

FREQUENTLY ASKED QUESTIONS About Idaho WIC Foods and Idaho WIC Procedures

BREADS/TORTILLAS:

1.	Can any brand of 100% whole wheat bread be purchased? Yes. Any brand of 100% whole wheat bread in 16oz size may be purchased. It must say 100% whole wheat on the label.
2.	Can corn or whole wheat tortillas be purchased? Yes, these are listed as other whole grains on the WIC check, see the food list for specific brands and sizes.
3.	Can any brand of brown rice be purchased? Yes, see the Idaho WIC Authorized Food List for the correct sizes. The section "DO NOT BUY - Added seasonings, ingredients, flavors, boxed, organic."
4.	Can any brand of whole wheat pasta be purchased? Yes, any brand of 100% whole wheat pasta in 12-16 oz packages may be purchased. The ingredients label must list only whole wheat flour and/or whole durum wheat flour.

CEREAL:

1.	If a WIC customer's boxes of cereal add up to slightly more than 36 ounces (i.e., 36.7 ounces or 38 ounces) is it okay to allow the extra ounces? No. The WIC check states 36 ounces or less (read the WIC check carefully and see the food list as other size restrictions may apply).
2.	Can WIC customers get cereals other than those pictured on the Idaho Authorized Food List? No. Cereals are brand and type specific. Sell only the cereals pictured in the food list.
3.	If the WIC customer has a "buy one, get one free" coupon for cereal or other WIC approved food item, does the free item have to be WIC approved? No. WIC allows participants to take advantage of "buy one, get one free" specials. However, the key is that the food item WIC pays for must be WIC approved and must be listed on the WIC check. Example: If store policy or their POS system is to charge the WIC customer for the more expensive items (Not WIC approved) and allow the less expensive item (WIC approved) to be the free item and the system cannot be overridden, then the transaction must be stopped. If the system can be overridden, then the WIC customer can take advantage of the "buy one, get one free" promotion as long as the WIC approved item is charged on the WIC check or cash value voucher.
4.	If a cereal company changes the box/bag size and UPC code of a currently Idaho authorized cereal can the store still sell it to a WIC customer? Yes, as long as the new box/bag size meets our current requirements. Cold cereal cannot be smaller than 12 oz and hot cereal cannot be smaller than 11.8 oz.

CHEESE:

1.	Can WIC customers purchase Tillamook cheese? Yes. WIC customers can purchase "Any brand of 16 oz (1 lb) domestic, natural, regular or low fat, unsliced, vacuum-packed cheese."
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<p>2. Can WIC customers purchase two (2) – 8 oz packages of cheese when the WIC check states “1 pound cheese”?</p> <p>No. Only one 16 oz (1 lb) block of cheese can be purchased.</p>
<p>3. The food list says WIC customers can get a “blend of single cheeses”, what is an example?</p> <p>A common example is Colby/Monterey Jack or Cheddar/Jack</p> <p>NOTE: String cheese must be plain mozzarella, cannot be “blended” - for example, cheddar and mozzarella “twists” are not allowed.</p>
<p>4. Can regular or low/reduced fat mozzarella string cheese be purchased by a WIC customer?</p> <p>Yes. Any brand of plain, mozzarella string cheese in a 16 oz package can be purchased by a WIC customer.</p>
<p>5. Can the 12 oz packages of mozzarella string cheese be sold to a WIC customer?</p> <p>No. Only 16 oz packages are approved.</p>
<p>6. Can a WIC customer get a mozzarella ball type package?</p> <p>Yes. As long as it’s plain mozzarella in a 16 oz package size.</p>

EGGS:

<p>1. Can a WIC customer purchase extra-large or jumbo eggs?</p> <p>No. See the current food list for details.</p>
<p>2. Our store only sells medium or large white chicken eggs. Do we have to stock small white chicken eggs?</p> <p>No, if the store meets stocking requirements with medium or large size white chicken eggs then the store does not need to stock the small eggs.</p>
<p>3. Why aren’t specialty eggs like Eggland’s Best eggs approved?</p> <p>To keep costs down, Eggland’s Best and other “specialty” eggs such as, free-range, cage-free, vegetarian fed, omega-3 added, low cholesterol, or pasteurized are not WIC approved.</p>

FRUITS & VEGETABLES:

<p>1. Can a WIC customer pay the difference when the purchase of allowable fresh fruits and fresh vegetables exceeds the value of the cash value voucher?</p> <p>Yes. If the total purchase price is over the maximum allowable amount printed on the cash value voucher the WIC customer have two options:</p> <ul style="list-style-type: none"> a. The WIC customer can choose to pay the difference plus sales tax on the difference; or b. The WIC customer (NOT the cashier) can choose to remove some produce from the scale to meet the maximum allowable dollar amount (or less). <p>WIC customers are allowed to purchase less than the maximum dollar amount printed on the cash value voucher. DO NOT GIVE CASH BACK. See the WIC Vendor Guide for redemption procedures.</p>
<p>2. Can a WIC customer get the large plastic container of cut up watermelon?</p> <p>Yes. Containers of fresh cut produce are allowed.</p>
<p>3. Are platters containing a variety of fruits and/or vegetables, but no dips considered a party tray?</p> <p>The Idaho WIC Program considers a party tray as a platter of fresh fruits and/or vegetables (with or without dips) as something that is marketed as a prepared party tray, meant to be purchased and served to a group of people at a gathering or a party. Party trays are not allowed to be purchased with the Idaho cash value voucher.</p>

<p>4. Can herbs or spices be purchased with the cash value voucher?</p> <p>No. Herbs and spices are primarily used as flavoring ingredients. Unauthorized herbs/spices include, but are not limited to: Anise, Basil, Bay leaves, Caraway, Chervil, Chives, Cilantro, Dill, Fenugreek, Horseradish, Lemon grass, Marjoram, Mint, Oregano, Parsley, Rosemary, Sage, Savory, Tarragon, Thyme, Vanilla bean.</p>
<p>5. Is fresh garlic considered an herb or spice?</p> <p>No. Garlic is considered a bulb vegetable and can be purchased with the cash value voucher.</p>
<p>6. Can organic fresh fruits and/or fresh vegetables be purchased with the cash value voucher?</p> <p>Yes, organic fresh fruits and vegetables can be purchased.</p>
<p>7. Can Aloe Vera, banana leaves, or corn husks be purchased with the cash value voucher?</p> <p>None of these are allowable purchases.</p>
<p>8. Can pumpkins be purchased with WIC CVVs?</p> <p>Yes – small pumpkins used for cooking or baking can be purchased. Large pumpkins, used for carving, or painted pumpkins used for decoration can not.</p>
<p>9. Can “flats” or plastic containers of berries be sold to a WIC customer?</p> <p>Yes. Containers such as but not limited to, “Flats”, green plastic containers, clamshells, “boxes of mushrooms”, plastic/paper bags of fruits or vegetables can be purchased by WIC customers.</p>

INFANT CEREAL:

<p>1. Can a WIC customer purchase Gerber DHA/ARA infant cereal in the 8 ounce can?</p> <p>No. The DO NOT BUY section in the food list states no – Added ingredients, organic, cans, jars, or DHA/ARA”.</p>
<p>2. The WIC check states “16 oz of infant cereal”. Can a WIC customer purchase two (2) 8 oz containers to add up to 16 ounces?</p> <p>Yes.</p>

INFANT FRUITS, VEGETABLES AND INFANT MEATS:

<p>1. Can a WIC customer purchase baby food that is a fruit and vegetable combination? For example: Carrot Apple Mango.</p> <p>Yes, as long as the only ingredients are fruits and vegetables.</p>
<p>2. Can a WIC customer purchase meat “sticks”?</p> <p>No. The do not buy section of the food list states no– dinners, added fruit, vegetables, noodles, DHA/ARA, organic, or sticks.</p>
<p>3. Can a WIC customer purchase baby food in 4oz pouches?</p> <p>No. The do not buy section of the food list states no– added ingredients, organic, DHA/ARA, desserts, or pouches.</p>
<p>4. Can a WIC customer purchase the 3.5 or 4oz plastic 2-packs of baby food?</p> <p>Yes. But remember, a 2-pack counts as 2 containers. It’s easy to consider it one item since it scans as a single item, but for WIC purposes, it is counted as 2 containers. For example: If the check says 16 containers, the customer could purchase 16 jars or 8 2-packs or a combination of jars and 2-packs. The store will only be paid for the value of the number of containers printed on the check.</p>

INFANT FORMULA:

<p>1. If the WIC check states “31 cans Similac Advance 13oz Concentrate”, can the WIC customer buy 31 cans of Similac Advance 12.4 oz Powder?</p>
<p>No. Read the full check description carefully. If you sell 31 cans of powder instead of 31 cans of concentrate the WIC check will be rejected by the bank for “over-max” because the price for a can of powder formula is much higher than the price of a can of concentrate. The store is only paid for the value of what is printed on the check.</p>
<p>2. If the store is out of the 12.4 oz cans of powdered formula, can WIC customers buy the 25.8 oz tub?</p>
<p>No. Only sell the exact can size, brand, and type of formula printed on the WIC check. Substitutions of WIC food items or infant formula are prohibited and considered a Federal Violation (Unauthorized Food Items) which could result in termination of vendor authorization from both the WIC Program and the Supplement Nutrition Assistance Program (formerly the Food Stamp Program).</p>
<p>3. If the WIC customer has a WIC check for 4 cans of infant formula and the store only has 3 cans in stock, can the store provide a different formula to equal the 4 cans printed on the WIC check?</p>
<p>No. Only sell the exact brand and can size listed on the WIC check. The customer can either come back when the store has more in stock, shop at another store, or purchase the available 3 cans and forfeit the fourth can.</p>
<p>4. Can we mark or write “WIC” on the cans of formula with a permanent marker?</p>
<p>No. Requirements for the WIC program state stores cannot mark or stamp “WIC” infant formula cans or other foods items. Receipts can be printed to indicate the transaction was paid with WIC checks.</p>

JUICE:

<p>1. The WIC check states “2 plastic juice 64 oz containers”. Can a WIC customer purchase 2 containers of 11.5 oz frozen juice instead?</p>
<p>No. WIC customers can only purchase the exact size and type of juice printed on the WIC check.</p>
<p>2. Can a WIC customer buy refrigerated juice in a 64oz plastic bottle?</p>
<p>No. The do not buy section of the food list states no – cider, organic, or refrigerated.</p>

MILK:

<p>1. Can WIC customers buy any size of milk as long as it adds up to the amount printed on the WIC check – like two half gallons instead of one gallon?</p>
<p>No. Only sell the size and type of milk printed on the check.</p>
<p>2. Can Meyenburg 12 oz canned evaporated goat’s milk be substituted for Meyenburg quarts goat’s milk (or vice versa)?</p>
<p>No. Only sell the size and type of goat’s milk printed on the check. Substitutions are not allowed.</p>
<p>3. Can 8th Continent soymilk plain or vanilla be substituted for Pacific Ultra soy plain or vanilla quarts or Silk half gallon (or vice versa)?</p>
<p>No. Only sell the size and type of soymilk printed on the check. Substitutions are not allowed.</p>
<p>4. If the WIC check is printed with “milk lowfat, 1%, fat free/skim” can whole milk or 2% be purchased instead?</p>
<p>No. The cashier and the WIC customer will need to read the WIC checks carefully. Whole and 2% milk can only be purchased if printed on the WIC check.</p>
<p>5. If the WIC check is printed “milk lowfat, 1%, fat free/skim” can lactose free milk be purchased?</p>
<p>No. The cashier and the WIC customer will need to read the WIC checks carefully. Lactose free milk can only be purchased if printed on the WIC check.</p>

6.	Can ultra-pasteurized milk be purchased? Yes. Ultra pasteurized milk is allowed.
7.	Are stores required to stock quarts? What do we give WIC customers if we don't have quarts of milk? Currently there are no requirements for stores to stock "quarts" of milk. If the store does not have quarts of milk available, then the WIC customer can either forfeit the quart of milk or shop at another Idaho WIC authorized vendor.

YOGURT:

1.	On a WIC check printed for "32 oz lowfat yogurt". Can a WIC customer purchase single-serving containers instead? No. Only sell the size and type printed on the check. See the food list for approved brands and flavors.
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PEANUT BUTTER:

1.	Can a WIC customer purchase peanut butter with Omega 3 from flaxseed? No. The Do Not Buy section of the food list states – no added ingredients, spreads, honey roasted nut, bulk, organic, reduced fat, Omega-3.
2.	Can a WIC customer purchase a 16.3 oz jar of peanut butter? Yes. As long as it meets our current Idaho Authorized Food List requirements and does NOT have added ingredients. See the current food list for further details. The "Buy" section of the food list states - Any brand of 16 oz to 18 oz smooth to super crunchy.
3.	Does a WIC customer have to buy store brand peanut butter only? No. National brands and store brands are both approved.
4.	Can old fashioned or natural peanut butter like Adams peanut butter be purchased by WIC customers? Yes. As long as it meets all of the requirements on the current food list.
5.	Can WIC customers purchase "honey roasted" or low fat peanut butter? No. The Do Not Buy section of the food list states – no added ingredients, spreads, honey roasted nut, bulk, organic, reduced fat, or Omega-3.

TUNA/SALMON:

1.	Can albacore, white, fancy white, fresh, or tuna pouches be purchased by the WIC customer? No. The Do Not Buy section of the food list states – no fresh, smoked, albacore, white, fancy white, snack packs, gourmet, organic, flavored, or pouches.
2.	Can other sizes of tuna or salmon be sold? No. Only 5 oz cans of tuna or 5 oz cans of salmon can be sold.
3.	Can tuna packed in oil be purchased? Yes. As long as the other requirements for size and type are correct.

THE WIC ID FOLDER:

<p>1. Does the cashier always have to ask for the WIC ID Folder even if they know the person?</p>	<p>Yes. Always ask for the WIC ID Folder in order to match the signatures. If a cashier is observed not requesting the folder during a store monitoring visit, the store may be cited for not following program rules.</p>
<p>2. Can the WIC ID Folder have more than one signature on it?</p>	<p>Yes, the ID Folder can have one (1) or two (2) signature lines, one “Responsible Adult Signature” line and one “Authorized Signer” line. There should only be one signature per line.</p>
<p>3. Is an "X" an acceptable signature for WIC checks or cash value vouchers?</p>	<p>Yes. As long as the signature on the ID Folder is an "X".</p>
<p>4. Is it OK for the cashier to accept a WIC check or cash value voucher where the name at the top of the WIC check or cash value voucher does not match the <i>Responsible Adult Signature</i> name?</p>	<p>YES. The name at the top of the WIC checks or cash value vouchers is the name of the WIC participant. The WIC participant may be an infant or a child, in which case the Responsible Adult or Authorized Signer would sign the check. Cashiers only need to match the signature on the check to one of the signatures on the ID Folder.</p>
<p>5. If the signatures do not match on the WIC check or cash value voucher and the WIC ID Folder, can the cashier ask for additional identification?</p>	<p>No. The WIC ID Folder is the only identification necessary to shop with the WIC checks or CVVs. If the person signing the check is not one of the signers on the ID Folder, you cannot take the checks. Instruct the person to get a new ID folder from the clinic. If the signature is close you can instruct them to draw a single line through the signature and resign so that it matches the WIC ID Folder. Signatures should be a reasonable match – they do not have to be exact.</p>
<p>6. Does a WIC customer need to sign every WIC check or cash value voucher they cash?</p>	<p>Yes. Every WIC check or CVV must be signed AFTER the cashier writes in the “Pay Exactly” amount. Checks should not be pre-signed. Checks missing a signature will not be reimbursed by the State.</p>
<p>7. A WIC customer left their WIC ID Folder at our store. What do I do with it?</p>	<p>If an ID Folder is left at a store location, the store should either mail the folder back to the local WIC clinic office stamped on the back of the folder or call the clinic or state office to notify them. If you do not mail the folder back and there are WIC checks in the folder, the checks will not be replaced which could mean lost revenue at your store.</p>
<p>8. If the names on the front of the WIC ID Folder are in different handwriting styles. Can the cashier still accept the WIC ID Folder?</p>	<p>Yes. This usually happens if a WIC customer is seen by more than one clinic staff person.</p>
<p>9. Will the WIC customer name and ID number printed across the top of the WIC check or cash value voucher always appear on the WIC ID Folder?</p>	<p>Not necessarily. The WIC customer (participant) may be a newborn infant and WIC staff may have forgotten to add the baby’s name.</p>

WIC CHECKS & CASH VALUE VOUCHERS:

<p>1. Altered checks cannot be redeemed. What is an alteration?</p>	<p>Some examples of an alteration are: the use of white-out, blacking out. or writing over to change names, dates, dollar amounts, or the quantity of food items listed on the WIC check or CVV.</p>
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<p>2. What if the dates or any other part of the WIC check or CVV do appear to be altered?</p> <p>Stop the transaction. Return the check and ID folder and refer the WIC customer back to their WIC clinic.</p>
<p>3. Can a WIC customer use a WIC check if today is the “First Day to Use” OR the “Last Day to Use”?</p> <p>Yes. WIC checks are valid on the “First Day to Use” and up to midnight of the “Last Day to Use”.</p>
<p>4. What happens if a WIC customer tries to redeem a WIC check close to midnight on the “Last Day to Use”?</p> <p>The cashier must accept the WIC check IF the transaction is complete before midnight on the last day to use. If the WIC customer is in the store and comes to the checkout line after midnight on the last day to use then the cashier should not accept the checks because they will be rejected for being redeemed too late (“Stale Dated”).</p>
<p>5. Cashiers are required to write the purchase price on every WIC check they handle. Is this necessary on a CVV because the maximum dollar amount is pre-printed on it?</p> <p>Yes. An exact purchase price is required on every WIC check or CVV. For CVVs, the purchase total written on the CVV cannot be more than the maximum amount printed on the front (for example \$8 or \$11) but it could be less than the maximum. If a purchase total is not written on the check, it will be rejected by the bank and returned to the store unpaid.</p>
<p>6. If the WIC customer uses multiple WIC checks, is each one considered a separate transaction?</p> <p>Each WIC check must be a single transaction, but CVVs can be added together if the store’s cash registers are capable of handling this type of transaction.</p>
<p>7. Can sales tax be applied to purchases made with the WIC checks?</p> <p>No. See the Vendor Guide, section “WIC Check & Cash Value Voucher Cashing Procedure” for further details.</p>
<p>8. Does the WIC customer need to place the food items on the register counter in the exact order the items appear on the check?</p> <p>No. However, food items should be grouped together by check. The WIC customer does not need to place them in the exact order they appear on the WIC check.</p>

BOOKKEEPING INFORMATION:

<p>1. Who can stamp the WIC vendor ID number on WIC checks or CVVs?</p> <p>This is a store management decision and is usually done by the bookkeeper.</p>
<p>2. Where is the WIC check number located?</p> <p>The WIC check number is at the top right hand corner.</p>
<p>3. What happens if someone handwrites the WIC vendor ID number on the WIC check or writes over the number because the ink-stamp impression was not easy to read?</p> <p>The WIC check will be rejected by the bank. The WIC check can be re-stamped as close as possible to the “Pay to the Order of” box.</p>
<p>4. What if the vendor ID stamp is damaged, doesn’t stamp clearly, or becomes lost?</p> <p>Call the State WIC office immediately. Two new stamps will be mailed to you as soon as possible.</p>
<p>5. What if a WIC check or CVV is rejected by the bank for “excessive dollar amount” or “over the maximum \$ amount”?</p> <p>WIC checks rejected for “<i>excessive dollar amount</i>” or “<i>over the maximum amount</i>” are paid via automatic clearing house (ACH) once a week. A statement with payment details will also be provided.</p> <p>Take the opportunity to discover why the check was rejected. Were too many items sold? Retrain cashiers. Has the store increased prices on WIC items? Report new prices to the State Office.</p>

<p>6. If a WIC check is rejected by the bank for “Missing Vendor Number” and a “legal” copy (Image Replacement Document or IRD)” is received what should the store bookkeeper do?</p> <p>The vendor should stamp the WIC check or cash value voucher, and redeposit within ninety (60) days of the "First Day to Use" printed on the WIC check or cash value voucher.</p> <p>DO NOT send these WIC checks or cash value vouchers to the State WIC office for payment, they will be sent back to the store.</p>
<p>7. Can the store receive reimbursement for checks returned to the store for Post Dated, Stale Dated, or Missing Signature?</p> <p>No. These are considered fatal errors and will not be reimbursed.</p>
<p>8. If a WIC customer forgets to sign their WIC check can the store call the customer or the clinic to have the customer come back in?</p> <p>No. This is considered a fatal error and the check will not be reimbursed.</p>

MISCELLANEOUS:

<p>1. Can the store offer a rain check or prepaid I.O.U. for an item/infant formula on a WIC check that is out of stock?</p> <p>No. Do not issue rain checks or I.O.U.’s for any item that is paid for by the WIC Program under any circumstance. This is considered “overcharging” and is a Federal Violation which carries a sanction penalty that could result in termination of vendor authorization from both the WIC Program AND the Supplement Nutrition Assistance Program (formerly the Food Stamp Program).</p>
<p>2. Our store policy allows customers to return items for a store credit. Is this OK with WIC purchases?</p> <p>No. WIC purchases are not eligible for cash refunds or store credit under any circumstance. Stores should have a policy in place to ask for a receipt to help differentiate between WIC purchases and other purchases.</p>
<p>3. If a WIC customer becomes verbally abusive, i.e. uses profanity what can I do?</p> <p>Store employees should follow the store’s policy for handling abusive customers, including calling the police to physically remove the customer from the store. Store employees also have the right to handle any harassing phone calls or other situations as store policy dictates.</p> <p>Stores should file a complaint/incident report with the State WIC office.</p>
<p>4. Can stores file a complaint/incident report against a WIC customer?</p> <p>Yes. Stores have the right to file a complaint/incident report on WIC customers.</p> <p>Be specific and provide as many details as possible. Include a copy of the WIC check that was redeemed or the check number if possible.</p>
<p>5. What should stores do if prices on WIC items increase by 10% or more?</p> <p>Call or email the State Office to report the new price. This will help ensure checks are not returned as “over the maximum” or “excessive dollar amount”.</p>