

# \*\*\*IDAHO WIC TRAINING NEWSLETTER\*\*\*

## 2020 Required Annual Training

As part of your store's agreement with the Idaho WIC program, store staff must receive WIC training every year. This helps cashiers and managers stay up to date on WIC requirements and changes, stay in compliance with program rules and be successful in your important role as a WIC vendor.

## What is WIC?

WIC is the nation's most successful public health nutrition program. WIC's goal is to prevent health problems and improve the health and wellbeing of low income women, infants and children during stages of critical growth and development. Idaho WIC is 100% federally funded by the USDA (US Department of Agriculture).

## WIC Provides:

- Healthy foods
- Breastfeeding support
- Nutrition education
- Help finding health care and other community support services

## To qualify you must:

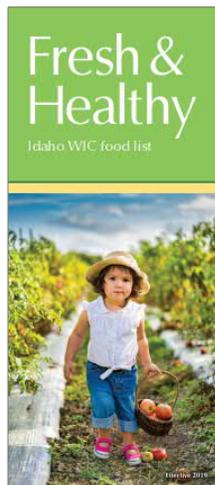
- Live in Idaho
- Be pregnant, breastfeeding or have a child under age 5
- Have a nutritional need
- Meet income eligibility guidelines

See if you qualify. Visit [signupWIC.com](http://signupWIC.com) or call the Idaho Careline at 211 or 800-926-2588.

## The WIC Food List

The WIC Food List shows exactly what foods WIC shoppers can purchase. Make sure each register has a copy available for cashier reference.

Order more at [WICVendor@dhw.idaho.gov](mailto:WICVendor@dhw.idaho.gov) or 866-347-5484.



## It's also on the WIC App!

Check it out at [EBTShopper.com](http://EBTShopper.com)



- 1 Install [WICShopper](#) from your app store.
- 2 Select Idaho as your WIC agency.

## Minimum Stock & Infant Formula Purchases

All stores that accept WIC are required to maintain a minimum stock and variety of WIC approved foods. This ensures WIC shoppers can find the healthy foods they need when they shop at your store.

Stores must also purchase infant formula only from WIC-approved suppliers.

To find minimum stock or infant formula details, additional training materials and much more, visit the Idaho WIC webpage at [wic.dhw.idaho.gov](http://wic.dhw.idaho.gov) and click on the vendor tab.



## eWIC Receipts

There are 3 receipts in eWIC transactions. Make sure you offer all receipts to the shopper.

**Beginning Balance** This prints after the PIN is entered. It shows what's in the WIC account.

**Mid-purchase** Always give this to the shopper in the middle of the transaction. It shows what WIC will pay for. If everything looks right, the shopper says **yes** to make the WIC payment. If not, they say **no** to make changes.

**Final** The transaction is not complete until the final receipt prints. It shows the remaining balance at the bottom. Make sure you know the difference between the mid and final receipts. A zero balance will display when the transaction is complete.

Cashiers should review the [Cashier Quick Tips](#) and [Cashier Training Manual](#) for more information.

*\*Not all cash registers or payment devices are the same. Some steps or functions may vary.*

### Troubleshooting Tips

What if an item doesn't scan as WIC approved

- ✓ Check the food list. Is it a WIC item?
- ✓ Check the beginning balance. Is it in the shopper's WIC account?
- ✓ Submit a UPC form. If it should be added to the approved list.  
\*Produce items must be mapped/linked by the store or corporate office.

If something goes wrong

- ✓ Cancel and try again or try a different register.

## Coupons, Rain Checks & Incentive Items



WIC shoppers can use coupons, discount cards and store promotions.

Items purchased with WIC cannot be returned for cash, credit or gift cards. Rain checks or IOUs are not allowed. Incentive items offered only to WIC shoppers are not allowed.



## Program Monitoring, Sanctions & Claims

WIC monitors vendors to make sure store staff follow program rules. One way we do this is by sending secret shoppers to make WIC purchases and report their observations.



Program violations discovered during monitoring may be subject to sanctions, claims or program disqualification.

Any vendors disqualified from WIC are also automatically disqualified from SNAP (Supplemental Nutrition Assistance Program).

For more information, please refer to the [Vendor Operations Guide](#) or the [Vendor Agreement](#).



## Complaints Can Help Us Improve

We see complaints as an opportunity to improve. Complaints can provide valuable information for improving the shopping experience for cashiers and WIC shoppers.

To file a complaint, call, email or fill out a form online at [wic.dhw.idaho.gov](http://wic.dhw.idaho.gov).

## Questions?

We're happy to help.

Contact us at [WICVendor@dhw.idaho.gov](mailto:WICVendor@dhw.idaho.gov) or 866-347-5484.

**THANK YOU!** We appreciate you and the work you do every day to help WIC families in your community. Together we make a difference.