

Farmer Training Guide



Maine WIC Nutrition Program

Farmers Market Nutrition Program

Feeding Maine Families

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Eat More
Fruits & Vegetables

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Preface

The purpose of the WIC Farmer Training Guide is to give farmers an overview of the Maine WIC Program as well as provide information needed to comply with Program rules, policies, and procedures. You may print this Guide as needed or contact the WIC State office if you need more.

Once a farmer has received their initial training and has completed an application, they may be approved for a three-year authorization period. This guide outlines the requirements for WIC farmers, explains the process for WIC redemptions, and includes best practices tips.

We thank you for your interest in providing nutritious foods to women, infants, and children in Maine. Your help in assisting WIC customers is greatly appreciated.

Contacting WIC

You can reach WIC Program staff in the following ways:

Call:

207-287-3991
1-800-437-9300
TTY: Maine Relay 711
Fax: 207-287-3993

Write:

Maine WIC Program
SHS 11, 286 Water St
Augusta, ME 04333

Website: Maine.gov/WIC

E-mail:

WICVENDOR@Maine.gov

Staying Current with WIC Information

WIC policies and forms are reviewed at least every year. The information most likely to be updated is included in the appendices of this training guide. Please go to our website Maine.gov/WIC for the most current information.

What is WIC?

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) serves low-income pregnant, postpartum, and breastfeeding women, infants, and children up to age 5 who are at nutritional risk. WIC provides participants with nutritious foods to supplement their diets, nutrition education, and referrals to health and other social services. Eligibility for the Program is based on certain requirements including financial and nutritional need.

The WIC Program works to prevent health problems and to improve the health status of participants through better nutrition. The foods provided through the WIC Program are designed to supplement participants' diets with nutrients proven to be helpful for growth and development. Food packages are tailored to meet participants' specific nutritional needs.

In addition to the food benefits, nutrition education is an important part of every WIC appointment and what makes WIC unique among supplemental food programs. Nutrition education is customized based on each participant's nutritional needs, lifestyle and culture.

Infants of parents who participate in the WIC program weigh more when they are born and have fewer health problems than infants whose parents did not enroll. Recent studies of children in WIC also show lower obesity levels and higher standardized test scores when they are older, compared to siblings who did not participate in WIC.¹

WIC is federally funded and regulated under the United States Department of Agriculture (USDA). The Maine Department of Health & Human Services, Maine Center for Disease Control and Prevention houses the Maine WIC Nutrition Program.

WIC farmers play an important role in introducing locally grown fruits and vegetables to WIC families to improve and expand their diets.

¹ [How WIC Helps | Food and Nutrition Service https://www.fns.usda.gov/wic/helps](https://www.fns.usda.gov/wic/helps)

What is FMNP?

The Farmers Market Nutrition Program (FMNP) is a program of USDA's Food and Nutrition Services WIC program. The focus of the program is to increase the use of fresh, unprocessed, locally grown fruits and vegetables by WIC families. The second purpose of the program is to let more people know about the Farmers' Markets to support local food production. Participants receive FMNP benefits which they can use at participating farms/farmers markets during the FMNP season. Farmers can then redeem these FMNP benefits for payment through WIC's automated system described below.

How WIC Works

Responsibilities of WIC State Agency

Among other duties, the State Agency:

- Selects, funds, and monitors the Local Agencies that provide WIC services at the local level.
- Authorizes, trains, and monitors Vendors and Farmers who provide WIC foods.
- Selects the items to be included in the Approved Foods List.
- Provides training, support, and other resources to Local Agencies, Vendors, and Farmers.
- Manages the Farmers Market Nutrition Program for women and children.

Responsibilities of WIC Local Agency

The Local Agency serves the area where the participants live. There are eight Local Agencies, located throughout Maine, that work directly with WIC participants to:

- Determine eligibility
- Conduct health and nutrition assessments
- Provide food benefits based on a participants' nutrition needs
- Provide nutrition and Program education and guidance
- Provide breastfeeding support

Responsibilities of a WIC Farmer

When authorized as a WIC Farmer, the farmer agrees to:

- Participate in an interactive WIC Farmer training session at least once every agreement period (e.g., face-to-face, webinar, or self-paced).
- Participate in annual training. This may include the interactive options listed above or other training choices such as newsletters or State Agency updates throughout the year.
- Provide WIC and FMNP eligible food choices of fruits and vegetables, of which, at least 50% must be grown by the Maine farmer.
- Have a valid email address.
- Maintain a device (Android OS or iPhone IOS) able to accept WIC and FMNP benefits.
- Have cellular service or Wi-Fi at your sales location.
- Comply with all requests of the WIC EBT Contractor by registering and providing a social security number, bank name, routing and account number.
- Display a sign stating, “WIC Accepted Here”. (These may be requested from the Maine WIC Program)
- Have clearly defined hours of operation.
- Have a full-time attendant during hours of operation.
- Provide handicap accessible location(s).
- Provide a roofed structure/roofed farm stand (tents are acceptable).
- Adhere to WIC Program rules.
- Be aware of FMNP-5 Farmer Sanction System (see Appendix A).
- Uphold civil rights compliance and guidelines.
- Offer WIC customers equitable treatment by providing the same level of courtesy as other customers.
- Process WIC transactions correctly. No change may be offered.
- Inform Maine WIC Nutrition Program of any schedule or location changes.

Application Process

1. The State Agency will consider farmer applications on an ongoing basis from January 1st to March 31st each year. The application may be accessed by visiting <https://www.Maine.gov/wic>.
2. Begin the process with the Prescreening Tool. If you meet the initial criteria, you will be directed to a secure site to login. Create a new account with 1) user email and password, 2) first & last name, and 3) country & date of birth.
3. Complete each section. On the left side, a green circle will become checked when all needed information has been entered for the section.
4. The State Agency will notify the applicant within 30 days from the date the application is received. Incomplete information cannot be processed.
5. When an application is approved, owners, managers and/or staff will be required to attend new WIC farmer training provided in an interactive format. The State Agency will work with the farmer to schedule this training.
6. Once training is complete, the farmer and the State Agency will sign an Agreement. The Agreement is usually valid for three (3) years. The initial Agreement period may be shorter if needed, to manage State schedules.
7. Solutran, WIC's EBT processor, will send an invitation to start the S3 Merchant application in May. If you have questions during the process, email the Support Team at independentnetworksupport@optum.com or call 833-532-1650. For more information, refer to the S3 Merchant Link User Guide and instruction video on the WIC State Website <https://www.Maine.gov/wic>.
8. Register with S3 Merchant Link:
 - Create username and password
 - Confirm TIN/SSN and business name
 - Enter bank details
 - Tax rate for WIC foods should be set to 0%
9. Download the S3 Merchant Link Mobile App from Apple (App Store) or Android (Google Play) app store. Log in. Agree to the Privacy Policy, Terms/Conditions, and Retailer Agreement.

Note: You must register with Solutran before downloading the App.

Types of Benefits Redeemable through WIC Farmers

There are two main benefits that Maine WIC customers can use with local WIC farmers. These are:

- **Fruits and Vegetables Benefit**
- **Farmers Market Nutrition Program [FMNP] Benefit**

Below is a description of each benefit and the types of produce allowable under each. The next section describes the redemption steps.

Fruits and Vegetables Benefit

WIC participants receive a Fruits and Vegetables benefit as part of their monthly food package. This monthly benefit may be used at WIC grocery stores or WIC farmer locations year-round for approved fruits and vegetables (this includes winter sale sites where available.)

Customers may redeem this benefit for Maine grown produce (ME Grown Produce) as well as produce grown outside Maine (WIC General Produce). Any produce not grown by you must be labeled with the name and location of where it was grown.

Note: If you sell your produce during the winter season, please help us advertise this to WIC customers. Enter hours of operations details in the Farmer Portal.

Allowable Produce (Fruits and Vegetables Benefit)

Allowed:

- Any variety of fresh fruits and vegetables, including all varieties of potatoes

Examples:

Oranges, bananas, pineapple

Not Allowed:

- Fruit baskets or cut vegetables with dip
- Dried fruits or vegetables or mixed fruit and nuts
- Herbs and spices like basil, parsley, or chives

Farmers Market Nutrition Program [FMNP] Benefit

Yearly, WIC participants receive a one-time allotment of FMNP benefits which they can use only with WIC Farmers during the FMNP season*. These benefits are redeemed for **Maine grown** fresh fruits and vegetables only (ME Grown Produce).

* The Farmers Market Nutrition Program season runs from July 1st until October 31st or until funds expire. Farmers will be notified if the FMNP season will end before October 31st.

Allowable Produce (FMNP)

Allowed:

- Any unprocessed Maine-grown fruits or vegetables, including herbs.

Examples:

Apples, Artichokes, Asparagus, Green & Yellow Beans, Beets, Blackberries, Blueberries, Broccoli, Brussel Sprouts, Cabbage, Carrots, Cauliflower, Celery, Corn, Eggplants, Grapes, Herbs, Kohlrabi, Leeks, Lettuce, Melons, Onions, Spinach, Squash.

Not Allowed:

- Anything grown outside the state of Maine
- Processed food
- Animal products

Examples:

Baked Goods, Cheese, Eggs, Oranges, Bananas, Cider, Maple Syrup, Honey, Jams/Jellies, Plants/Seedlings

Comparison Chart

This chart compares the Fruits & Vegetables and Farmers' Market Nutrition Program (FMNP) Benefits.

Common Questions	Fruits & Vegetables	Farmers' Market Nutrition Program
Can the WIC customer receive a cash refund?	No	No
Can the WIC customer purchase produce grown outside of Maine?	Yes	No
Can the WIC customer buy herbs?	No	Yes
Are white potatoes allowed for purchase?	Yes	Yes
Are benefits available year-round?	Yes	No

Redemption Procedures

Below are the steps in the redemption process. For a visual guide, please see Appendix B.

1. The WIC customer will provide a barcode that is created by their mobile BNFT app or printed. An eWIC card or eWIC card number cannot be used (these are used at grocery stores).
2. On your smart device, open the S3 Merchant Link (S3ML) mobile App. Log in using the username and password you selected. Complete the two-step authentication process.

Note: The username is not your email. It is the unique username you created.

3. After logging in, select **Purchase** from the main menu.
4. The S3ML mobile app displays **Transaction Tips**. Select **Continue**.
5. The **Card Scanner** screen displays. Scan the customer's barcode. Once the barcode is scanned, the app will confirm that the card is eligible. The screen will add the option for you to select **Produce Item**.

Note: If there is a problem scanning the barcode, the barcode number can also be entered manually.

6. Enter the Item Price and select the appropriate Product/Category from the drop-down menu.
 - For produce from a local farm, select **ME Grown Produce**.
 - For anything grown outside Maine, select **WIC General Produce**.

Note: When applicable (July 1- Oct 31), because both types of participant benefits allow Maine Grown Produce, the App will automatically apply the FMNP benefits first and then the Fruits and Vegetables benefit to make up any remainder.

7. The next screen displays item details. If needed, more items may be added. When ready, select **Continue** to the next step.
8. The S3ML app will ask for a **Receipt Method**. If a customer wants a receipt, enter their email address and select Submit Transaction. If not, submit without entering an email address.

9. The screen will display a **Transaction Summary**. Select one of the following options: OK or Void Transaction.
10. On completing the purchase, the screen displays **Purchase successfully processed**.

Troubleshooting Tips


Below are some tips for using the S3ML App:

1. When signing into the App, use the unique username you created when setting up the account. This is not your email.
2. When resetting your password, we recommend logging into the S3 Merchant Link portal (<https://s3merchantlink.com>) through a web browser. It is recommended to uninstall and reinstall the S3ML App after a password reset. Please wait 10 minutes after a password reset to access the phone App.
3. Make sure that your settings allow the S3 Merchant Link to access your camera, files and media, and location. To do this, go to your device settings, search for the Merchant Link app, and make sure that your camera and location settings are turned on. You may need to uninstall and reinstall the app to see the changes.
4. If the customer presents an eWIC card rather than a barcode, ask them to download the BNFT app from the app store or scan the QR code on the yellow WIC posters. The WICShopper app or eWIC cards cannot be used to shop with WIC farmers.
5. If you have trouble scanning a barcode from a customer's device, you can type in the number listed below their barcode. It may also help to clean your camera lens.
6. If you receive the message "**Insufficient Funds**," try these strategies:
 - Check to make sure **ME Grown Produce** is selected from the drop-down menu for products grown in Maine.
 - Check that the customer's barcode has not expired. Barcodes are active for 30 days. This is important when they have a printed barcode.

Customers can log in to their App to obtain a new barcode if theirs has expired.

- Run a **Balance Inquiry** to view the customers' available benefits. From the Main Menu, select Balance Inquiry and scan the customer's barcode. If the customer is eligible for benefits, the screen will display "This card is eligible." Select **Continue** to see the available amounts (units) for **Fruits and Vegetables** and **FMNP**. The WIC purchase amount should be less or equal to the benefits available. The customer may also pay the difference with another form of payment.

Note: Because a customer's barcode is eligible does not mean that they have enough benefits available to cover their purchase.

7. You can only enter one phone number to receive multi-factor authentication messages. However, you can add users to your account, and they will have their own login and multi-factor authentication. You can do this by logging into the S3 Merchant Link site on a web browser, clicking on **Account**, and then going to **Users**.
8. To see if a transaction went through, select **Transaction History** from the main menu for a list of transactions for the current or previous days.
9. From the flyout menu icon  in the top left side of the main menu, you may select other options such as **Change Location**, **Change Password**, **Support**, or **Reports**.
 - Select the **Support** option to send an email to the Support Help Desk.
 - Select the **Reports** option to generate a Merchant or User Report for the current day or for previous days.
10. If you have trouble logging into your account, contact the S3ML Support line (independentnetworksupport@optum.com) / 833-532-1650). Hours of operation are Monday to Friday, 9:00am – 6:00pm ET. Provide 1) Your Vendor Name and Vendor Number, 2) your S3 Merchant Link Username, and 3) A detailed description of the issue.

S3 Merchant Link Resources

For more information, please refer to the S3 Merchant Link User Guide and instruction video. These resources provide details for checking customer balances, transacting and voiding purchases, and much more. See links below:

[S3 Merchant Link Mobile App - Farmers' User Guide Revised 10/17/2023 PDF](#)

[S3 Merchant Link Mobile App Redemption Procedures Video](#)

Payment Inquiry and Reconsideration Requests

All payment inquiries regarding S3 Merchant Link Mobile App must be submitted to Solutran, Email independentnetworksupport@optum.com or Call 833-532-1650. Farmers may not seek reimbursement of money from WIC customers for WIC approved fruits and vegetables purchased with WIC benefits.

Other Information for WIC Farmers

1. The first payment will take 3-5 business days from date of the transaction.
2. WIC customers can only buy what is listed on their benefits available balance. No substitutions are allowed.
3. Rain checks may not be given. WIC customers can use those benefits elsewhere or at another time (before the expiration date).
4. WIC does not cover bag fees. The customer must pay the bag fees. Never provide a cash refund to the WIC customer for items purchased with WIC benefits.
5. WIC customers are not required to buy the full amount of their Fruits and Vegetables or FMNP benefit available.
6. Both benefit types (FMNP and Fruits and Vegetables) can be combined for one ME grown purchase. The system will first draw the balance from the customer's FMNP benefit. Any remaining balance will automatically be drawn from their Fruits and Vegetables benefit.
7. Equitable Treatment: Treat the WIC customer like any other customer. Provide produce of the same quality and cost as that sold to other customers.
8. Complete the WIC transaction before moving to the next customer.

9. Some families may have separate barcodes for each family member participating in the Program.
10. Assist customers in reaching their benefit dollar amount. In busy markets, it helps to have products bagged and priced.
11. Yearly, WIC farmers are required to update their site details such as address, phone number, hours of operations, and season start and end dates on the Farmer Portal. These updates are due by March 31st.

Lost and Found



If an eWIC card is found or left at your location, promptly call 207-287-3991 to report it. Please have the card on hand when calling.

Complaints, Issues at check out

The Maine WIC Program would like to know about any problems, and/or concerns that you may have. Please let us know if you have problems with a WIC customer or have trouble processing orders. Some problems may be the result of misunderstanding. Participants may be new to the Program or simply do not understand the Approved Food List or shopping rules. The WIC Program values the efforts that you and your staff make to assist WIC customers.

Sometimes a WIC customer, like any other customer, can be difficult to deal with. After trying to resolve the conflict, you may report WIC issues in the following ways:

- Call: 207- 287-3991
- Email: WICVendor@Maine.gov or
- Submit an online form our website at <https://www.maine.gov/dhhs/mecdc/population-health/wic/contact.shtml>.

Incentives

WIC farmers cannot offer a WIC customer an incentive that they do not offer to all other customers. You must always treat a WIC customer the same as you would any other customer.

Employee Training

Farmers must be trained interactively at least once every three years. Interactive training options include face-to-face training, virtual training and self-paced trainings. Farmers who attend interactive trainings must train all employees who may act as a cashier in how to transact WIC benefits.

During the other two years of the authorization period, farmers must be trained as well, although it does not need to be in an interactive format. The WIC Program sends GovDelivery newsletters and emails with updates to procedures or policies. These tools may be used to provide yearly training.

Changes to the Program

- Please ensure that you have the most up-to-date version of the S3 Merchant Link App. The last upgrade took place on November 4th, 2024.
 - iOS is version 1.7.8
 - Android is version 1.7.597
- Changes to the WIC food packages will be made in 2026 to allow more choice and flexibility for WIC customers. Farmers will be told about any changes to allowable produce.
- The redemption process for WIC farmers will remain the same for the 2025 FMNP season. The Maine State WIC Program may explore new EBT contractors in the future. Farmers will be notified of any changes.

Claims

If the WIC Program detects overcharges by an authorized farmer, it will establish a claim against the farmer. The Program will provide the farmer with a chance to justify or correct the overcharges. If satisfied with the justification or correction, the WIC Program will adjust the claim. If, following the justification or correction, a claim against the farmer remains, the WIC Program will issue a final claim. The final claim must be paid within 30 days of issuance, or the farmer agreement will be terminated. Claims against farmers are not subject to administrative appeal.

Civil Rights

What is Discrimination?

Different treatment which makes a distinction of one person or a group of persons from others; either intentionally, by neglect, or by the actions or lack of actions based on a protected class.

Protected classes:

- Race
- Color
- National origin
- Age
- Sex (including gender identity and sexual orientation)
- Disability**

**What is the definition of “disability?”

- A person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.
- Major life activity means functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

Non-Discrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English.

Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA’s TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be [obtained online \(PDF\)](#), from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **Mail:** U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **Fax:** (833) 256-1665 or
(202) 690-7442; or
3. **Email:** program.intake@usda.gov

This institution is an equal opportunity provider.

Policies

All Maine WIC Program Policies can be found at Maine.gov/WIC.

Agreement

WIC authorizes farmers for a maximum of three (3) years. Farmers sign an agreement that outlines the requirements for the farmer and confirms their intent to follow WIC Program rules and policies. When a farmer signs the agreement, they also agree to the sanctions defined in the Farmer Market Nutrition Program Policies [See FMNP-5 Farmer Sanction System Appendix A].

Farmers are notified at least 30 days before the expiration of the agreement so that they may apply for another three years. An agreement can be terminated for cause by the WIC program, with fifteen (15) days' advance written notice.

Neither the Farmer nor the WIC Program has an obligation to renew the agreement.

Farmer Sanction System

The FMNP-5 Farmer Sanction System, which outlines the actions the WIC Program will take for violations of the agreement, can be found in Appendix A. Updates to this policy can be found on the WIC website. When federal sanctions must be applied, the WIC Program must notify the Supplemental Nutrition Assistance Program (SNAP) if authorized. A disqualification from either program for federal sanctions may result in a disqualification from both programs.

Appealing an Adverse Action

In many cases, farmers that have been sanctioned, had applications for authorization denied, or been terminated by the WIC Program, have a right to appeal the decision through the fair hearing process. To appeal, notify the WIC Program via phone, email, or letter, or request a hearing by directly contacting the Department of Health and Human Services Office of Administrative Hearings (207)624-5350. All administrative hearings are conducted in accordance with the rules contained in Regulation 10-144 CMR Chapter 1 that can be accessed here: <http://www.maine.gov/sos/cec/rules/10/144/144c001.doc>.

For more information on right to appeal, please review FMNP-6 Administrative Review of State Agency Actions for Farmers ([PDF](#))

Things to Report to WIC

Things to report to WIC include:

1. Changes to mailing or contact information including email addresses.
2. Temporary closure of your business due to emergencies or planned renovations.
3. A change in ownership of more than 50% will result in termination of the agreement. The new farmer may reapply with the new ownership information, but this does not guarantee that the new owner will be authorized.
4. A change in sale site details.
5. Business closing. Please let us know if your business is closing so we may end your agreement and let WIC customers know.

[illegible]

Appendices

Appendix A: FMNP-5 Farmer Sanction System

Maine Center for Disease Control and Prevention Women, Infants, and Children Nutrition Program Farmers' Market Nutrition Program

Effective: October 1, 2011
Revised: January 14, 2022

Policy No. FMNP-5

Farmer Sanction System

Authority

7 CFR §246.12(v) and §248.4(a)(10)(iv);
22 MRSA §255 and §195

Policy

1. The Maine Center for Disease Control (CDC) Women, Infants, and Children (WIC) Nutrition Program may initiate administrative action to disqualify a farmer for non-compliance based on violations of the Farmer Agreement.
2. The following are considered violations of the Farmer Agreement:
 - 2.1. Providing cash in exchange for WIC and/or FMNP benefits.
 - 2.2. Contacting a WIC customer in an attempt to recover funds for WIC and/or FMNP benefits not reimbursed or for which repayment was requested.
 - 2.3. Selling anything that is not Approved Fruit and Vegetable in exchange for WIC and/or FMNP benefits.
 - 2.4. Charging sales tax on a WIC and/or FMNP benefits purchases.
 - 2.5. Providing cash change during a WIC and/or FMNP purchase.
 - 2.6. Requiring a WIC customer to purchase all food listed in their WIC and/or FMNP benefit.
 - 2.7. Charging WIC and/or FMNP for Maine bag fees.
 - 2.8. Requiring WIC customer to make a cash purchase or a minimum purchase to transact a WIC and/or FMNP purchase.
 - 2.9. Failing to display an eWIC Accepted Here signage at sales location.
 - 2.10. Failure to label any locally grown fruits or vegetables, the produce must be clearly labeled as to the grower (if not by you), location grown, and price.
 - 2.11. Failure to provide equitable treatment to WIC and/or FMNP customers including the availability of produce that is of the same quality and cost as that sold to other customers.
 - 2.12. Not allowing a split tender transaction whereby a WIC customer may purchase fruits and vegetables over the WIC and/or FMNP benefit amount and pay remaining balance with another form of tender.
 - 2.13. Failure to allow monitoring of the farm stand, farmers' market booth, or farm by WIC staff.
 - 2.14. Failure to provide WIC and/or FMNP benefits records for review when requested.
 - 2.15. Refusing to accept a valid WIC and/or FMNP benefits from a WIC customer.

- 2.16. Providing Approved Fruit and Vegetable that would present a clear health problem in exchange for WIC and/or FMNP benefits.
- 2.17. Failing to train all employees who handle WIC and FMNP transactions and ensuring their knowledge regarding WIC and FMNP procedures set forth in training materials and manuals provided by the State Agency.
3. The following are consequences of violations listed above:
 - 3.1. First violation – The farmer will be given a written warning letter that includes a notice of violation and a requirement to attend training.
 - 3.2. Second violation– (within one year of first violation) Farmer will receive a written notice of violation that includes a requirement to establish a corrective action plan to be approved by the State Agency. Failure to submit a corrective action plan will result in disqualification for the next season.
 - 3.3. Third violation– (within one year of the first violation) Farmer will be disqualified for the next season.
4. Other disqualifications include:
 - 4.1. The State Agency shall disqualify a farmer who has been disqualified from SNAP. The WIC disqualification shall be for the same length of time as the SNAP disqualification, and the WIC disqualification may begin at a later date than the SNAP disqualification. This disqualification shall not be subject to appeal.
 - 4.2. The State Agency shall disqualify a farmer who has been assessed a civil money penalty for hardship in SNAP under 7 CFR 278.6. The length of disqualification shall correspond to the period for which the farmer would otherwise have been disqualified in SNAP.
5. A farmer committing fraud or abuse of the WIC and/or FMNP Programs shall be liable to prosecution under applicable federal, state or local laws.

Procedures

1. For all violations for which action shall be taken by the State Agency, written notices of violation shall be issued that include a description of the violation, the action to be taken, and the right to appeal within 30 days of findings .
2. When an investigation reveals an initial incidence of a violation for which a pattern of incidences must be established in order to impose a sanction, the State Agency shall notify the vendor in writing before another such incidence is documented, unless it determines, in its discretion, on a case-by-case basis, that notifying the vendor would compromise an investigation. Such a determination shall be documented in the vendor's file.

Appendix B: Redemption Procedures

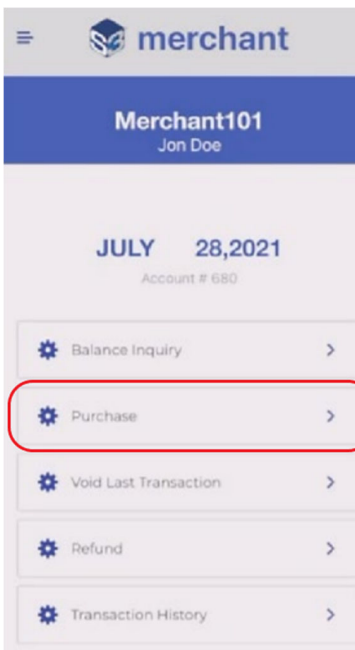
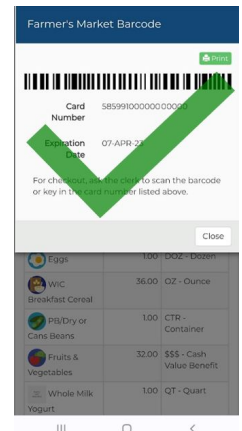
Redemption Procedures - S3 Merchant App



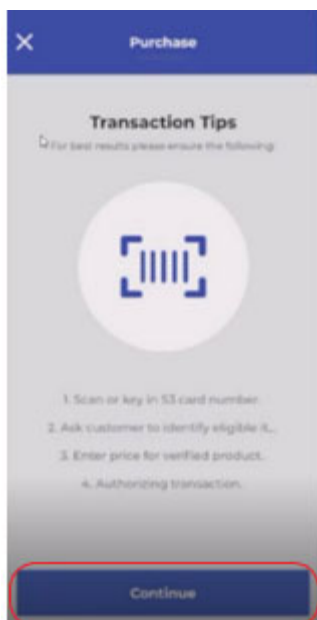
1. WIC customer must provide Farmer's Market Barcode (generated by their mobile app or printed).



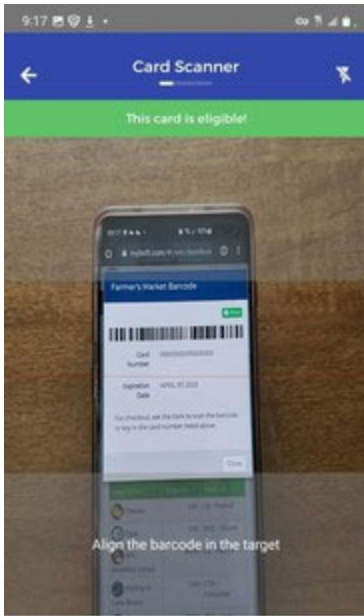
Do not use WIC Card number.



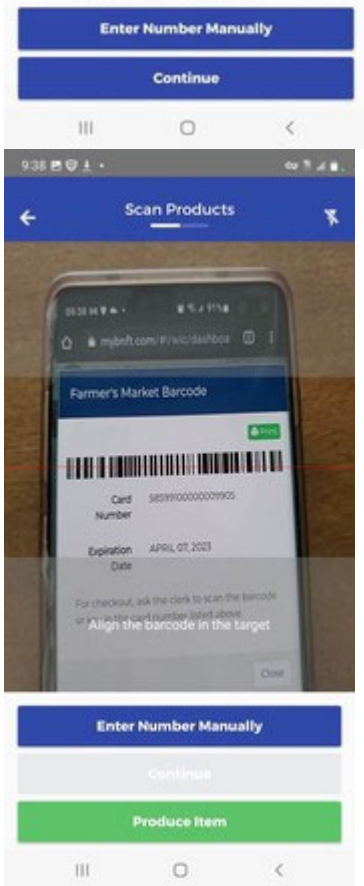
2. On you smart phone open S3 Merchant Link mobile app. Select **Purchase** from the main menu.



3. **Purchase** screen displays transaction tips. Once read, select **Continue**.



4. **Card Scanner** screen displays. Scan the cardholder's barcode on their Bnft mobile app or from a printout (obtained from the cardholder portal) and select **Continue**.



5. **Scan Products** screen displays at the bottom of screen select **Produce Item**.

Scan Products

Complete Benefit Detail
Enter product amount and select product/category.

Item Price

WIC General Produce
ME Grown Produce

☐ Item is taxable

Maine WIC Farmers selling Maine grown fruits and vegetables must select **ME Grown Produce** to redeem customers FMNP CVB available. This will resolve the "Insufficient funds" message when benefits are available.

Continue

6. **Scan Products** screen displays complete benefit detail. Enter the Item **Price** and select the appropriate **Produce/Category** from the list. ME Grown Produce or WIC General Produce select **Continue**.

Farmers that sell their own grown Maine produce are to select **Maine Grown Produce**.

Farmers that see Lemons, Pineapples etc. select WIC General Produce.

Scan Products

✓

UPC/PLU: 100000000000700009
Unit Price: \$3.50
Quantity: 1

Total Estimated Tax:	\$0.00
Total Transaction Amount*	\$3.50

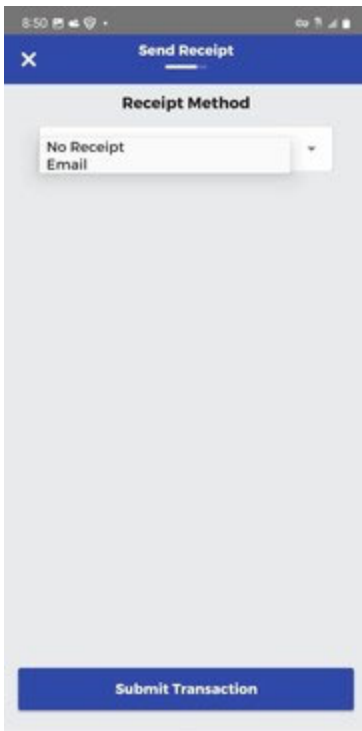
*Approved discount total includes tax

Add More Items

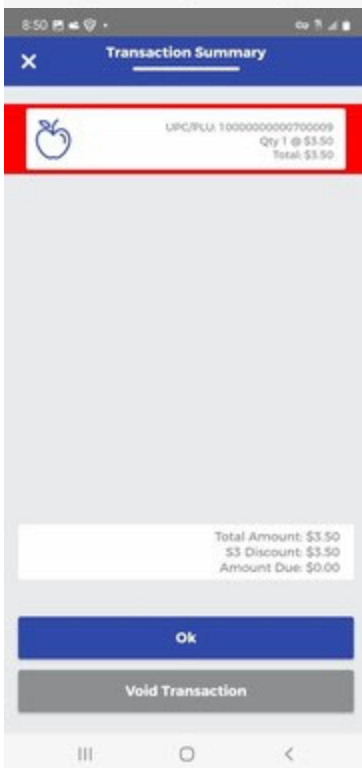
Continue

7. **Scan Products** screen displays the entered produce and price for verification.

To enter more items, select **Add More Items** and repeat previous step, or to complete the transaction, select **Continue**.



8. **Send Receipt** screen displays. Enter receipt method *email* or *no receipt*. Select option and **submit transaction**.

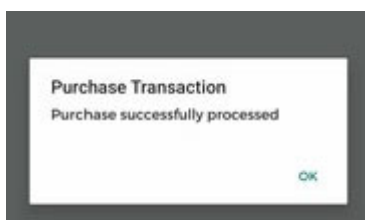


9. **Transaction Summary** screen displays.

Select one of the following options:

- **OK** – Select this option if all items are eligible for the purchase (i.e., displayed in green) and the cardholder wants to proceed
- **Void Transaction** – Select this option if an item is ineligible (i.e., displayed in red) or the cardholder wants to void the transaction for whatever reason

10. Pop-up screen will display selected option.



- **Purchase Transaction** - Purchase successfully processed
- **Void Last Transaction** -You are requesting to void the last transaction with a value of \$#.00 completed on MM/DD/YY at hh:mm.



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