

WIC Messenger



Maine WIC Nutrition Program
Department of Health & Human Services
Center for Disease Control & Prevention
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287-3991 1-800-437-9300
TTY: Maine Relay 711
Website: www.maine.gov/wic
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This newsletter provides required annual training for any staff who assist with WIC sales in your store. A training log is attached to this newsletter. Please have all staff handling WIC transactions and WIC benefits read this newsletter and complete the log. **Return the completed log via wicvendor@maine.gov to us by August 30, 2020** and keep a copy for your records. WIC staff will check your training logs during on-site visits.

Thank you!

During the past few difficult months, your stores have been supplying WIC shoppers with the foods they need. You've faced many challenges—the danger of infection from COVID19, the physical changes to your stores and how you do business, and food and other supply shortages. WIC has even asked you to learn a new method to process a WIC transaction. We're hoping that processing a eWIC sale will be easier for both you and your WIC customers.

The WIC Program appreciates the work you do every day to provide these essential foods and services to Maine families and helping to keep us all safe. Thanks for all you do.

Grant Opportunity

WIC is offering a grant to stores which accept WIC now but have not yet upgraded to be able to accept eWIC. This grant is available for a limited time only. Applications open August 3, 2020, close August 31, 2020, and will be taken on a "participant access" basis first. Please visit our website, Maine.gov/WIC for more information.



WIC Vendor Policies Changes Coming This Fall

We are very pleased with how our eWIC rollout is going, much of which is a direct result of all of your hard work. With eWIC rolling out, many of our Vendor policies have been updated to reflect the improved process and language needed to transition to eWIC. Checks and food instruments are now eWIC cards and benefits. Below are highlights to changes made to the Vendor policies. To view federal fiscal year (FFY) 2021 policies, visit our website after October 1, 2020 or request a hard copy via wicvendor@maine.gov. As always, thank you for all you do in support of the WIC Program!

- A. Check/Food Instrument language has been updated to eWIC card and WIC benefits throughout the Vendor Policies. References to match signature to participant folders have been removed as well.
- B. VM-1 Selection and Authorization - Integrated Electronic Cash Register requirements were added to the policy. We updated when new vendors can be added to the program making the program more flexible for adding new vendors.
- C. VM-1-A Minimum Stock Requirements – We improved minimum stock requirements to help our vendors succeed.
- D. VM-12 Vendor Operations - Streamlined dispute process. Vendors will be able to contact Maine's eWIC contractor directly for dispute resolution.

For owners and managers:

eWIC Accepted Here Stickers Available

Your store is required to display our eWIC Accepted here stickers. To order stickers, please e-mail us at WICVendor@maine.gov.



Help Us Prevent Fraud

Nationally, fraud costs the WIC Program and stores millions of dollars every year. If you suspect fraud, please contact us at 1-800-437-9300 or contact us on our website at www.maine.gov/wic. You can also report suspected fraud for both WIC and SNAP (Food Stamps) to us at <https://www.maine.gov/dhhs/fraud> or on the website of the Office of the Inspector General (OIG) at <http://www.oig.dot.gov/Hotline>.

eWIC Update

Maine WIC began pilot **1** of eWIC on June 22, 2020 in Penobscot and Piscataquis counties. Pilot **2** began **July 20, 2020** in Aroostook, Washington, Hancock, Kennebec and Somerset counties. Beginning August 31, 2020, we expect stores in the remaining counties in Maine—York, Cumberland, Androscoggin, Franklin, Oxford, Sagadahoc, Lincoln, Knox and Waldo—and those stores in New Hampshire that accept Maine WIC to start accepting eWIC. Stores may continue to see paper checks for a few weeks, but must be able to process a WIC transaction using the eWIC card by September 30, 2020.

eWIC Training

Cashiers: Have you had training yet from your store management about steps you need to take handle the different eWIC transactions?

Managers: Ask your corporate office to provide you with the training manual/instructions for your specific POS system so that you are ready when eWIC cards come to your store!

For cashiers:

Test Your WIC Knowledge—True or False

Email: WICVendor@maine.gov your answers and get a WIC Button (provide the address you want us to mail the button to).

1. When accepting a WIC check, you must use the customer's WIC folder as ID.
2. When accepting a eWIC card, you must use the customer's WIC folder as ID.
3. The WIC customer must always buy the least expensive product available.
4. The largest size box of breakfast cereal allowed by WIC is 18 ounces.
5. You can scan the UPC code of products using the WIC Shopper App on your smart phone to check if the item is WIC-approved.
6. Customers can choose bread, oatmeal, brown rice or tortillas when buying a whole-grain item.
7. You can charge the bottle deposit for juice on the eWIC card or WIC check.
8. The customer must buy everything on the eWIC benefit at the same time.
9. WIC is currently allowing substitutions of certain items during the Coronavirus pandemic.
10. WIC customers can return infant formula for a cash refund.



Answers on page 3

Vendor #:

Store Name:

Cashier Name:

Helpful eWIC Tips for Cashiers

- eWIC cards do not have a name or signature on them. You no longer need to see the customer's WIC folder for identification.
- If a customer incorrectly enters their PIN four (4) times, their card will lock and will not unlock until midnight. The customer can call the number on the back of their card to reset their PIN .
- WIC vendors can access the WICShopper app to scan the Universal Product Code (UPC) to verify if the product is approved by Maine WIC.
- If an item doesn't scan, check the customer's balance or mid-transaction receipt to confirm that the item is available to be purchased.
- Always remember to give the customer their receipt.

Printed

Approved Food List and Cashier Guide

Booklet is coming and available electronically on our website,

Maine.gov/WIC, Vendors tab.

****WIC Foods are for all WIC Customers with WIC checks or eWIC cards. ****



The Department of Health and Human Services, Maine CDC, is proud to announce the availability of new resources for Safe Sleep. These resources are available at no costs and can be ordered through the Maine Prevention Store: MainePreventionStore.org

Please visit SafeSleepForME.org for safe sleep guidelines and recommendations.

Test Your WIC Knowledge—Answers

1. True.
2. False. No ID is needed.
3. False.
4. False. The largest size box of breakfast cereal a WIC customer can buy is 36 ounces.
5. True.
6. True.
7. False. Bottle deposits must be paid by a different method.
8. False. The customer can buy the items over the course of the benefit period. They do not lose benefits they do not purchase at once.
9. True. However, under normal circumstances, substitutions are not allowed.
10. False. Infant formula may be exchanged for the same type and amount if the can is defective or it is beyond the expiration date. Refunds and credit slips are not allowed.

WIC Vendor Training Log

Email to: WICVendor@maine.gov

Vendor #: _____ Store Name: _____

Information covered in the training:	Name of Trainer:	Name of employee being trained:	Date of training:	Signature of employee after training completed:
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