURT - ADDED

Non-Fat:

Best Yet	Vanilla
Bowl & Basket	Plain
Dannon	Light & Fit Greek Plain
Essential Everyday	Greek Plain, Greek Vanilla
Food Club	Plain
Giant	Greek Vanilla, Greek Plain
Giant Eagle	Greek Plain, Greek Strawberry, Greek Vanilla
Great Value	Greek Plain, Greek Strawberry, Greek Vanilla
Mountain High	Plain, Vanilla
Oikos	Plain, Vanilla Bean, Sweetened with Honey, Sweetened with Maple
Open Nature	Greek Plain, Greek Vanilla
Pics by Price Chopper	Plain, Vanilla, Greek Strawberry, Greek Vanilla, Greek Plain
Tops	Greek Vanilla, Greek Plain
Weis	Greek Vanilla, Greek Plain



YOGURT - ADDED

Kosher Non-Fat:

Mehadrin	Greek Plain, Kosher Greek Vanilla
J&J	Plain
Gevina	Plain



YOGURT - REMOVED

Whole Fat:

Dannon
Giant Eagle

Strawberry
Plain

Low Fat:

Coburn
Price Rite
Shop Rite

Plain, Vanilla
Plain, Vanilla
Plain, Vanilla

Non-Fat:

Giant Eagle
Shop Rite
Tops
Weis

Plain, Vanilla
Plain, Vanilla
Vanilla
Vanilla



SOY - ADDED

Silk Aseptic (shelf stable) Original Soymilk



TOFU - ADDED/REMOVED

TOFU - ADDED

O Organics	Cubed (8 oz), Super Firm
Nasoya	Organic Silken, Organic Super Firm

TOFU - REMOVED

Nasoya

Silken

MILK – ADDED

UHT Milk



64 OZ JUICE - ADDED



Store Brand

Best Yet	Vegetable
Bowl & Basket	Apple, Grape, White Grape, Tomato, Vegetable
Food Club	Apple, Grape, White Grape, Tomato, Pineapple
Food Lion	Apple, Grape, White Grape, Tomato
Freedoms Choice	Apple, Grape
Giant	Tomato, Vegetable
Great Value	Tomato, Vegetable, Pear, Pineapple

64 OZ JUICE - ADDED



Store Brand

Parade

Apple, Grape

Pics by Price Chopper

Pineapple, Apple, Grape,
White Grape, Vegetable,
Tomato

Signature Select

Grapefruit

That's Smart

Grape

Tops

Apple, Grape, White Grape

Weis

Cranberry, Vegetable

64 OZ JUICE - ADDED



Name Brand

Campbell's

Spicy Hot V8

Langers

Fruit Punch, Vegetable,
Low Sodium Vegetable,
Spicy Vegetable, Tomato,
Cranberry Acai Plus,
Cranberry Berry Plus,
Cranberry Grape Plus,
Cranberry Raspberry
Plus, Cranberry Plus, Prune
Plus, White Grape, Red Grape,
Grape Plus, Pineapple Orange

64 OZ JUICE - ADDED



Name Brand

Motts	Sensibles Apple
Northland	Pomegranate Blueberry, Blueberry Blackberry Acai, Cranberry Cherry, Raspberry Blueberry
Ocean Spray	Cranberry, Cranberry Watermelon, Cranberry Elderberry
Ruby Kist	Orange, Vegetable Juice
Welch's	Apple

64 OZ JUICE - REMOVED



Name Brand

Everfresh

Apple

Northland

Blueberry Blackberry

Ruby Kist

Grapefruit

Welch's

Super Berry

64 OZ JUICE - REMOVED



Store Brand

Price Rite All Flavors

Shop Rite All Flavors

Tipton Grove All Flavors

11.5 – 12 OZ JUICE - ADDED

Name Brand



Langers Winter Blend, Spring Blend, Summer Blend, Autumn Blend, Pineapple, Grape, Apple, Orange



Old Orchard All Flavors

11.5 – 12 OZ JUICE - ADDED



Store Brand

Always Save	Apple
Best Choice	Apple
Food Club	Grape
Freedoms Choice	Apple
Giant Eagle	Apple, Grape, Pineapple
Great Value	Grape
Pics by Price Chopper	Apple, Grape, White Grape
Red & White	Apple

11.5 – 12 OZ JUICE - REMOVED

Name Brand

Welch's Shelf Stable Concentrate

Store Brand

Hy-Top	Apple
IGA	Apple
Parade	Apple
Shurfine	Apple

48 OZ JUICE - ADDED



Store Brand

Food Club

Apple

Freedom's Choice

Apple

Langers

Orange

Ruby Kist

Apple, Orange,
Pineapple, Grape,
White Grape

48 OZ JUICE - REMOVED



Store Brand

Giant Eagle

Apple

CEREAL - ADDED



Malt-O-Meal:

Hot Wheat Cereal, Coco
Wheats

Post:

Honey Bunches of Oats
Maple & Pecan, Honey
Bunches of Oats
Cinnamon Bunches

Quaker:

Instant Oatmeal

CEREAL - ADDED



Store Brand:

Giant Eagle	Toasted Oats, Corn Flakes, Crispy Rice
IGA	Toasted Oats, Corn Flakes, Crispy Rice
Krasdale	Toasted Oats, Corn Flakes, Crispy Rice
Pics by Price Chopper	Toasted Oats, Corn Flakes, Crispy Rice
That's Smart	Crispy Rice

CEREAL - REMOVED



Store Brand:
ShopRite

General Mills:

Chex Vanilla, Sesame
Street Berry, Sesame
Street Cinnamon

Kellogg's:

Frosted Mini Wheats
Mixed Berry, Special K
Protein Honey Almond

Quaker:

Cheddar Cheese Grits

CEREAL – NAME CHANGE



Kellogg's:

From: All-Bran Wheat Flakes

To: All-Bran Complete
Wheat Bran Flakes

WHOLE GRAIN BREAD & ROLLS- ADDED/REMOVED/NAME CHANGE

BREADS - ADDED

Lewis Bake Shop	100% Whole Wheat Bread, Healthy Life 100% Whole Wheat Bread
Nickles	Country Style 100% Whole Wheat Bread
Krasdale	100% Whole Wheat Bread
Pics by Price Shopper	100% Whole Wheat Bread
Tops	100% Whole Wheat Bread

BREADS - REMOVED

Gourmet	100% Whole Wheat Bread
Essential Everyday	100% Whole Wheat Bread
Super Bread	100% Whole Wheat Bread

BREADS - NAME CHANGE

Pepperidge Farms

From: Whole Grain Rye Seeded Bread
To: Whole Grain Jewish Rye Seeded
Bread

Arnold

From: 100% Whole Wheat Sandwich Rolls
To: 100% Whole Wheat Hamburger Rolls

WHOLE GRAIN PASTA – ADDED/REMOVED

PASTA - ADDED:

Barilla	Thin Spaghetti, Linguine, Spaghetti, Elbows, Rotini, Penne
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Bowl & Basket	Spaghetti, Penne Rigate
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Signature Select	Linguine, Thin Spaghetti
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PASTA - REMOVED:

Shop Rite

All Types

WHOLE GRAIN BROWN RICE – ADDED/REMOVED

BROWN RICE - ADDED

Ben's Original
Bowl & Basket
Food Club
Goya

BROWN RICE - REMOVED

Signature Select
Essential Everyday
Hy-Top



WHOLE GRAIN TORTILLAS – ADDED/REMOVED

TORTILLAS-ADDED

Food Club	Whole Wheat, White Corn Fajita Style, White Corn Taco Style
Mission	Restaurant Style Whole Wheat
Pics by Price Chopper	Whole Wheat Fajita, Corn Taco

TORTILLAS-REMOVED

Best Choice	All Types
Essential Everyday	Soft White Corn
Frescados	All Types
IGA	Taco Style Whole Wheat
La Banderita	Gluten Free Grande Corn
Mayan	All Types
Shop Rite	All Types
Tio Santi	All Types

WHOLE GRAIN OATS - ADDED

OATS – ADDED

Quaker Oat Bran



EGGS- ADDED

Extra Large Eggs will be allowed



LEGUMES- ADDED

Sizes can now be 15 – 16 oz
Organic is allowed



INFANT FOODS - ADDED

Organic will be allowed.
Brands will be specified on
the Food List.



FISH - ADDED

Fish in oil will be allowed



SHOPPING

WIC SHOPPER APP

- WIC Shopper App
 - Participants and store staff can scan items to see if they are WIC allowable.
 - Shows WIC stores that accept eWIC
 - Food list is also available on this app.
 - There is a method to send in products that participants and vendors think should be on the food list called “I couldn’t buy this”.
 - The Shopper App comes in 21 different languages.

WIC HAS AN APP!

The App is available for Apple and Android.
Enjoy the WICShopper App in 3 easy steps.

1

Select WICShopper in your Apple or Google Play store.



2

Select Pennsylvania as your state.



3

Enjoy the WICShopper App.



Features available to use now:

- Scan Barcode (will show ALL WIC eligible foods, may not be specific to your current benefits)
- WIC Allowable Foods
- Yummy Recipes
- Produce Calculator
- Cereal Calculator

More features to come with eWIC:

- Key Enter UPC
- WIC Stores



Community Action Partnership
(717) 528-3696
603 S. Queen St.
Lancaster, PA 17603

This institution is an equal opportunity provider and employer. PA WIC is funded by the USDA.

MINIMUM INVENTORY REQUIREMENTS

In order to meet the needs of all WIC customers, WIC stores are required to maintain minimum stock standards of allowable foods which appear on the current WIC Food List and have them available at all times. These are the minimum inventory requirements.

See the Vendor Assistant website for the list of minimum inventory requirements, found inside the Retail Store Handbook.

- These requirements must be available at or below the competitive price.
- Stores that are applying to become WIC authorized stores are required to have all of the items shown. For example, stores must have 10 – 12.5-ounce cans of the Similac Advance powder on site every day that they are open.
- WIC authorized stores may be granted an exception for stocking some of these items based on proven lack of WIC customer needs. Exempted products specified on a WIC benefit balance must be available within 48 hours.
- Minimum inventory is based upon the amount of allowable foods that one WIC customer may purchase in a single month.
- To be considered for minimum inventory the foods must be at, or below the competitive price.
- There may be other WIC foods available at the store that are over the maximum allowable price. Stores must allow participants to choose them.

WIC Foods Minimum Inventory Requirements
(Requirements must be available at or below the current competitive price)

Food Item		Minimum Brand/Type Standard	Minimum Quantity Standard
FORMULA			
Milk Based-Iron Fortified	Liquid Concentrate	Similac Advance	17 – 13 oz. cans*
	Powder	Similac Advance	10 – 12.4oz. cans*
Soy Based			
Liquid Concentrate		Similac Soy Isomil	17 – 13 oz. cans*
	Powder	Similac Soy Isomil	10 – 12.4oz. cans*
INFANT FOODS:			
	Cereal	2 varieties, Any Brand	24oz. in 8oz. containers
	100% Fruit	2 varieties, Any Brand	32 – 4oz. containers
	100% Vegetable	2 varieties, Any Brand	32 – 4oz. containers
	100% Meat	2 varieties, Any Brand	31 – 2.5oz. containers*
FRUITS & VEGETABLES			
	Fresh, Frozen or Canned	2 types of Fruits 2 types of Vegetables	Totalling at least \$16.50 worth of fruits and vegetables
COW'S MILK:			
	Fluid Whole	1 brand	8 – ½ gallons
	Fluid Skim, Fat Free, 1%	1 brand	18 – ½ gallons
NATURAL DOMESTIC CHEESE		Any brand in 8oz. (¼ lb.) or 16oz. (1 lb.) packages	Three (3) Types, 4 pounds Total
GRADE "A" or "AA" CHICKEN EGGS		Any brand, white or brown, small, medium or large	3 - 1 dozen containers
JUICES:			
Single Strength		2 allowable varieties	5 – 48oz. containers
		2 allowable varieties	2 – 64oz. containers
	Concentrated, Frozen or Shelf Stable	2 allowable varieties	5 – 11.5 to 12oz. containers
CEREAL:			
	Adult	5 allowable varieties at least one whole grain variety, in 12oz. or larger packages	60oz. Total
WHOLE GRAINS		2 allowable varieties	2 – 16oz. packages
PEANUT BUTTER		Any brand labeled "peanut butter"	2 – 16 to 18oz. containers
LEGUMES			
DRIED PEAS AND BEANS OR CANNED BEANS		2 varieties	1 lb. each, 2 lb. Total
		2 varieties	4 – 15.5oz. to 16 oz. Cans
CANNED FISH		Any brand chunk light tuna, pink salmon, or sardines, not packed in oil, in 3.75, 5 or 6oz. cans	At least 45 ounces*

Stores applying to become WIC Authorized are required to have all of the above listed inventory.

(*) WIC Authorized stores may be granted an exception to stocking these items based on proven lack of WIC customer need. Excepted products specified on a WIC check must be available within 48 hours.

Other standard formulas, kosher formulas and alternative products specified on the WIC check are not minimum inventory requirements. The store must be able to provide these within 72 hours after being presented with a WIC check for that item. These items are as follows:

The minimum inventory requirements can be found in the Retail Store Handbook on page 7.

EXCEPTIONS

- WIC vendors may be granted an exception to stocking the minimum inventory items based on proven lack of WIC customer need.
- Categories for exceptions include baby formula, tuna and infant meats.
- If a customer presents WIC benefits for an item that you have been granted an exception for, you must be able to provide that item to them within 48 hours.
- New stores must wait 3 months before they can be granted any exceptions.

eWIC

eWIC

Pennsylvania Women, Infants and Children (WIC) Nutrition Program



We accept
eWIC!

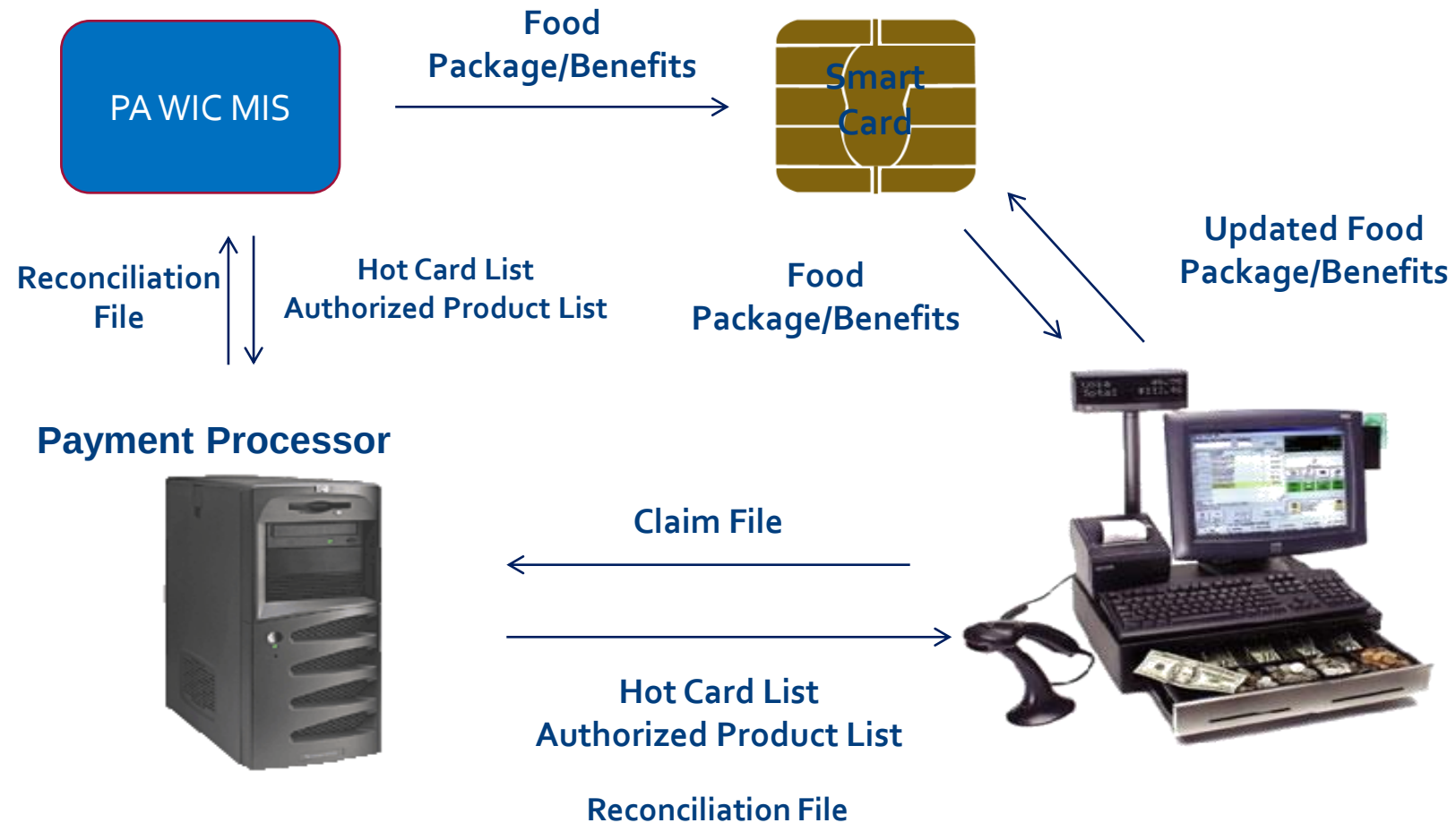
This is a WIC authorized store.

1-800-WIC-WINS



PA WIC is funded by the USDA. This institution is an equal opportunity provider.

eWIC INFORMATION FLOW



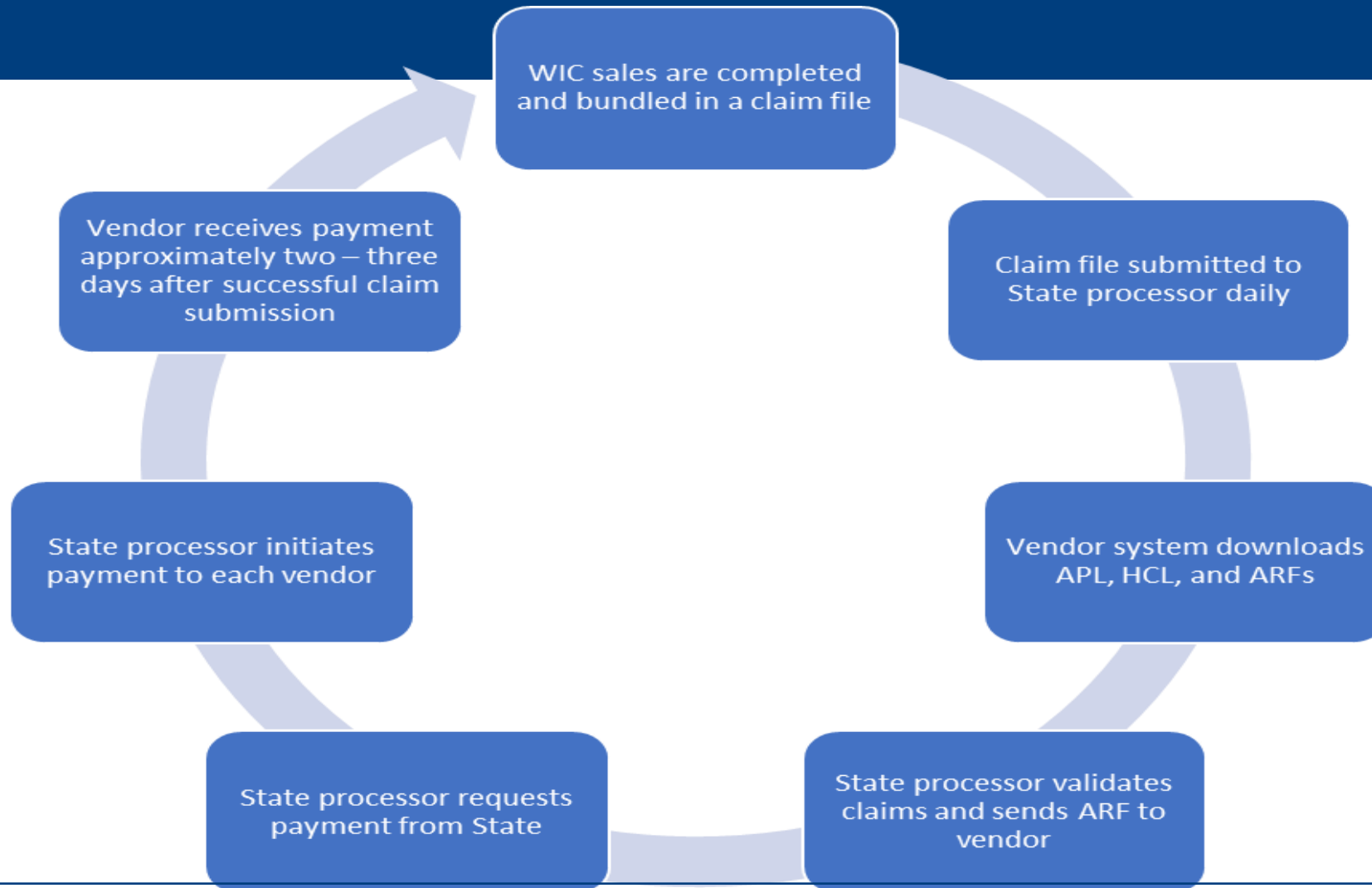
eWIC INFORMATION FLOW

- There are a lot of moving parts and information that flows from one system to another with eWIC
- Participants are certified and a food package is created and assigned to the participant.
- Rather than printing the checks, a card is loaded with those benefits.
- The MIS also creates two files that the stores must use:
- The Hot Card List – or HCL – tells the EBT vendor which cards have been reported lost or stolen or are no longer valid.
- The Authorized Product List – or APL – tells the EBT vendor which products are authorized as WIC eligible products. This file is at the individual UPC level for each product.
- The MIS sends the files to the EBT processor.
- The store is responsible for downloading the HCL and the APL at least every 48 hours (can be done more often).

eWIC INFORMATION FLOW

- The customer goes to the store, does their shopping, and then goes to the checkout. The card is inserted into the card reader and the cashier scans the items.
- The card and items are reviewed by the card reader and approved or declined. Those decisions are made by the information in the HCL, the APL and what has been loaded on the card. Once the transaction is complete, the card reader updates the benefits on the card. Cashiers cannot enter the PAN# into the POS if it doesn't work and participants cannot use self-checkouts.
- At the end of the day, the store sends a claim file to the EBT processor.
- The EBT processor reconciles the claim against the lists and also allows only the maximum allowable price and then sends a reconciliation file to the store.
- The EBT processor sends another reconciliation file to the WIC MIS to update the benefit balance and show redeemed benefits.

CLAIMS PROCESSING



CLAIMS PROCESSING

- So a day has gone by and you've had your WIC customers come in with their cards...how do you get that information back to the state? There are no checks to call in or deposit with the eWIC card.
- Every day, your system should pull all your sales together in a claim file. There is a requirement to submit them within four days, but we are recommending every 24 hours. If you wait to submit a claim file more than four days, you will not be paid for those transactions.
- The system will send the claim file to the EBT processor.
- Your system will also download the APL, the HCL and the Auto-Reconciliation File (ARF). The APL and HCL must be downloaded every 48 hours, but we are recommending every 24 hours.
- The EBT processor validates the claim file and sends an ARF back to you. The ARF contains information about what is being claimed vs. what is being paid. One of the major differences for you in this process is that if there are price adjustments, they will be done before the claim is paid, not AFTER like when you processed checks. This is where the APL and HCL become really important. If you accept a card that has been reported lost or stolen and you haven't downloaded the HCL in at least 48 hours, you will not be paid for that transaction. If you accepted a product that was no longer on the APL and you haven't downloaded the APL in at least 48 hours, you will not be paid for that product. The ARF tells you what is paid vs. what was requested to be paid in the claim file.
- The next step is that the EBT processor requests payment from PA WIC; once PA WIC pays the processor, the processor will send the funds electronically to you. If you submit claims daily, you should receive payment within 2-3 days after successful submission.

CLAIM FILE SUBMISSION DEADLINE

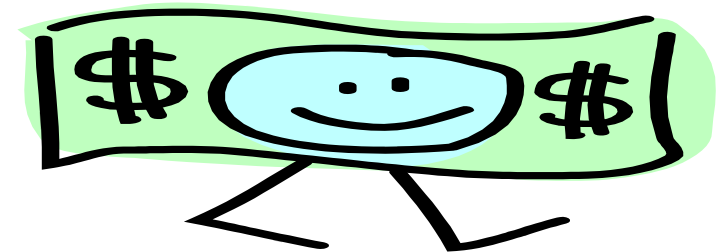
- Any claim file containing transactions and/or claim file dates that are older than 30 days from the date of request are required to obtain approval from PA-WIC.
- Once PA-WIC approves, the vendor's Point-of-Sale provider will have to work with Solutran (EBT Processor) to resubmit the claim file for payment.
- ****New Policy**** Any claim file containing transactions and/or claim file dates that are older than 60 days from the date of request will no longer be able to be resubmitted.

IN THE EVENT A PARTICIPANT REMOVES THEIR EWIC CARD TOO SOON DURING A TRANSACTION

- When this happens, the benefits are removed from the participant's eWIC card, but the transaction is not included in the claim file for the store
- Make copies of all receipts from the transaction and write down the full 16-digit PAN number from the participant's card, along with their name
- Allow the participant to leave with the food – if you do not, the items are still removed from the participant's eWIC card
- Send an email to Heather LaTour (hlatour@pa.gov) and Penelope Heichel (pheichel@pa.gov) with:
 - Your store name,
 - PENN ID number (4 digit),
 - Amount requested,
 - A statement that the person was allowed to leave the store with the items
 - Receipts, AND
 - A name and good contact number
- An adjustment will be made for the store in the amount requested or the total of the item prices as long as they do not go over the “Not to Exceed” amount
- The adjustment will attach itself to the next claim file submitted by the store (after approval)

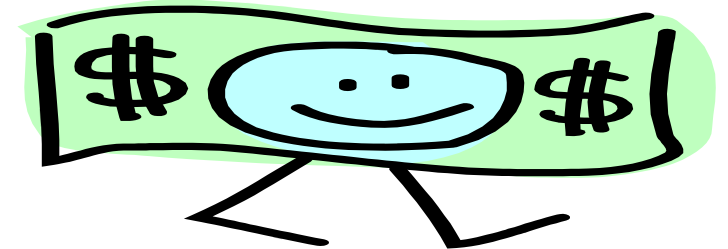
MAXIMUM ALLOWABLE AND COMPETITIVE PRICES

- The Maximum Allowable Price is the most the WIC Program will pay a store for food purchased using an eWIC card
- The Competitive Price is the price WIC foods must be priced at or below, to be counted as minimum inventory



HOW MAXIMUM ALLOWABLE AND COMPETITIVE PRICES ARE DETERMINED

- Maximum Allowable Prices are generated weekly based on the previous 60 day's average Claim Price per Peer Group and UPC, plus a system generated cost containment margin, with a maximum 10% increase per week.
- Competitive Prices are generated quarterly based on 60 day's average Claim Price per Peer Group and food category, plus 20%.



POINTS TO REMEMBER

- Self checkout lines can not be used by WIC participants.
- If your store uses shelf tags, they must be approved by the state agency.
- Cashiers cannot enter the PAN (number off the eWIC card) into the POS system if the transaction won't work.

MAPPING FRESH PRODUCE

- Make sure you are mapping your produce correctly. All produce should be mapped to the appropriate universal PLU.
- You should not submit fresh produce UPC's to the APL.
- Examples:
 - Banana's need to be mapped to 4011. A bag of red delicious apples should be mapped to PLU 4015 or at least to red apples.
 - A bag of plain lettuce would be mapped to the appropriate kind of lettuce, i.e. a bag of romaine would be mapped to 3097.

eWIC TRANSACTION

Victor's
PA Grocery and Pharmacy
233 Easterly Parkway, State College

WIC Beginning Balance

02/01/2018 12:40
*****6123

7.00	Half G	1% / Skim(FF) Mlk
	allon	
1.00	Quart	1% or Skm Milk - Qt
1.00	Dozen	Eggs
8.00	CVB	Fruit and Veg
2.00	Can	Juice Child
1.00	Jar	Pean Butter 16-18oz
5.00	Can	Sim Advance Pwd
36.00	Ounce	WIC Cereal
2.00	Pound	WIC Whole Grains
32.00	Ounce	Yogurt - Low/Non Fat

These benefits expire at MIDNIGHT
on 02/28/2018

Cashier #: 5
Tran #: 57
Trace #: 57
Lane id: 7
CAID: 5001000000000000

!!!!THANK YOU!!!!

Victor's
PA Grocery and Pharmacy
233 Easterly Parkway, State College

WIC Utilization Receipt

02/01/2018 12:40
*****6123

1.00	Dozen	Eggs
1.00		HANN GRDA LGB EGG
1.00	Jar	Pean Butter 16-18oz
1.00		RICHFOOD PEANUT BUTT
1.00	Pound	WIC Whole Grains
1.00		PEPPERIDGE FARM WHOL
32.00	Ounce	Yogurt - Low/Non Fa
		t
32.00		SHURFINE LOWFAT YOGU
1.00	Can	Juice Child
1.00		IGA ORANGE JUICE

These benefits expire at MIDNIGHT
on 02/28/2018

Cashier #: 5
Tran #: 57
Trace #: 757
Lane id: 7
CAID: 5001000000000000

!!!!THANK YOU!!!!

Victor's
PA Grocery and Pharmacy
233 Easterly Parkway, State College

WIC Ending Balance

02/01/2018 12:42
*****6123

7.00	Half G	1% / Skim(FF) Mlk
	allon	
1.00	Quart	1% or Skim Milk - Qt
0.00	Dozen	Eggs
8.00	CVB	Fruit and Veg
1.00	Can	Juice Child
0.00	Jar	Pean Butter 16-18oz
5.00	Can	Sim Advance Pwd
36.00	Ounce	WIC Cereal
1.00	Pound	WIC Whole Grains
0.00	Ounce	Yogurt - Low/Non Fat

These benefits expire at MIDNIGHT
on 02/28/2018

Cashier #: 5
Tran #: 57
Trace #: 757
Lane id: 7
CAID: 5001000000000000

!!!!THANK YOU!!!!

WHAT IF FOODS WON'T SCAN?

- The product may not be approved. Check the PA WIC Food List & Shopping Guide to determine if the item is approved by WIC.



WIC Approved Foods

Effective October 1, 2021 to September 30, 2022

pawic.com | health.pa.gov | 1-800-WIC-WINS (1-800-942-9467)

PA WIC is funded by the USDA. This institution is an equal opportunity provider.

FRUITS & VEGETABLES

FRESH

Any whole or cut with no added sugars, fats or oils

FROZEN

Any brand with no added sugars, fats or oils. Steam in bag allowed.

CANNED

Any brand canned, jarred, or multi-pack with no added sugars, fats, oils or sodium (salt). Whole kernel corn and green peas that contain sugar are allowed.

ORGANIC

Organic fruits and vegetables may be purchased but tend to be more expensive.

CANNOT BUY:

- Ingredients other than fruits or vegetables (cheese, sugar, honey, heavy or light syrup, high fructose corn syrup, dextrose, sucrose, maple syrup, non-nutritive sweeteners, fats, oils or sodium (salt))
- Party trays, fruit baskets or salad bar items
- Items that contain dips or sauces
- Dried fruits, dried vegetables or trail mix
- Fruit leathers, fruit snacks or fruit roll-ups
- Herbs, nuts or peanuts
- Fries or tater tots
- Cranberry sauce or pie filling
- Baked goods containing fruit or vegetables
- Maraschino cherries or products that contain maraschino cherries
- Squeezable pouches
- Infant or toddler fruits or vegetables
- Jarred salsa or pasta sauce
- Soup
- Sauerkraut, pickled vegetables and olives
- Anything with meat, fat, oil, rice or pasta
- With non-nutritive sweetener
- With added sugar or in syrup
- Relishes or ketchup

PEANUT BUTTER

16 – 18 oz. Containers

WHAT IF FOODS WON'T SCAN?

- The Participant may not have the benefits left for the purchase. Check participant's WIC Beginning Balance to see if the card has the benefits remaining for the purchase.
- If you have checked the above and it appears that the item should scan as WIC Approved, then reach out to a manager who can submit the item to the State Agency to evaluate if it should be added to the approved list.
- Please know that it will take a few days to appear if the item is approved.

WHAT IF FOODS WON'T SCAN CONTINUED?

- If your store has a POS system that allows mixed basket purchases, then the customer can purchase that item with their non-WIC items if they insist that they need that item.
- Mixed basket purchases are when a customer places all their items on the belt and the cashier scans all the items in one transaction. The POS system will remove what is WIC approved and on the eWIC card. Then the customer can pay for all of the non-WIC or not WIC approved items with another form of payment, such as cash, credit or SNAP benefits.

SUBMITTING NEW PRODUCTS

- You can also send requests through the WIC Shopper App in the “I couldn’t buy this” icon.
- You can also submit it through Vendor Assistant OR
- You can submit an email with the description of the product to:
pawicapl@pa.gov

INFORMATION NEEDED FOR THE FOLLOWING ITEMS

- If you have any of the below items in your stores, send pictures of the necessary information (UPC, item name, product size and nutritional info) through any of the methods on the previous slide:
 - UHT Milk
 - Organic Beans
 - Fish in Oil
 - Organic Infant Cereal
 - Organic Infant Meats
 - Organic Infant Fruits & Vegetables
 - X-large eggs

CARD ERROR

If there is a problem with the eWIC card, you will get a message stating “card error.”

This could be due to:

- Card being on HCL
- Card damaged
- Incorrect PIN

If card won't read, the store cannot just type in card number (PAN), participant will need to return to the WIC office.

Participants can enter the wrong pin 7 times after this the card will become locked and they will need to return to WIC office to have the pin reset.

LOST CARDS

Any cards that get left at the store need to be held for 24 hours. If the customer does not return to pick up the card within 24 hours, drop the card into any mailbox for return to the state. You do not need a stamp or an envelope!

If the customer returns to claim the lost card, insert the card into the terminal and have the customer enter their PIN. If the system accepts the PIN and generates a beginning balance receipt, you may return the card to the customer.

POS CERTIFICATION

Level 3

LEVEL 3 CERTIFICATION (L3)

- A Test Buy Certification which refers to testing being done by the retailer in coordination with the WIC State Agency and involves a live purchase at the WIC vendor location to demonstrate the system is properly configured. The POS System being used is tested by executing a subset of the certification test scripts and providing receipts showing the results.
- Allows PA WIC to come into your store and verify that you are ready to conduct eWIC transactions.
- The representative will complete an eWIC purchase, PIN lock scenario, and balance inquiry.

LEVEL 3 CERTIFICATIONS

- L3 certifications are required when:
 - A new store applies to become a PA vendor
 - Change of Ownership
 - Lapse in Authorization
 - If a store purchases a new POS (Point of Sale) system
 - The vendor made changes/upgrades to their original POS

L3 CERTIFICATION REQUIREMENTS FOR THE STATE AGENCY (SA)

Requirements for the SA before they go on-site to perform the certification are:

1. Store must have their PA WIC vendor ID
2. FTP credentials have been set up between the store/contact and the State's EBT processor (Solutran)
3. Banking information needs to be in WIC's system
4. Must have an agreement with their POS provider
5. Must have all their fresh produce mapped

L3 CERTIFICATION REQUIREMENTS FOR THE VENDOR

Requirements for the store to be ready before SA staff comes on-site to perform the certification are:

- Have their equipment installed!!
- Staff trained by either the stand beside company, corporate office or reseller.
- Items mapped and/or inventory entered into their system by the appropriate store staff member.
- Also need to have a maintenance contract or agreement for technical support for their POS.

L3 CERTIFICATION REQUIREMENTS FOR THE VENDOR

- Store personnel need to have the phone number available for the technical support person for their POS in the event of an issue.
- A manager or staff person who has been trained on the POS equipment and with the eWIC process needs to be present for the certification.
- In a perfect world, the L3 certification should take no more than 30 minutes. However, this depends on the level of training and understanding by the store staff.

CUSTOMER SERVICE

WIC CUSTOMER RESPONSIBILITIES WITH eWIC

- Use WIC benefits only at WIC Authorized stores
- Use eWIC benefits within the correct timeframe
- Purchase only approved foods with WIC benefits
- Treat grocery store staff with courtesy
- Please report any problems to your local Retail Store Coordinator
- WIC customers are also encouraged to report problems



COMPLAINTS

- Call your Retail Store Coordinator (RSC) if you have a complaint about a WIC customer.
- Complaints should include the transaction date and time, receipt or last 4 digits of the PAN # and any other information you have obtained.
- WIC staff will contact the customer.
- WIC customers contact the WIC Office if they have a complaint about a store.
- Your RSC will contact your store about any problems.

STORE PERKS

When using WIC benefits participants are entitled to take advantage of:

- Coupons, including double coupon savings
- Discount cards
- Fuel perk cards
- Buy one, get one frees – the free item does not need to be a WIC allowable item, and should not be counted towards their allotted WIC purchases.
- Any store promotions offered to non-WIC customers.

VENDOR RESPONSIBILITIES WITH eWIC

eWIC VENDOR RESPONSIBILITIES

Download the APL
and HCL every 48
hours

Submit claims daily;
no more than 48 hours
after transaction

Scan each food
item/container
carefully

Have a WIC Retail
Store Handbook &
State Regulations

Display the red eWIC
Window decal.

Provide orientation
and training to staff.

VENDOR RESPONSIBILITIES WITH eWIC

PROVIDE & REVIEW SECTION 1105.3 TERMS AND CONDITIONS OF PARTICIPATION

Provide only allowable foods to WIC customers.

Formula must be purchased from a state approved source. The list is available on the Vendor Assistant Website

Do not discriminate.

Have a copy of the WIC food list available at each cash register that accepts eWIC.

Send at least one representative to annual training.

eWIC VENDOR RESPONSIBILITIES CONTINUED

Do not accept out of state eWIC cards or Farmer's Market checks.

WIC customers must be permitted to participate in promotions.

Do not offer incentives to WIC customers to use WIC benefits at your store. It's not allowed!

No Self-Checkout allowed for WIC customers.

eWIC VENDOR RESPONSIBILITIES CONTINUED

Make sure that store personnel know how to transact a benefit reversal!

Packs of Pediasure cannot be broken down. UPC is set at 6, not 1.

If the card does not work, the WIC customer should return to the WIC clinic.

VENDOR RESPONSIBILITIES

Please make sure that your Retail Store Coordinator has your store's updated contact information

Please be sure to train all appropriate staff.

Once you have completed training with your staff, send the roster to your RSC within 5 days.

SHOPLIFTING

- If shoplifting is a concern, please reach out to your retail store coordinator to submit a complaint.
- You can ban a participant if that is the decision you make.



SANCTIONS

SANCTIONS : PARTICIPANTS

- Participants who abuse the program shall be subject to sanctions based on the severity of the violation
- Sanctions
 - Education and Counseling
 - Disqualification from the program for 1 year
 - Reimburse WIC for purchases in violation

SANCTIONS: RETAIL STORES

- WIC may disqualify a WIC authorized store or impose a civil money penalty in lieu of disqualification for reasons of WIC program abuse
- Stores disqualified from WIC due to non-compliance may also be disqualified by Food Stamps (SNAP)
- Disqualifications range from up to a year, 3 years, 6 years and permanent.

CHANGE OF OWNERSHIP

- A store's status as a WIC authorized store is void when a change of ownership of the store occurs.
- In order to allow uninterrupted service to participants prior to a change of ownership of a WIC authorized store, the prospective new owner of the store may apply for authorization.
- A store's application for authorization will not be accepted if it has been determined that the store submitting the application, either under prior ownership or in a previous location, was disqualified and the purpose of the relocation or sale of the store was to avoid a disqualification.

CHANGE OF OWNERSHIP

- Your Retail Store Coordinator (RSC) has 90 days from the date of the application to conduct the initial review
- Your Retail Store Coordinator mails the Initial Review Announcement Letter, which specifies the week that the review will be conducted. The letter is mailed one week prior to the review taking place.
- Must adhere to the minimum inventory requirements (see page 7 of the Retail Store Handbook).
- Your RSC will conduct the L3 Certification and Initial training. Your RSC can provide the WIC decal, WIC posters, etc., at the time of training.

TYPES OF COMPLIANCE MONITORING

TYPES OF COMPLIANCE MONITORING



Routine Monitoring
Reviews



Remote Inventory
Audits

ROUTINE MONITORING REVIEWS/5% MONITORING REVIEW

- Annually, monitoring reviews must be conducted on at least 5% of the number of stores that are WIC authorized
- Reviews are unannounced random reviews
- **Other reasons WIC would do a monitoring review**
 - The State agency high risk identification system
 - WIC customers report
 - Food substitutions
 - Insufficient amounts of WIC foods available



REAUTHORIZATION REVIEWS

- Reauthorization occurs every three years for WIC authorized stores.
- It is done to verify to the State WIC Program that your store is in compliance with WIC regulations.
- Allows stores to verify that they want to continue participation in the WIC Program.
- All regulations must be met at the time of the reauthorization.
- An application will have to be completed prior to your store's scheduled reauthorization review date. If your store does not complete the application, it will not be able to have the review conducted.
- You cannot go to another store while a review is in progress to get an item that your store does not have in stock.
- Prices are not negotiable at the time of the review.

BE PREPARED!!!

REMOTE INVENTORY AUDITS

- In order to remain compliant with the USDA's mandate to investigate and close five percent of investigations, Inventory Audits have begun to be requested by state agency staff.
- An Inventory Audit is a comparison of the store's inventory levels over a specific period of time, to the purchases during the same period of time, to determine if the store had a quantity of the allowable food available for sale during that time sufficient to support its claim for reimbursement for the sale of the allowable food.
- Sanctions will be administered for non-compliance which include disqualification or having a civil money penalty imposed.



AVAILABLE RESOURCES

- www.pawic.com
- PA WIC Hotline 1.800.WIC.WINS.
- WIC Vendor Help Desk 1.866.407.4370 or
- <http://pa.wicvendor.com>
- e-mail WICVendorHelp@state.pa.us
- <https://wic.health.state.pa.us/vendorassistant>

Pennsylvania Department of Health
Bureau of WIC
625 Forster St.
7 West Health & Welfare Bldg.
Harrisburg, PA 17120
Phone 717.783.1289
Fax 717.705.0462

QUESTIONS



RSC CONTACT INFORMATION

THANK YOU

