

Florida Department of Health



2023 Florida Women, Infants, and Children (WIC) Vendor Training

Welcome to the Florida WIC Program training for vendors. As a WIC-authorized vendor, your customer services is an important link to the WIC Program. Your role is to make sure your store stocks the required WIC minimum inventory, that WIC customers receive only the approved foods on their WIC shopping list and that you sell these foods at your best price.

Training Content

- The Purpose of the WIC Program
- Using the Florida WIC Internet Site
- Minimum Stocking Requirements
- Approved Formula and Food Supplier Sources

The federal regulations governing the Florida WIC Program require all WIC vendors to receive training at least once annually. The purpose of the training is to review important program requirements and to inform you of changes in the program that affect transacting WIC Electronic Benefit Transaction (EBT) cards. Understanding program requirements will help you remain in compliance with the terms of your contractual agreement with the Florida WIC Program.

Today's training will cover many topics including:

- The Purpose of the WIC Program
- Using the Florida WIC Internet Site
- Minimum Stocking Requirements
- Approved Formula and Food Supplier Sources

Training Content continued

- Prohibition of Incentive Items for WIC Shoppers
- Overview of Authorized Foods
- Transacting WIC Electronics Benefit Transaction (EBT) Card Including Fruit and Vegetable Benefits

Today's training will also cover:

- Prohibition of Incentive Items for WIC shoppers
- Overview of Authorized Foods
- Transacting WIC EBT Card Including Fruit and Vegetable Benefits

Training Content continued

- The Vendor Agreement, Vendor Sanctions, Reauthorization, and Reporting Changes in Ownership
- Cost Containment and Recoupment
- Vendor Claims and Complaints
- Program Changes and Updates

Finally, it will cover:

- The Vendor Agreement, Vendor Sanctions, Reauthorization, and reporting changes in ownership
- Cost containment and Recoupment
- Vendor claims and complaints
- Program changes and updates

Purpose of the WIC Program

WIC is the acronym for the Special Supplemental Nutrition Program for Women, Infants, and Children. WIC is funded by the United States Department of Agriculture (USDA) and is administered in Florida by the Department of Health.

Women, infants, and children are certified as eligible for program services based upon nutrition risk and income criteria.

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Purpose of the WIC Program continued

The WIC Program provides access to important foods, which contain essential vitamins, minerals, and other nutrients, to eligible pregnant women, breastfeeding women, women who have recently been pregnant, infants, and children under age five.

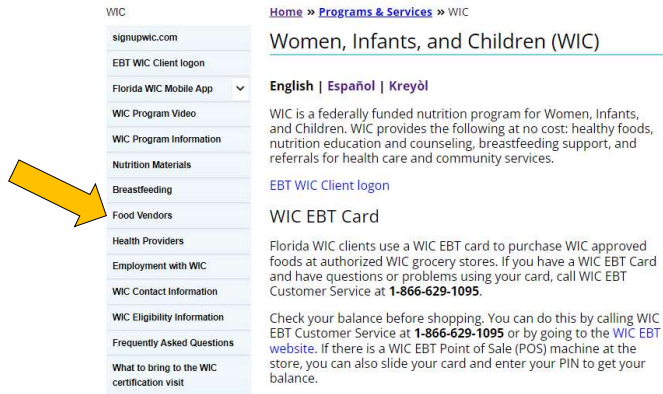
WIC foods are provided because proper nutrition in the early stages of life can help prevent serious health problems later on.

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WIC foods are provided because proper nutrition in the early stages of life can help prevent serious health problems later on.

Florida WIC Internet Sites

<http://www.floridawic.org>



WIC

[Home](#) » [Programs & Services](#) » WIC

Women, Infants, and Children (WIC)

[English](#) | [Español](#) | [Kreyòl](#)

WIC is a federally funded nutrition program for Women, Infants, and Children. WIC provides the following at no cost: healthy foods, nutrition education and counseling, breastfeeding support, and referrals for health care and community services.

[EBT WIC Client logon](#)

WIC EBT Card

Florida WIC clients use a WIC EBT card to purchase WIC approved foods at authorized WIC grocery stores. If you have a WIC EBT Card and have questions or problems using your card, call WIC EBT Customer Service at **1-866-629-1095**.

Check your balance before shopping. You can do this by calling WIC EBT Customer Service at **1-866-629-1095** or by going to the [WIC EBT website](#). If there is a WIC EBT Point of Sale (POS) machine at the store, you can also slide your card and enter your PIN to get your balance.

sign-up-wic.com

EBT WIC Client logon

Florida WIC Mobile App

WIC Program Video

WIC Program Information

Nutrition Materials

Breastfeeding

Food Vendors

Health Providers

Employment with WIC

WIC Contact Information

WIC Eligibility Information

Frequently Asked Questions

What to bring to the WIC certification visit

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To access Florida WIC Vendor information, go to our website www.floridawic.org. Click “Food Vendors” on the left menu bar.

This page is updated regularly so please check back as often as necessary for current materials.

Florida WIC Internet Sites continued

<http://www.floridawic.org>

- Florida WIC Foods Pamphlet
- WIC Contract Infant Formulas
- Mandatory Minimum Inventory
- Sample Vendor Agreement

Most of the information mentioned in this training can also be found on our internet website shown on this slide. There you will also find the following information:

- The Florida WIC Foods pamphlet with details of sizes, brands (when applicable), and types of foods authorized by the Florida WIC Program.
- A WIC Contract Infant Formulas sheet showing eligible formulas most often issued by WIC.
- The mandatory minimum inventory.
- A sample Vendor Agreement. There you will find a complete listing of program violations and the sanctions for each.

Florida WIC Internet Sites continued

<http://www.floridawic.org>

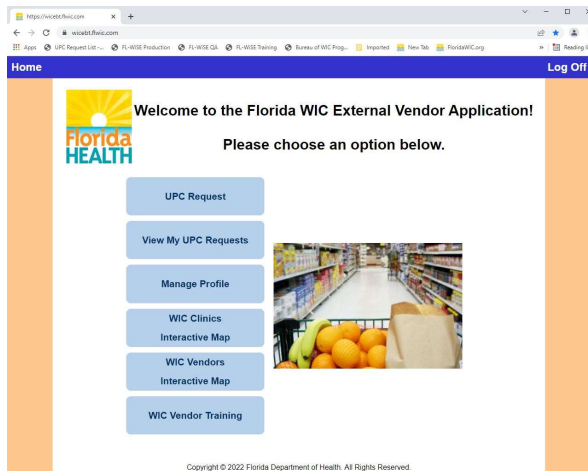
- Food and Formula Supply Sources (“Authorized Manufacturers, Wholesalers, and Distributors”)
- Site to Submit UPCs: <https://wicebt.flwic.com>

A list showing manufacturers, wholesalers, and distributors from whom you may purchase all food items redeemed with WIC funds including infant formula under the title of “Authorized Manufacturers, Wholesalers, and Distributors.”

You may copy these documents for use at your store.

We also have a website available to submit UPC codes electronically. At the FloridaWIC.org website under Food Vendors, if you click on “Online UPC Add Form” you will be taken to this website.

Florida WIC Internet Sites continued

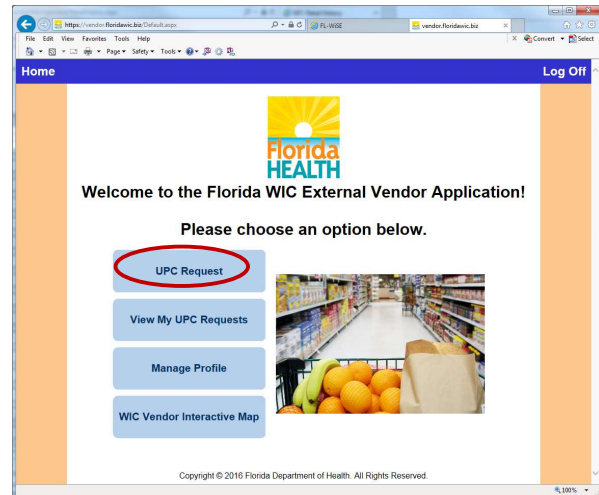


<https://wicebt.flwic.com>

This is the website that is available to use to upload new products for consideration to be added to our WIC Approved Products List (APL). It was designed to allow store owners, employees, manufacturers, or wholesalers to upload products with images for consideration.

This site requires the user to register with an email address and associate themselves with a store or company. Once the state office confirms and approves, the user can begin submitting products for consideration. This process can be completed using a computer, smart phone (both iOS and Android), as well as tablets or iPads.

Florida WIC Internet Sites continued



<https://wicebt.flwic.com>

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Once your profile has been created, click on the UPC Request area to submit a new product.

Florida WIC Internet Sites continued

Home Log Off

Add or Update UPC Request

Instructions Show Sample Images

View My UPC Requests

<https://wicebt.flwic.com>

UPC Information

UPC Code: Search

0 42563 00132 2

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From here you can type in the UPC Code as it appears on the barcode area. Be sure to type all 12 digits (or more if applicable) in order from the far left to the far right.

For instance, in this case, you would type **0-4-2-5-6-3-0-0-1-3-2-2**. Many people leave off or don't even notice the two outlying digits, but these are extremely important in getting your potential product submitted! Then click "Search".

Florida WIC Internet Sites continued

UPC Information

UPC Code:

UPC was approved effective 02/12/2020.

Brand:

Description:

Package Size:

Price:

Images

Nutrition Label:

Ingredients:

Bar Code:



<https://wicebt.flwic.com>

A screen then appears and tells you that the product is already in our database and when it was approved. The screen will also tell if the UPC was submitted previously and denied permanently or conditionally. If it is conditionally denied, the user may update any changes to the product information and resubmit.

Florida WIC Internet Sites continued

UPC Information	Images
UPC Code: <input type="text" value="078742040370"/> <input type="button" value="Search"/>	Nutrition Label: <input type="text"/> <input type="button" value="Browse..."/>
Please provide UPC or PLU details for consideration.	<input type="button" value="Delete"/>
Brand: <input type="text"/>	Ingredients: <input type="text"/> <input type="button" value="Browse..."/>
Description: <input type="text"/>	<input type="button" value="Delete"/>
Package Size: <input type="text"/>	Bar Code: <input type="text"/> <input type="button" value="Browse..."/>
Price: <input type="text"/>	<input type="button" value="Delete"/>
	Product: <input type="text"/> <input type="button" value="Browse..."/>
	<input type="button" value="Delete"/>
	<input type="button" value="Save"/>

<https://wicebt.flwic.com>

If the product is not already in our database, another screen appears for you to add details of the product, such as the description, package size, etc. Additionally, you will be able to upload images of the Nutrition Label, Ingredients, Bar Code, and a picture of the actual product packaging.

When done from a mobile device, when you touch the “Browse” to add a file, it allows you to take a picture by accessing the camera feature, capture the image right from this screen, and then uploads the image.

Florida WIC Internet Sites continued



Add or Update UPC Request

[Instructions](#) [Show Sample Images](#)

[View My UPC Requests](#)

<https://wicebt.flwic.com>

UPC Information

UPC Code: [Search](#)

UPC was approved effective 02/12/2020.

Brand:

Description:

Package Size:

Price:

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Once the images are uploaded, click “Save” at the bottom of the screen.

Then you are notified that the request was processed successfully. You are also able to log back in and check on the status of any UPCs you submit. Additionally, you will receive an email when the item has been approved, or if denied, the reason or how to proceed.

Minimum Inventory

Florida Department of Health, WIC Program
Mandatory Minimum Inventory Requirements
Effective 10/1/2021

WIC FOOD	* TYPES and BRANDS	MINIMUM SELECTION	MINIMUM SUPPLY
MILK	Refrigerated Whole	1 brand	4 1-gallon containers
MILK	Refrigerated 2% Low-Fat, Fat-Free	1 brand	6 1-gallon & 2-half gallon containers
CEREAL		7 kinds, 4 must be whole grain	21 9 oz. or larger boxes
BABY CEREAL		2 kinds	6 boxes
EGGS	Large, XL or Jumbo, White, Chicken Eggs	1 brand	4 dozen any size
CHEESE		2 kinds, any brand	8 pounds
FORMULA	Infant/Infant		12 12.5 oz. cans
FORMULA	Infant/Combibase		6 12.4 oz. cans
FORMULA	Similac Soy Isomil		6 12.4 oz. cans
PEANUT BUTTER		1 brand creamy	6 16 to 18 oz. jars
BEANS	Dry Beans, Dry Peas, or Dry Lentils	2 kinds, any brand	4 16 oz. bags
BEANS	Canned Beans - any brand	2 kinds	16 15-16 oz. cans
JUICE	Refrigerated Plastic Jugs/Cartons - Orange Juice	1 brand	4 1-gallon or 8-half gallon containers or a combination to total 4 gallons
JUICE	Plastic Bottles, 6 pack 8oz. Refrigerated Cartons, or 11.5-12 oz. Juice Concentrate	2 flavors	8 48 oz. containers (11.5-12 oz. concentrate or 6 pack 8 oz. refrigerated cartons = 48 oz. container)
JUICE	Plastic Bottles, Plastic Jugs, or Cartons (Shelf-stable or Refrigerated)	3 flavors	5 64 oz. containers
WHOLE GRAINS	100% Whole Wheat Bread or 100% Whole Wheat Buns	1 brand	4 16 oz. loaves or 16 oz. packages - in any combination
WHOLE GRAINS	Brown Rice, Corn or Whole Wheat Tortillas, Whole Wheat Pasta, Oatmeal, Bulgur or Cracked Wheat	1 brand	3 14-16 oz. bags or boxes of brown rice or 16 oz. bag corn or whole wheat tortillas, or 16 oz. container of whole wheat pasta, oatmeal, bulgur or cracked wheat, any single type or combination of types
BABY FOOD	Baby Fruits and Baby Vegetables	2 kinds of fruits & 2 kinds of vegetables	24 4 oz. jars/4 oz. package (2 x 2 oz.) (8 oz. package (2 x 4 oz.) 2 x 4 oz. jars)
FRUITS AND VEGETABLES	Fresh	2 different types of fruit & 2 different types of vegetables	\$26.00 total value of the supply
FRUITS AND VEGETABLES	Canned or Frozen	2 different types of fruit & 2 different types of vegetables	20 containers - can, glass or plastic - in any combination of containers

* See WIC Foods Pamphlet at www.floridawic.org for eligible brands, types, and restrictions.
This institution is an equal opportunity provider.

BEANS	Dry Beans, Dry Peas, or Dry Lentils	2 kinds, any brand	4 16 oz. bags
BEANS	Canned Beans - any brand	2 kinds	16 15-16 oz. cans
JUICE	Refrigerated Plastic Jugs/Cartons - Orange Juice	1 brand	4 1-gallon or 8-half gallon containers or a combination to total 4 gallons
JUICE	Plastic Bottles, 6 pack 8oz. Refrigerated Cartons, or 11.5-12 oz. Juice Concentrate	2 flavors	8 48 oz. containers (11.5-12 oz. concentrate or 6 pack 8 oz. refrigerated cartons = 48 oz. container)
JUICE	Plastic Bottles, Plastic Jugs, or Cartons (Shelf-stable or Refrigerated)	3 flavors	5 64 oz. containers



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Now let's take a look at the minimum stocking inventory requirements for WIC foods. These are the minimum amounts of WIC supplemental foods that are required to be available for sale in your store at ALL times.

As an example, let's look at the bean category. Beans can be purchased in any brand of 15 to 16 oz. cans or 16 oz. bags. The minimum inventory requirement for beans is 16 cans of two kinds and 4 bags of two kinds.

In the juice category, vendors are required to stock a minimum of 4 one-gallon refrigerated plastic containers, 8 half-gallon containers, or a combination to total 4 gallons of any brand of orange juice. Vendors are also required to carry 8 containers of any combination of 48 fl. oz. plastic bottles of juice in 2 of the allowed flavors. In addition, vendors must stock 5 containers of 64 fl. oz. juice in 3 allowed flavors. The 64 fl. oz. containers can be plastic bottles of non-refrigerated juice, refrigerated plastic jugs, or 64 fl. oz. cartons in any combination.

Authorized Food Suppliers

- Approved manufacturers, wholesalers, and distributors listed on the state website under “WIC Authorized Food and Formula Supply Sources.”
- Vendors must check this website frequently to remain current on authorized sources: www.floridawic.org

- Vendors may only purchase infant formula redeemed with WIC funds from approved manufacturers, wholesalers, and distributors listed on the state web site. Vendors will only receive credit for foods purchased from approved manufacturers, wholesalers, and distributors listed on the state web site. The program cannot pay vendors for food items that are purchased from manufacturers, wholesalers, or distributors unless they are listed on this web site. Consequently, it is important vendors check the web site frequently to ensure they are providing foods from sources recognized by the program.
- If your suppliers are not on the list, you must contact the state WIC office. The state WIC office will determine if the supplier meets our qualifications. If approved, that source will be added to our list. The state WIC office telephone number is listed in the WIC Foods pamphlet and also shown on the last slide of this presentation.

Record Keeping Requirements

- Keep invoices for 3 years.
- May be kept off-site.
- Must be produced upon request by WIC.
- Sales not supported by invoices will be recouped by WIC.
- Invoices must include the UPC code for WIC foods purchased.

Vendors are required to keep copies of all invoices for all foods purchased for WIC sales for 3 years.

They may be kept at a corporate office or business office location (off-site) but must be produced on demand for audit purposes.

Vendors who are unable to produce substantiating invoices for WIC sales will be required to repay WIC for those sales. This is done through our recoupment process covered later in this presentation.

Invoices must include UPC code for WIC foods purchased.

The WIC EBT Card



This is the Florida WIC EBT benefit card. This WIC EBT card and a valid Personal Identification Number (PIN) are all the participant needs to use their card. There is no requirement for participants to show a WIC Identification Card. The participant (or their authorized representative) must have their WIC EBT card in order for you to complete the transaction. If the participant does not have their WIC card, or has lost it, they should be directed to return to their local WIC office to get a replacement card.

The Shopping List

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WIC EBT Shopping List

Next appointment: _____
 As of March 14, 2022 3:33 PM
 Authorized Representative Name: Judy Smith
 Family ID#: 6277320

Clinic#: 060604
 Clinic Name: Broward, Paul Hughes WIC Clinic
 Phone #: (954) 767-5111

Your WIC foods for March 14, 2022 to April 13, 2022 are:
 Joe Smith ID#: 201934933

<ul style="list-style-type: none"> 1 LB Cheese - Any brand 8 or 16 oz. American, Cheddar, Colby, Monterey Jack, Mozzarella, Muenster, Provolone, Swiss, or blend 1 DOZ Large, Extra Large, or Jumbo White Eggs - No specialty or low cholesterol eggs. No brown eggs 36 OZ Breakfast Cereal - 9 to 36 oz. size - Allowed cereals listed in Florida WIC Foods pamphlet 1 BAG Dry Beans 16 oz. bag OR Canned Beans 15 to 16 oz. size; 4 cans = 1 bag OR 1 can = 0.25 bag 2 LB 16 oz. 100% Whole Wheat Bread; 16 oz. Tortillas or Pasta; Brown Rice 14-16 or 28-32 oz.; Oatmeal or Bulgur 16 or 32 oz. 24 \$\$\$ Fruits + Vegetables - Fresh, Frozen or Canned (includes plastic or glass containers) - Regular and Organic allowed 1 TUB Whole Milk Yogurt - 32 oz. (2 lb.) tub OR two packages of four 4 oz. servings 3 GAL Whole Milk - Gallon Size 2 BTL Juice - 64 fl. oz. (1/2 gallon) OR 16 fl. oz. concentrate OR may buy 128 fl. oz. (1 gallon) instead of two 64 fl. oz. 	<ul style="list-style-type: none"> 1 LB Cheese - Any brand 8 or 16 oz. American, Cheddar, Colby, Monterey Jack, Mozzarella, Muenster, Provolone, Swiss, or blend 1 DOZ Large, Extra Large, or Jumbo White Eggs - No specialty or low cholesterol eggs. No brown eggs 36 OZ Breakfast Cereal - 9 to 36 oz. size - Allowed cereals listed in Florida WIC Foods pamphlet 1 BAG Dry Beans 16 oz. bag OR Canned Beans 15 to 16 oz. size; 4 cans = 1 bag OR 1 can = 0.25 bag 2 LB 16 oz. 100% Whole Wheat Bread; 16 oz. Tortillas or Pasta; Brown Rice 14-16 or 28-32 oz.; Oatmeal or Bulgur 16 or 32 oz. 24 \$\$\$ Fruits + Vegetables - Fresh, Frozen or Canned (includes plastic or glass containers) - Regular and Organic allowed 1 TUB Whole Milk Yogurt - 32 oz. (2 lb.) tub OR two packages of four 4 oz. servings 3 GAL Whole Milk - Gallon Size 2 BTL Juice - 64 fl. oz. (1/2 gallon) OR 16 fl. oz. concentrate OR may buy 128 fl. oz. (1 gallon) instead of two 64 fl. oz.
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You can anticipate receiving the following WIC foods for April 14, 2022 to May 13, 2022.
 However, if the WIC status of a family member changes before the benefits are available, the foods you receive may also change.
 Joe Smith ID#: 201934933

<ul style="list-style-type: none"> 1 LB Cheese - Any brand 8 or 16 oz. American, Cheddar, Colby, Monterey Jack, Mozzarella, Muenster, Provolone, Swiss, or blend 1 DOZ Large, Extra Large, or Jumbo White Eggs - No specialty or low cholesterol eggs. No brown eggs 36 OZ Breakfast Cereal - 9 to 36 oz. size - Allowed cereals listed in Florida WIC Foods pamphlet 1 BAG Dry Beans 16 oz. bag OR Canned Beans 15 to 16 oz. size; 4 cans = 1 bag OR 1 can = 0.25 bag 2 LB 16 oz. 100% Whole Wheat Bread; 16 oz. Tortillas or Pasta; Brown Rice 14-16 or 28-32 oz.; Oatmeal or Bulgur 16 or 32 oz. 9 \$\$\$ Fruits + Vegetables - Fresh, Frozen or Canned (includes plastic or glass containers) - Regular and Organic allowed 1 TUB Whole Milk Yogurt - 32 oz. (2 lb.) tub OR two packages of four 4 oz. servings 3 GAL Whole Milk - Gallon Size 2 BTL Juice - 64 fl. oz. (1/2 gallon) OR 16 fl. oz. concentrate OR may buy 128 fl. oz. (1 gallon) instead of two 64 fl. oz. 	<ul style="list-style-type: none"> 1 LB Cheese - Any brand 8 or 16 oz. American, Cheddar, Colby, Monterey Jack, Mozzarella, Muenster, Provolone, Swiss, or blend 1 DOZ Large, Extra Large, or Jumbo White Eggs - No specialty or low cholesterol eggs. No brown eggs 36 OZ Breakfast Cereal - 9 to 36 oz. size - Allowed cereals listed in Florida WIC Foods pamphlet 1 BAG Dry Beans 16 oz. bag OR Canned Beans 15 to 16 oz. size; 4 cans = 1 bag OR 1 can = 0.25 bag 2 LB 16 oz. 100% Whole Wheat Bread; 16 oz. Tortillas or Pasta; Brown Rice 14-16 or 28-32 oz.; Oatmeal or Bulgur 16 or 32 oz. 9 \$\$\$ Fruits + Vegetables - Fresh, Frozen or Canned (includes plastic or glass containers) - Regular and Organic allowed 1 TUB Whole Milk Yogurt - 32 oz. (2 lb.) tub OR two packages of four 4 oz. servings 3 GAL Whole Milk - Gallon Size 2 BTL Juice - 64 fl. oz. (1/2 gallon) OR 16 fl. oz. concentrate OR may buy 128 fl. oz. (1 gallon) instead of two 64 fl. oz.
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This is an example of the shopping list that WIC participants receive at their WIC appointment along with their WIC EBT card. Each month's total family benefits are listed on the shopping list as well as the valid benefit period. For example, this family may begin using their WIC card on March 14th. The last day to use these benefits is April 13th. Also, the next month's benefit balance (if applicable) is listed below. In this example, the next benefit period begins April 14th and ends May 13th.

Available Benefits Balance

Example Bottom of Store Receipt From WIC Purchase

QTY	UNITS	DESCRIPTION
1.00	lb	Cheese – 8 or 16 oz
2.00	doz	White Eggs
72.00	oz	Breakfast Cereal
2.00	jar	Peanut Butter
2.00	lb	Whole Grains
4.00	gal	1% or Fat Free Milk
4.00	btl	Juice 64 oz (128 oz=2)
12.00	\$\$\$	Fruits + Vegetables

*****CARDHOLDER COPY*****

This is an example of an Available Benefits Balance Statement that is printed on the bottom of the shopping receipt.

WIC Participant Violations

- Attempting to return WIC purchases for cash, store credit, a different brand, or a non-WIC item.
- Verbal abuse, physical abuse, or disruptive behavior.
- Purposely attempting to buy ineligible food, food not authorized by WIC, or foods not issued to the participant.

REPORT PARTICIPANT VIOLATIONS TO THE LOCAL WIC OFFICE

WIC participants receive instructions on WIC food item eligibility and how to use their WIC benefits. There are participant sanctions for violations of WIC policy regarding use of WIC benefits and inappropriate behavior when transacting WIC benefits. Participant violations include:

- Attempting to return WIC-purchased food for cash, store credit, a different brand, or a non-WIC item.
- Verbal abuse, physical abuse, or disruptive behavior while using their benefits.
- Purposely attempting to buy ineligible food, food not authorized by WIC, or foods not issue to the participant.

REPORT PARTICIPANT VIOLATIONS TO THE LOCAL WIC OFFICE.

Manufacturer and Store Promotions and Specials

WIC customers must be allowed to participate in manufacturer and store promotions and specials offered to customers in grocery stores.

WIC customers must be allowed to participate in manufacturer and store promotions and specials offered in grocery stores.

Manufacturer and Store Promotions and Specials continued

The following are examples of promotions and specials WIC customers must be allowed (when offered to general public):

- Buy one, get one free
 - Free item does NOT have to be a WIC item
- Buy one, get one at a reduced price
- Manufacturer cents off
- Store shopping/loyalty cards

The following are examples of promotions and specials WIC customers must be allowed (when offered to the general public).

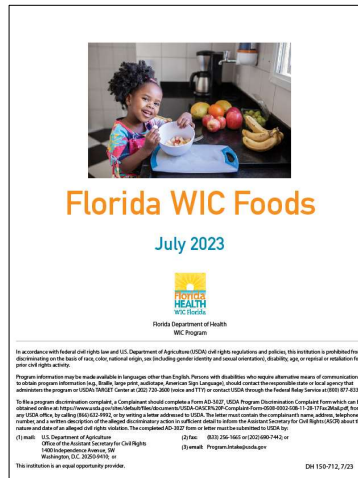
- Buy one, get one free – The free item can be a WIC item or a non-WIC item.
- Buy one, get one at a reduced price
- Manufacturer cents off
- Store shopping/loyalty cards

Incentive Items

Stores are **not allowed** to offer incentives, promotional items, services specifically for WIC customers, or to encourage WIC participants to shop in a store. Prohibited offerings include raffles, free food or non-food items, grocery delivery, or customer transportation.

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WIC Food Pamphlet



Now we will discuss the WIC foods, infant formulas, minimum inventory requirements and the Florida WIC Foods pamphlet.

“Why do you need to be able to determine if an item is allowed by WIC or not?”

The answer is that when your store and your WIC customer both know what foods are allowed it is a better experience for everyone. Cashiers, especially, need to know how to find out if an item is approved by WIC. If WIC customers are denied items that are allowed, they will likely choose to shop at another store.

So now you may ask, “How do I know if an item is allowed?” The WIC Foods pamphlet, along with the customer’s shopping list or benefits balance will answer your questions about which foods are allowed to be purchased.

Florida WIC Foods Overview

Let's take a look at what foods are allowed.

Let's take a look at what foods are allowed.

Milk



- Quart and half-gallon sizes may only be purchased when QUART or HALF-GALLON is listed on the benefits balance.
- Must purchase the type of milk specified on the WIC EBT Shopping List or benefits balance.
- Evaporated milk, nonfat dry milk, and lactose free milk are allowed only when listed on the benefits balance.



Milk will be listed on the shopping list or benefits balance in the number of gallons, half-gallons or quart sizes allowed. When gallons are listed on the benefits balance the customer may only buy the gallon size of milk. For example, if the WIC customer chooses to purchase refrigerated milk and the benefits allow two gallons the customer may only select two one-gallon containers. The **QUART** size and **HALF-GALLON** size is only allowed when specifically listed on the benefits. When one quart is listed on the available benefits the customer may buy 1 quart of refrigerated milk or 1 quart of UHT (shelf-stable) milk. When “half-gallon” is listed on the benefits balance the customer may purchase one half-gallon container of milk.

In addition to the size, the WIC shopping list or benefits balance will also list the type of milk that must be purchased, such as whole milk OR 2% reduced fat milk OR 1% lowfat OR fat free milk. Make sure the type of milk the WIC customer has selected is the same as the type of milk listed on the benefits balance. Customers are allowed to purchase evaporated milk, nonfat dry milk, UHT shelf-stable milk, and lactose free milk only when listed on their benefits balance. Please refer to the WIC Foods pamphlet for allowed types and sizes of milk.

Soy Products

Soy Products

Soy Milk or Soy Beverage

Allowed refrigerated brands:

- 8th Continent Original - 1/2 gallon
- 8th Continent Vanilla - 1/2 gallon
- Great Value Original - 1/2 gallon
- Silk Original - 64 fl. oz. or 32 fl. oz.

32 fl. oz. allowed shelf-stable

brands:

- Silk Original
- Pacific Foods Ultra Soy Original

- 64 fl. oz. or 2 quarts = 1 hgl
- 2 pack of half gallon size = 2 hgl
- 1 quart (32 fl. oz.) = 0.5 hgl



Tofu ANY BRAND including organic brands

14 to 16 oz. package

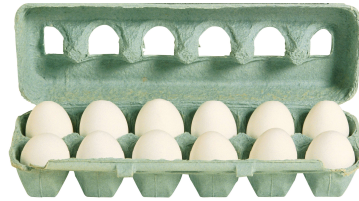
No added fats, sugars, oils, or sodium.



- Soy products such as Soy Milk, Soy Beverage, and Tofu are WIC-eligible products.
- Only specific brands of Soy Milk or Beverage are allowed. They are 8th Continent Original or Vanilla; Great Value Original; Silk Original; and Pacific Foods Ultra Soy Original.
- Allowed sizes for Soy Milk or Beverage are 64 fl. oz. (1/2 gallon) and 32 fl. oz. (1 quart).
- Silk Original may be purchased as a refrigerated or shelf-stable product. Pacific Foods Ultra Soy Original is only available as a shelf-stable product.
- Beginning July 1, 2023, the Florida WIC Program will allow clients to purchase Tofu. Any Brand including organic brands will be allowed. The package size must be 14 to 16 oz. The tofu cannot have added fats, sugars, oils, or sodium.

Eggs

- WIC customers must purchase white chicken eggs in 1 dozen or 1/2 dozen package size.
- Large, extra large, or jumbo are allowed.
- No organic eggs
- No brown eggs



- WIC customers must purchase white chicken eggs in 1 dozen or ½ dozen package size.
- Large, extra large, or jumbo are allowed.
- No organic eggs.
- No brown eggs.

Yogurt

Yogurt

ANY BRAND, ANY FLAVOR including Greek Yogurt

Whole Milk Yogurt (for children 1 year of age)

Nonfat or Lowfat Yogurt (0 to 2% fat) (for women and children 2 years of age and older)

For each “tub” on shopping list, these sizes may be purchased:

- one 32 oz. (2 lb.) tub
- one 32 oz. (2 lb.) package with 8 - 4 oz. servings or 16 - 2 oz. tubes
- two 16 oz. (1 lb.) packages with 4 - 4 oz. servings or 8 - 2 oz. tubes

No yogurt with more than 40 grams total sugars per 1 cup (8 oz.) serving, 30 grams total sugars per 3/4 cup (6 oz.) serving, 20 grams total sugars per 4 oz. serving, or 10 grams total sugars per 2 oz. serving. No yogurt with artificial sweeteners or stevia—many of these yogurts are called “LIGHT” yogurt. No smoothies.



Beginning July 1, 2023, the Florida WIC Program will allow any brand of fat free and lowfat yogurt in 2 oz. tubes in 16-count and 8-count packages.



Some WIC customers may receive benefits for yogurt. Most of the time, whole milk yogurt is given to children that are 1 year of age and nonfat or lowfat yogurt is given to women and children 2 year of age and older.

- No yogurt with more than 40 grams of sugar per 8 oz. serving.
- Any brand and any flavor of yogurt, including “Greek” yogurt is allowed.
- No yogurt with artificial sweeteners or stevia.
- No “Smoothies”.
- For each “tub” on the shopping list, these sizes may be purchased:
 - one 32 oz. (2 lb.) tub
 - one 32 oz. (2 lb.) package with 8 - 4 oz. servings or 16 - 2 oz. tubes
 - two 16 oz. (1 lb.) packages with 4 - 4 oz. servings or 8 - 2 oz. tubes
- Beginning July 1, 2023, the Florida WIC Program will allow any brand of fat free and lowfat yogurt in 2 oz. tubes in 16-count and 8-count packages. Currently available brands are Yoplait GO-GURT and Great Value.

100% Fruit Juice

100% Fruit Juice

Children receive juice in 64 fl. oz. bottles (btl), cartons, or jugs.

A gallon size (128 fl. oz.) bottle of juice will count as 2 (two) 64 fl. oz. bottles.

A 16 fl. oz. can of juice concentrate can be bought instead of a 64 fl. oz. bottle.

Women receive juice in 48 fl. oz. bottles (btl) or 6-pack of 8 fl. oz. cartons. A 96 fl. oz. bottle of juice will count as 2 (two) 48 fl. oz. bottles. An 11.5 or 12 fl. oz. can of juice concentrate can be bought instead of a 48 fl. oz. bottle.

Apple, Grape, Pineapple, White Grape, Pear, Cherry, and Juice Blends must be labeled as 72 mg (80%) or more vitamin C per 8 fl. oz. serving OR 120% or more vitamin C per 8 fl. oz. serving when mg of vitamin C are not listed on label. May buy juice that has added calcium or vitamin D.

No added sugar or syrup. No juice drinks, beverages, cocktails, or "light" juice. No Apple Cider or Natural Apple Juice. No Kedem.

Children receive 100% fruit juice in 64 and 128 fl. oz. sizes, or 16 fl. oz. juice concentrate. Women receive 100% fruit juice in 48 or 96 fl. oz., 6 pack of 8 fl. oz. cartons, or 11.5-12 fl. oz. juice concentrate.

Vitamin C will be listed on the Nutrition Facts panel on the product label. Apple, Grape, Pineapple, White Grape, Pear, Cherry, and Juice Blends must be labeled as 72 mg (80%) or more vitamin C per 8 fl. oz. serving OR 120% or more vitamin C per 8 fl. oz. serving when mg of vitamin C are not listed on label. Refer to the Florida WIC Foods pamphlet to determine if a product should or may be considered as WIC eligible.

100% Fruit Juice continued

Not Allowed

- 46 fl. oz. size can or bottle
- 59 fl. oz. size carton
- 89 fl. oz. refrigerated jug
- 32 fl. oz. bottle
- Tomato juice and V8® juice

The 46 fl. oz. size can or bottle, 59 fl. oz. container, 89 fl. oz. container and 32 fl. oz. container sizes are **NOT** allowed. No sizes or combinations of sizes are authorized other than those specifically listed on the benefits balance.

Tomato juice and Vegetable juices are not allowed.

100% Fruit Juice continued

Not Allowed

- No juice drinks
- No juice beverages
- No juice cocktails
- No added sugar or syrup
- No “light” juice
- No apple cider
- No organic products

WIC customers may not purchase juice drinks, juice beverages, juice cocktails, juice with added sugar or syrup, “light” juice, apple cider, or organic juice products. Juice restrictions are listed in the Florida WIC Foods pamphlet.

Plastic Juice Bottles or Jugs

Allowed

- Allowed sizes are 48 fl. oz., 64 fl. oz., 96 fl. oz., and 1 gallon (128 fl. oz.).
- Any brand and flavor listed in the Florida WIC Foods pamphlet may be purchased.



The Florida WIC Foods pamphlet lists the sizes and flavors of non-refrigerated juices in plastic bottles and jugs that WIC customers may purchase.

The allowed sizes are 48 fl. oz., 64 fl. oz., 96 fl. oz., and 1 gallon and allowed flavors are listed in the pamphlet. Any brand is allowed unless the brand is listed as not allowed. Refer to the Florida WIC Foods pamphlet for additional information regarding fruit juice.

Refrigerated Plastic Jugs and Cartons

- Gallon (128 fl. oz.) – orange juice
- Half-gallon (64 fl. oz.) – orange juice and grapefruit juice (pink, ruby red, and white)
- Tropicana 6-pack of 8 fl. oz. cartons – orange juice



Any brand of refrigerated orange juice and grapefruit juices are allowed. 100% orange juice is allowed in the 64 fl. oz. carton, half-gallon size plastic jug and gallon size plastic jug. 100% grapefruit juice in pink, ruby red, and white is **only** allowed in the 64 fl. oz. carton and the half-gallon size plastic jug. Tropicana Orange Juice in the 6-pack of 8 fl. oz. cartons is allowed for clients with 48 fl. oz. juice on their shopping lists.

100% Fruit Juice Concentrate

Allowed Sizes

- 11.5 fl. oz.



- 12 fl. oz.



- 16 fl. oz.



Allowed Flavors

- Apple
- Grape
- Grapefruit
- Orange
- Pineapple
- White Grape
- Juice Blend – Any Flavor - 100% Fruit Juice

The allowed sizes of frozen and shelf-stable 100% fruit juice concentrate are 11.5, 12, and 16 fl. oz.

Any brand is allowed and allowed flavors are listed in the Florida WIC Foods pamphlet.

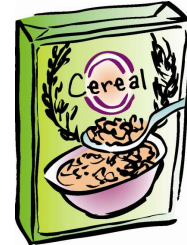
The customer may buy juice that has added calcium, vitamin D, and pulp.

Breakfast Cereal

Allowed

9 to 36 oz. box or bag of breakfast cereal

Only those listed in the WIC Foods pamphlet.



Many breakfast cereals are WIC eligible. The minimum package size for breakfast cereals is 9 oz.

The Florida WIC Food pamphlet contains a complete list of the allowed breakfast cereals. Breakfast cereals that meet the federal whole grain requirement are identified by a star beside their name. At least four of the WIC-eligible breakfast cereals that you stock must meet the whole grain requirement.

The WIC customer may buy any combination of breakfast cereals up to the number of ounces of breakfast cereal listed on their available benefit balance.

Cheese

Any brand of 8 oz. or 16 oz. package slices, shredded, block, round, string, or cubes of cheeses listed below are allowed. Whole milk, part skim, reduced fat, lowfat, and any blends of cheeses listed below are allowed.

- American – Deluxe slices and 2% reduced fat
- Cheddar – mild, medium, sharp, and extra sharp
- Provolone – regular and smoked flavors
- Colby, Monterey Jack, Mozzarella, Muenster, and Swiss



WIC customers may purchase any brand of 8 oz. or 16 oz. package of slices, shredded, block, round, string, cubes of cheeses listed below are allowed. Whole milk, part skim, reduced fat, lowfat, and any blends of cheeses listed below are allowed.

American Slices - Deluxe regular and 2% reduced fat American cheese is allowed. No individually wrapped slices.

Cheddar – mild, medium, sharp, and extra sharp

Provolone – regular and smoked flavors

Colby , Monterey Jack, Mozzarella, Muenster, and Swiss

Cheese continued

Not Allowed

- Individually wrapped slices
- Cheese products or cheese food
- Fat free cheeses
- Imported cheese
- Cheese with added ingredients



Cheese that is not allowed are individually wrapped slices, cheese products or cheese food, fat free cheeses, imported cheese, cheese with added ingredients.

Peanut Butter

Peanut Butter

16 to 18 oz. jar only

ANY BRAND Peanut Butter

Creamy, Crunchy, Chunky, Extra Crunchy, Smooth, Super Chunk, or Natural

No spreads, whipped, or reduced fat.

No Peter Pan Plus, Jif Omega 3, or Simply Jif.

No Natural Jif, Peter Pan, or Skippy (these are spreads).

No added artificial sweeteners, honey, marshmallow, chocolate, or jelly.



Allowed

16 to 18 oz. jar only

Peanut butter is allowed in 16 to 18 oz. jars only. No other sizes may be purchased.

Any brand of creamy, crunchy, extra crunchy, smooth, super chunk, or natural peanut butter is allowed.

No spreads, whipped, reduced fat, or organic peanut butters are allowed.

No added artificial sweeteners, honey, marshmallow, chocolate, or jelly. See the Florida WIC Foods pamphlet for additional restricted brands and types.

Canned Beans (Legumes)

- 15 to 16 oz. can only
- Any brand of canned beans is allowed
- Each can counts as $\frac{1}{4}$ of a bag



1.0 bag = 4 cans

0.50 bag = 2 cans

0.75 bag = 3 cans

0.25 bag = 1 can

Another food category that is allowed is CANNED BEANS (or Legumes) in 15 to 16 oz. cans. These types of beans are offered to WIC participants as a source of protein.

For each bag of beans on the participant's WIC EBT benefits, they can either buy a 16 oz. bag or 4 15-16 oz. cans. Examples of canned beans that can only be purchased with regular WIC benefits are listed in the WIC Foods pamphlet.

Any brand is allowed.

Other types of canned beans such as green beans or wax beans can only be purchased with the Fruit and Vegetable Cash Benefit. They will be discussed later in this presentation.

Dry Beans, Peas, and Lentils (Legumes)

- 16 oz. bag only
- Any kind of dry beans, peas, or lentils is allowed
- No flavored, seasoned, gourmet, soup mixes, or organic products



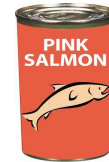
Another bean option for WIC participants is dry beans. The only package size allowed for dry beans, peas, and lentils is 16 oz. No smaller sizes are allowed. Any kind of dry beans, peas, or lentils is allowed.

Restrictions are no flavored, seasoned gourmet, soup mixes, or organic products.

Light Tuna, Pink Salmon, Mackerel, and Sardines

Any brand, any size up to 30 oz. in cans or pouches– any combination. May be packed in oil, water, sauces, and flavorings.

SARDINES



- Light Tuna
- Mackerel – Atlantic, Pacific Chub, or Jack
- Sardines **No white, albacore, or yellow fin tuna.**
No sockeye, red, or coho salmon.

Under special circumstances some women can purchase fish. Pink salmon; light tuna; Atlantic, Pacific Chub, or Jack Mackerel, and Sardines are the allowed fish choices. Fish may be packed in oil, water, sauces, and flavorings. White, albacore, or yellow fin tuna are not allowed. Sockeye, red, and coho salmon are not allowed.

The WIC benefits balance will list the number of ounces of fish that the WIC customer may purchase. Any brand, any size up to 30 oz. can or pouches may be purchased. The customer may select **any combination** of light tuna, pink salmon, mackerel, and sardines up to the total number of ounces listed on the shopping list or available benefits balance.

Whole Grains

- 100% Whole Wheat Bread and Buns



- Brown Rice



- Corn Tortillas



- 100% Whole Wheat Pasta



- 100% Whole Wheat Tortillas



- Bulgur or Cracked Wheat



- Oats or Oatmeal



Another category of allowed foods is whole grains. When the benefit balance specifies “WHOLE GRAINS,” the customer may choose one of the following items:

- 100% whole wheat bread or buns
- Brown rice
- Corn tortillas
- 100% whole wheat pasta
- 100% whole wheat tortillas
- Bulgur or cracked wheat
- Oats or oatmeal

Whole Grains continued

Whole Grains

100% Whole Wheat Bread & Buns

16 oz. (1 lb.) loaf or package only

Allowed brands:

- Arnold "Sliced Buns" and "Sliced Hot Dog Buns"
- Lewis Bake Shop "100% Whole Wheat" and "Healthy Life 100% Whole Wheat"
- Nature's Own "Sugar Free" and "with Honey"
- Pepperidge Farm "Swirl," "Light Style," and "Very Thin"
- Sara Lee
- Wonder "Small"
- Any store brand "100% Whole Wheat"



100% Whole Wheat Bread and Buns

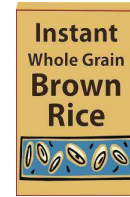
- Allowed brands are listed in the WIC Foods pamphlet
- 16 oz. (1 pound) loaf or package size only

WIC customers may select only the specific brands of 100% whole wheat bread or buns listed in the WIC Foods pamphlet. The only allowed size is a 16 oz. (1 lb.) loaf or package size.

Whole Grains continued

Brown Rice

- Regular, Instant, Boil-in-Bag, Basmati, Jasmine, Short Grain, and Long Grain are allowed
- Any brand
- 14 to 16 oz. bag or box
- 28 to 32 oz. bag or box



Label may read brown rice or whole grain brown rice.

Any brand of regular, instant, or boil-in-bag brown rice in a 14 to 16 oz. or 28 to 32 oz. bag or box is allowed. The label should identify the product as either brown rice or whole grain brown rice.

No white rice or wild rice. No added ingredients such as seasonings. No rice in jars or frozen rice. No organic rice.

Whole Grains continued

Corn Tortillas

- Allowed brands are listed in the WIC Foods pamphlet.
- 16 oz. bag only.
- No taco shells or tortilla chips.



WIC customers may select from only the specific brands of corn tortillas listed in the WIC Foods pamphlet. The 16 oz. bag is the only allowed size.

No flour tortillas are allowed and no taco shells or tortilla chips.

Whole Grains continued

100% Whole Wheat Tortillas

- 16 oz. bag only
- Any brand
- Whole wheat flour must be the only flour listed in the ingredient list



100% Whole Wheat Tortillas

- 16 oz. bag only
- Any brand
- “Whole wheat flour” must be the only flour listed in the ingredient list.

Whole Grains continued

100% Whole Wheat Pasta

- 16 oz. (1 pound) size only
- Any brand, any shape
- Whole wheat flour and/or whole durum wheat flour must be the only flour listed in the ingredient list
- No added vegetables, sugars, fats, oils, or salt (sodium)



100% Whole Wheat Pasta

- 16 oz. (1 lb.) size only
- Any brand, any shape
- “Whole wheat flour” and/or “whole durum wheat flour” must be the only flours listed in the ingredient list.
- No added vegetables, sugars, fats, oils, or salt (sodium).

Whole Grains continued

Whole Grains

Oatmeal or Oats


ANY BRAND Instant, Quick, Old Fashioned, or Rolled
16 oz. (1 lb.) OR 32 oz. (2 lb.) bag, box, or container

Allowed brands include: ■ Avelina ■ Bob's Red Mill
■ El Sabor ■ Finest Brand ■ Goya ■ Hodgson Mill ■ Iberia ■ JCS
■ Lakay ■ Madame Gougousse ■ McCann's ■ Molinera ■ Mom's Best
■ N'ap boule ■ Ti Machan'in ■ Vitarroz ■ Yummy

Note: 16 oz. and 32 oz. Oatmeal or Oats may be purchased as **Whole Grains** while 9.8 oz. and 23.7 oz. Quaker or 11.8 oz. Ralston and store brands of Instant Oatmeal Original/Regular may be purchased as **Breakfast Cereal**.

Bulgur or Cracked Wheat

ANY BRAND 16 oz. (1 lb.) OR 32 oz. (2 lb.) bag, box, or container



- Oats or Oatmeal – Instant, Quick, Old Fashioned, or Rolled
- Bulgur or Cracked Wheat

Note: 16 oz. and 32 oz. bag, box, or container of these products may be purchased as Whole Grains.

Bulgur or cracked wheat and oats or oatmeal are available as whole grains. Both are allowed in a 16 or 32 oz. bag, box, or container only.

Any brand of instant, quick, old fashioned, rolled oats or oatmeal in 16 oz. (1 lb.) or 32 oz. (2 lb.) bag, box, or container is allowed as a whole grain choice.

Note: 16 oz. and 32 oz. oats or oatmeal may be purchased as **Whole Grains** while 9.8 oz. box (10 pack) and 23.7 oz. box (24 pack) of Quaker Instant Oatmeal or 11.8 oz. (12 pack) Ralston and store brands of Instant Oatmeal Original/Regular may be purchased as **Breakfast Cereal**.

Baby Cereal



Baby Foods

Regular and **Organic** brands of baby cereals and baby meats:
Beech-Nut, Earth's Best, and Gerber.

Regular and **Organic** brands of baby fruits and vegetables:
Beech-Nut, Earth's Best, Gerber, Happy Baby, Mom's Organic Choice,
Once Upon A Farm, Parent's Choice, Pic Select Fresh, Tippy Toes, and
Wild Harvest.

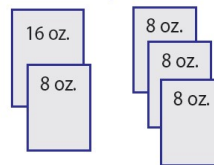
Baby Cereal

8 oz. or 16 oz. container.

- Oatmeal
- Oatmeal Millet Quinoa
- Rice
- Whole Wheat
- MultiGrain

**No added ingredients such as
fruit, formula, yogurt, or DHA.**

Examples of how to buy
24 oz. baby cereal:



Baby cereals are allowed in the 8 oz. or 16 oz. container.

Oatmeal, multigrain, rice, whole wheat, and oatmeal millet quinoa baby cereal are allowed.
The baby cereal may be regular and organic brands.

Please see the Florida WIC Foods pamphlet for restrictions.

Baby Food Fruits and Vegetables

Baby Fruits and Vegetables

Baby fruits, vegetables, or fruit & vegetable combinations in only these sizes:

Jar: 4 oz.

Package: 8 oz. with two 4 oz. containers

Package: 4 oz. with two 2 oz. containers

May buy 12, 32, 64, and 128 oz. packages.

No pouches. No added ingredients such as DHA, sugars, starches, salt, sodium, meat, poultry, cereal, noodles, rice, yogurt, raisins, granola, oatmeal, chia, quinoa, or amaranth. No desserts, dinners, or casseroles. No toddler foods.



ORGANIC
is allowed.

The only allowed sizes of baby food fruits and vegetables are 4 oz. jars, 4 oz. packs of two 2 oz. containers, and 8 oz. packs of two 4 oz. containers. Also 12, 32, 64, and 128 oz. packages may be purchased.

Regular and Organic brands of baby fruits and vegetables are Beech-Nut, Earth's Best, Gerber, Happy Baby, Mom's Organic Choice, Once Upon A Farm, Parent's Choice, Pic Select Fresh, Tippy Toes, and Wild Harvest.

Please see the Florida WIC Foods pamphlet for restrictions.

Baby Food Fruits and Vegetables continued

Florida WIC Baby Foods
July 2022

Baby Cereal
8 oz. or 16 oz. box or plastic container. No added ingredients such as fruit, formula, yogurt, or DHA.

Beech-Nut
Oatmeal
MultiGrain
Organic Oatmeal

Gerber
Oatmeal
MultiGrain
Rice
Whole Wheat
Organic Rice
Organic Oatmeal
Organic Oatmeal Millet Quinoa

Alimentos para Bebé
Julio 2022

Cereal de Bebé
Caja o recipiente plástico de 8 oz. o 16 oz. No se permiten ingredientes añadidos como fruta, fórmula, yogurt o "DHA."

Beech-Nut
Oatmeal
MultiGrain
Organic Oatmeal

Gerber
Oatmeal
MultiGrain
Rice
Whole Wheat
Organic Rice
Organic Oatmeal
Organic Oatmeal Millet Quinoa

Manje Bebe
Juliya 2022

Sereyal Bebe
Dzivat uzdevien vairo plastikā de 8 ori oswa 16 ori. Sa yu ajoste engredyanti tankuwa fwi, fomil, yogurt oswa DHA pa ladan'.

Beech-Nut
Oatmeal
MultiGrain
Organic Oatmeal

Gerber
Oatmeal
MultiGrain
Rice
Whole Wheat
Organic Rice
Organic Oatmeal
Organic Oatmeal Millet Quinoa

Baby Meats
For breastfed babies who receive no formula from WIC. 2.5 oz. jar only. No meat sticks.

Carnes de Bebé
Para bebés que son amamantados y no reciben fórmula de WIC. Tamo (jar) de 2.5 oz. solamente. No se permiten palillos de carne.

Manje Bebe
Pou tibebel ki ap bewe let mannan ki pa resewa fomil nan WIC. Bokal (jar) de 2.5 ons salman. Ti baton vyenn pa ladan'.

Beech-Nut
Beef & beef broth
Chicken & chicken broth
Turkey & turkey broth
30 oz. variety pack

Gerber
Beef & gravy
Chicken & gravy
Horn & gravy
Turkey & gravy
10 oz. sampler pack & 30 oz. variety pack

Earth's Best
Organic Chicken & chicken broth
Organic Turkey & turkey broth

Florida Department of Health
WIC Program
FloridaWIC.org

Baby Fruits & Vegetables
Frutas y Vegetales de Bebé
Pwi ak Legim Bebe

You can buy your baby fruits and vegetables with any combination of packages or jars that add up to the total ounces (oz.) you receive per month.

Here are some examples of how to buy:
64 oz. 16-oz. jar packages OR 8-oz. packages
128 oz. 32-oz. jar packages OR 16-oz. packages
256 oz. 64-oz. jar packages OR 32-oz. packages

Parent's Choice Stage 1 or 2
4 oz. jar, 4 oz. or 8 oz. package

Earth's Best Organic Stage 2
4 oz. jar

Happy Baby Organics Stage 1 or 2
4 oz. jar

Tippy Toes Regular & Organic
4 oz. jar or 8 oz. package

Gerber Regular, Natural & Organic
1st or 2nd Foods
4, 8, 12, 32, 64 & 128 oz. package; 4 oz. jar

Beech-Nut Regular, Natural & Organics
Stage 1 or 2
4 oz. jar & 64 oz. package

Once Upon A Farm Organic Stage 2
4 oz. jar

Wild Harvest Organic 4 oz. jar

Mom's Organic Choice
8 oz. package

Pic Select Fresh
8 oz. package

Florida Department of Health
WIC Program
FloridaWIC.org

A "Baby Foods Supplemental Sheet" provides more information on baby food fruit and vegetables allowed. It is available on the Florida WIC website at www.floridawic.org in the "Food Vendors" section.

Baby Food Fruits and Vegetables continued

- Regular and organic brands are allowed.
- You can buy baby fruits and vegetables with any combination of packages or jars that add up to the total ounces (oz.) you receive per month. Examples of how to buy are on the next slide.



- Regular and organic brands of baby fruits and vegetables are allowed.
- You can buy your baby fruits and vegetables with any combination of packages or jars that add up to the total ounces you receive per month. Examples of how to buy are on the next slide.

Baby Food Fruits and Vegetables continued

- Examples of how to buy:
 - 64 ounces = 16 – 4 oz. jars/packages or 8 – 8 oz. packages
 - 128 ounces = 32 – 4 oz. jars/packages or 16 – 8 oz. packages
 - 256 ounces = 64 – 4 oz. jars/packages or 32 – 8 oz. packages



Examples on how to buy:

- 64 oz. = 16 – 4 oz. jars/packages OR 8 – 8 oz. packages
- 128 oz. = 32 – 4 oz. jars/packages OR 16 – 8 oz. packages
- 256 oz. = 64 – 4 oz. jars/packages OR 32 – 8 oz. packages

Baby Food Meats

Baby Meats

For breastfed babies who receive no formula from WIC.

2.5 oz jar may buy 10 and 30 oz. packages.

- Beef & Beef Broth/Gravy
- Chicken & Chicken Broth/Gravy
- Ham & Ham Gravy
- Turkey & Turkey Broth/Gravy

No meat sticks.



Some WIC participants also receive Baby Food Meats. The baby meat may be regular and organic brands of Beech-Nut, Earth's Best, and Gerber. The only allowed size is 2½ oz. jar and 10 and 30 oz. packages which contain 2½ oz. jars. The baby meat can only contain meat ingredients in broth or gravy. Meat sticks are not allowed.

Guidance for Transacting WIC EBT Cards

- Many different types of cash register systems
- Please refer to your in-store training



Since stores have many different types of cash register systems, please refer to your in-store training on how to properly transact Florida WIC EBT transactions.

Transacting WIC EBT Cards

Some helpful things your store may do when transacting Florida WIC EBT cards:

- Shelf stickers or shelf labeling.
- Participants can only purchase items prescribed to them. Just because it is marked as a WIC item on the shelf does not mean they have benefits for that item.
- Provide the customer their receipts showing food purchased with WIC and their ending balance.

Here are a few things your store MAY do when transacting Florida WIC EBT cards and a few things to keep in mind for WIC transactions:

- Some stores have shelf stickers or other shelf labeling to indicate that a product is Florida WIC-eligible. Please remember that just because the item is a WIC-approved item, it is not necessarily an approved item for all WIC customers.
- Only foods that are on the client's Florida WIC shopping list are authorized for purchase with the WIC EBT card. For example, if a participant is prescribed "1% or Fat Free Milk", they will not be able to purchase whole milk or 2% milk with their WIC EBT card.
- Stores may require the customer to tell the cashier that the transaction will be paid for with a WIC EBT card.
- Stores may ask the customer to separate their WIC foods from other foods.
- WIC customers are allowed to use store and manufacturer coupons just as non-WIC customers use them. The use of coupons reduces WIC Program food costs and allows the program to purchase foods for more WIC participants.
- Remember to give the customer their receipts showing which foods were purchased with their Florida WIC EBT card and their ending balance.

Transacting WIC EBT Cards continued

Your WIC foods for March 14, 2022 to April 13, 2022 are:
Joe Smith ID#: 201934933

- 1 LB Cheese - Any brand 8 or 16 oz. American, Cheddar, Colby, Monterey Jack, Mozzarella, Muenster, Provolone, Swiss, or blend
- 1 DOZ Large, Extra Large, or Jumbo White Eggs - No specialty or low cholesterol eggs. No brown eggs
- 36 OZ Breakfast Cereal - 9 to 36 oz. size - Allowed cereals listed in Florida WIC Foods pamphlet.
- 1 BAG Dry Beans 16 oz. bag OR Canned Beans 15 to 16 oz. size; 4 cans = 1 bag OR 1 can = 0.25 bag
- 2 LB 16 oz. 100% Whole Wheat Bread. 16 oz. Tortillas or Pasta; Brown Rice 14-16 or 28-32 oz.; Oatmeal or Bulgur 16 or 32 oz.
- 24 \$\$\$ Fruits + Vegetables - Fresh, Frozen or Canned (includes plastic or glass containers) - Regular and Organic allowed
- 1 TUB Whole Milk Yogurt - 32 oz. (2 lb.) tub OR two packages of four 4 oz. servings
- 3 GAL Whole Milk - Gallon Size
- 2 BTL Juice - 64 fl. oz. (1/2 gallon) OR 16 fl. oz. concentrate OR may buy 128 fl. oz. (1 gallon) instead of two 64 fl. oz.



WIC customers receive a Florida WIC EBT shopping list showing all of the family's WIC foods for each month. However, because their available balance can be printed both before and after the WIC transaction it is not necessary for them. They can also access their benefits through an Interactive Voice Response (IVR) system or through a web-portal. The phone number and web address are on the back of the WIC EBT card.

Fruit and Vegetable Benefits

Your WIC foods for March 14, 2022 to April 13, 2022 are:

Joe Smith ID#: 201934933

- 1 LB Cheese - Any brand 8 or 16 oz. American, Cheddar, Colby, Monterey Jack, Mozzarella, Muenster, Provolone, Swiss, or blend
- 1 DOZ Large, Extra Large, or Jumbo White Eggs - No specialty or low cholesterol eggs. No brown eggs
- 36 OZ Breakfast Cereal - 9 to 36 oz. size - Allowed cereals listed in Florida WIC Foods pamphlet.
- 1 BAG Dry Beans 16 oz. bag OR Canned Beans 15 to 16 oz. size; 4 cans = 1 bag OR 1 can = 0.25 bag
- 2 LB 16 oz. 100% Whole Wheat Bread; 16 oz. Tortillas or Pasta; Brown Rice 14-16 or 28-32 oz.; Oatmeal or Bulgur 16 or 32 oz.
- 24 \$\$\$ Fruits + Vegetables - Fresh, Frozen or Canned (includes plastic or glass containers) - Regular and Organic allowed
- 1 TUB Whole Milk Yogurt - 32 oz. (2 lb.) tub OR two packages of four 4 oz. servings
- 3 GAL Whole Milk - Gallon Size
- 2 BTL Juice - 64 fl. oz. (1/2 gallon) OR 16 fl. oz. concentrate OR may buy 128 fl. oz. (1 gallon) instead of two 64 fl. oz.



In addition to the nutritious foods the WIC program provides for participants, WIC also provides a cash value benefit amount for fresh, frozen, and canned fruits and vegetables. The benefit amount is shown as “\$\$\$” on the shopping list or remaining balance printed on the receipt.

Each family receives part of their WIC benefits as a cash value amount that is specifically for fruits and vegetables and should be transacted just as carefully.

With the next few slides we will review how to transact fruits and vegetables. We will then present information about allowed fruits and vegetables.

Fruit and Vegetable Benefits continued

EXAMPLE Bottom of Store Receipt from WIC Purchase

QTY	UNITS	DESCRIPTION
1.00	lb	Cheese - 8 or 16 oz
2.00	doz	White Eggs
72.00	oz	Breakfast Cereal
2.00	jar	Peanut Butter
2.00	lb	Whole Grains
4.00	gal	1% or Fat Free Milk
4.00	btl	Juice 64oz (128 oz=2)
12.00	\$\$\$	Fruits + Vegetables

***** CARDHOLDER COPY *****

The WIC program will pay up to the dollar limit printed on the family’s shopping list or available benefits balance for WIC eligible fruits and vegetables selected by the WIC customer. You are looking at a sample benefits balance of \$12.

These items are not required to be transacted separately. They can be combined with the rest of the WIC purchase or mixed basket (WIC and non-WIC) purchase. The total dollar amount of the remaining available balance will be reduced by the dollar amount of fruits and/or vegetables purchased, up to the total available benefit balance for fruits and vegetables.

If the total price of the eligible fruit and vegetables selected by the WIC customer is more than the dollar limit on the available balance, the customer can choose to pay the difference with cash. If your store accepts SNAP EBT, credit or debit cards, or personal checks from non-WIC customers, the WIC customer may choose these forms of payment instead of cash when the price of the fruits and vegetables exceeds the available benefit balance. **Or**, the WIC customer can remove some of the items from the purchase so that the cost is equal to or less than the dollar limit of the benefit.

Fruit and Vegetable Allowed Foods Overview



Let's review what foods are allowed for fruit and vegetable benefits.

What Fruits and Vegetables are Allowed?

- Fresh
- Frozen
- Cans, plastic, or glass containers
- Organic

The fruit and vegetable benefit allows WIC customers to purchase many different fruits and vegetables that are fresh, frozen, or packaged in cans, plastic or glass containers. With this benefit the WIC customer is allowed to purchase any type or combination of allowed fruits and vegetables and in any combination of package types and sizes. The fruits and vegetables allowed with the benefit can be organic. **Fruits and vegetables and baby foods are the ONLY organic foods allowed by the Florida WIC program.**

Your Florida WIC Foods pamphlet contains an extensive list.

Fruit and Vegetable Benefit

- **Any type of potatoes** are allowed to be purchased with the Fruit and Vegetable benefit. This includes white potatoes, sweet potatoes, and yams that are fresh, frozen, or packed in cans, plastic, or glass containers with no added sugar, syrup, artificial sweeteners, stevia, fat, oils, or meat.
- Vegetable mixtures that include potatoes are allowed as long as they do not contain any added sugar, syrup, artificial sweeteners, fats, oils, or meats.

Any type of potatoes are allowed to be purchased with the fruit and vegetable benefit. This includes white potatoes, sweet potatoes, and yams that are fresh, frozen, or packed in cans, plastic, or glass containers with no added sugar, syrup, artificial sweeteners, stevia, fats, oils, or meat.

Vegetable mixtures that include potatoes are allowed as long as they don't contain any added sugar, syrup, artificial sweeteners, stevia, fats, oils, or meats.

Fresh Fruits and Vegetables

- Any type, variety, size, or mixture
- Whole or cut up
- Loose or packed in bags or plastic containers
- Fresh garlic, onions, scallions, cassava, and yuca
- Coconut and ginger are **NOT** allowed.



Fresh fruits and vegetables can be any variety, size or mixture and may be whole, cut up, loose, or packed in bags or plastic containers.

Coconut and ginger are NOT allowed.

Frozen Fruits and Vegetables

- Any brand, variety, size, or mixture
- Any type of frozen beans or peas
- No added sugar, syrup, artificial sweeteners, stevia, fat, oil, meat, pasta, rice, or sauces
- Frozen vegetables may be with or without salt



Frozen fruits and vegetables can be any brand, variety, size, or mixture.

All types of frozen beans and peas are allowed, including lima beans and blackeye peas.

Also, frozen fruits and vegetables cannot have any added sugar, syrup, artificial sweeteners, stevia, fat, oil, meat, pasta, rice, or sauce. Frozen vegetables may be with or without salt.

Fruits and Vegetables in Cans, Plastic, or Glass Containers

- Any brand, variety, size, or mixture
- Must be packed without added sugar, syrup, artificial sweeteners, stevia, fat, oil, or meat
- Fruits cannot have added salt; however, vegetables may be purchased with or without added salt, seasonings or spices
- Applesauce with no added sugar is allowed

Fruits and vegetables in cans and plastic or glass containers can be any brand, variety, size, or mixture. All fruits and vegetables must be packed without added sugar, syrup, artificial sweeteners, stevia, fat, oil, or meat. Fruits cannot have added salt, however, vegetables may be purchased with or without added salt and may have added seasonings or spices. Applesauce with no added sugar is allowed. Note: Canned green peas and whole kernel corn may have added sugar. Mixed vegetables may include any type of beans.

Fruits and Vegetables in Cans, Plastic, or Glass Containers continued

- The following are allowed with no added sugar, syrup, artificial sweeteners, stevia, fat, oil, or meat:
 - Tomato sauce
 - Tomato paste
 - Crushed tomatoes

Tomato sauce, tomato paste, crushed tomatoes, diced tomatoes, and salsas with no added sugar, syrup, artificial sweeteners, stevia, fat, oil, or meat are allowed.

Fruit and Vegetable Benefits

- **Dried fruits and vegetables are not allowed.**
- Dried fruits and vegetables of any type such as raisins, prunes, fruit roll-ups, fruit leathers, popcorn, dry beans, and peas are not allowed to be purchased with a Fruit and Vegetable Benefit.
- Dry beans and peas may be purchased with WIC benefits when BEANS are listed on benefit balance.

There are some fruits and vegetables that are not allowed to be purchased with the fruit and vegetable benefit. These include any type of dried fruits and vegetables such as raisins, prunes, fruit roll-ups, fruit leathers, popcorn, dry beans, and peas. Dry beans and peas may be purchased with WIC benefits when “BEANS” are listed on the benefit balance.

Fruit and Vegetable Benefits continued

- **Baby food fruits and vegetables are not allowed to be purchased with the fruit and vegetable benefits.**
- Baby fruits and vegetables may **ONLY** be purchased with WIC EBT benefits when listed on the WIC EBT Shopping List or available benefit balance.

Baby food and toddler fruits and vegetables are not allowed to be purchased with the fruit and vegetable benefit.

Baby fruits and vegetables may **ONLY** be purchased with WIC EBT benefits when listed on the shopping list or available benefit balance.

Fruit and Vegetable Benefits continued

Also **NOT** allowed:

- Items from the salad bar, party trays, or fruit baskets.
- Decorative fruits or vegetables, painted pumpkins or gourds.
- Herbs and spices, minced garlic in jars or ginger root.

No items from the salad bar, party trays, or fruit baskets.

No decorative fruits or vegetables, painted pumpkins or gourds.

No herbs and spices. No minced garlic in jars. No ginger root.

Fruit and Vegetable Benefits continued

Also **NOT** allowed:

- Pouches, fruit purees, fruit pulps, or frozen fruit bars.
- Beverages such as fruit juice, tomato juice, or vegetable juice.
- Nuts, coconuts, or fruit-nut mixtures.

No pouches, fruit purees or fruit pulps. No frozen fruit bars.
No beverages such as fruit juice, tomato juice, or vegetable juice.
No nuts, coconuts, or fruit-nut mixtures.

Fruit and Vegetable Benefits continued

Also **NOT** allowed:

- Ketchup, relishes, pickles, olives, sauerkraut, or mustard.
- Jelly, jams, fruit preserves, or apple butter.
- Dry or canned beans that are allowed in the Beans (legumes) category.

No ketchup, relishes, pickles, olives, sauerkraut, or mustard.

No jelly, jams, fruit preserves, or apple butter.

No dry or canned beans that are allowed in the Beans (legumes) category.

Infant Formulas

Florida WIC Contract Formulas



Enfamil Infant
For ages birth to 12 months
12.5 oz. powder
13 oz. concentrate
Minimum Inventory
12 cans powder



Enfamil Gentlease
For ages birth to 12 months
12.4 oz. powder
Minimum Inventory
6 cans powder



Similac Soy Isomil
For ages birth to 12 months
12.4 oz. powder
13 oz. concentrate
Minimum Inventory
6 cans powder



Enfamil A.R.
For ages birth to 12 months
12.9 oz. powder



Enfamil Reguline
For ages birth to 12 months
12.4 oz. powder

Note for health care providers: Medical documentation is not needed for infants under 12 months of age to receive a WIC contract formula. For children 12 months of age and older to receive a WIC contract formula, the Florida WIC Medical Documentation for Formula and Food form must be completed with a qualifying medical condition.

Although breastfeeding is the best way to feed babies, infants who are not breastfed or who are partially breastfed may receive infant formula.

Vendors must follow important WIC policies regarding infant formulas. Infants who drink formula different than what has been prescribed for them by health care professionals may suffer adverse health effects.

These are the current Florida WIC contract formulas. This means these formulas will be issued to WIC participants most often, depending on their infant's nutrition needs. However, other formulas will still be issued to infants with documented medical needs.

Infant Formulas continued

- After a customer purchases formula with a WIC EBT card, the customer may not exchange the formula for a different formula or for cash.
- WIC customers may not substitute another brand of formula if the brand listed on their WIC benefits is out of stock.
- WIC customers may not substitute another can size or type of formula.

After a customer purchases formula with a WIC EBT card, the customer may not exchange the formula for a different formula or for cash.

WIC customers may not substitute another brand of formula if the brand listed on the WIC benefit is out of stock.

Most brands of infant formula are available in both liquid and powder form. WIC customers may not substitute another type or can size of formula.

For example, if the benefits balance lists 13 fl. oz. concentrated formula, it cannot be substituted for a 12.5 oz. powder formula.

Formula types and can sizes have different prices. Allowing the purchase of types and can sizes not listed on a WIC benefit could cause your store to lose its WIC authorization due to contract violations.

Infant Formulas continued

- Under no circumstances may a customer purchase a formula other than the brand, can size, or type of formula specified on their WIC benefits.
- Customers attempting to do so should be reported to the local WIC office Vendor Manager or the Program Abuse Hotline.
- Customers should be referred back to the local agency for any formula changes.

Under no circumstances may a customer purchase a formula other than the brand, can size, or type of formula specified on their WIC benefits.

Customers attempting to do so should be reported to the local WIC office vendor manager or the Program Abuse Hotline.

Customers should be referred back to the local agency for any formula changes.

The Vendor Agreement and Violation Sanctions



The vendor agreement identifies the contractual obligations between the owners of a store, store personnel, and the Florida WIC Program. The requirements identified in the agreement are based on the federal and state statutes and administrative rules governing the WIC program and the written policies of the Florida WIC Program.

The Vendor Agreement

If you have not already done so, please read it carefully.

A sample copy of the vendor agreement can be found on the Florida WIC Program website at: www.floridawic.org.

The Vendor Agreement references standard contract provisions, as well as requirements for WIC Vendors. Vendor Agreements include sanctions for violations of the Agreement.

If you have not already done so, please read it carefully.

A sample copy of the vendor agreement can be found on the Florida WIC Program website at www.floridawic.org

The Vendor Agreement continued

Reauthorization

- Most agreements are for 3 years.
- Must reapply at the end of the agreement cycle.
- Florida has 3 agreement cycles. The current periods are:

North	7/1/2021 – 6/30/2024
Central	7/1/2022 – 6/30/2025
South	7/1/2023 – 6/30/2026

Vendor agreements are valid for a period of no more than 3 years.

All vendors must reapply and go through a reauthorization process at the end of their agreement cycle.

Florida WIC has 3 agreement cycles: North, Central, and South.

If you have questions about your agreement, please call the State WIC Office.

The Vendor Agreement continued

- Each store is responsible for training all of their employees who process WIC transactions on current WIC policies and procedures.
- Any changes in ownership, location, or store closures must be reported to the State WIC Office.

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Any change in ownership, location, or store closures must be report to the State WIC Office.

The Vendor Sanctions

- Vendors may be sanctioned for violations listed in the Vendor Agreement.
- Vendors can be disqualified from the WIC program for violations such as the items listed on the next slide.

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Vendors can be disqualified from the WIC program for violations such as the items listed on the next slide.

The Vendor Sanctions continued

- Giving cash refunds for WIC foods.
- Discriminating against WIC participants or treating them differently than other customers of the vendor's store.
- Selling ineligible foods.
- Overcharging or charging for food not received by the customer.

Vendors can be disqualified from the WIC program for violations such as:

1. Giving cash refunds for WIC foods.
2. Discriminating against WIC participants or treating them differently than other customers of the vendor's store.
3. Selling ineligible foods.
4. Overcharging or charging for food not received by the customer.

The Vendor Sanctions continued

- Sanction may be either:
 - Disqualification for a designated period of time.
 - Civil Money Penalty in lieu of disqualification when participation is impacted.
- Full list of sanctions is in the Vendor Agreement and can also be found on the Florida WIC website at: www.floridawic.org.

Sanctions may be either:

- Disqualification for a designated period of time.
- Civil Money Penalty in lieu of disqualification when participation is impacted.
- A full list of sanctions is in the vendor agreement and can be found on the Florida WIC website at www.floridawic.org.

The Vendor Sanctions continued

- Refer to your agreement for procedures for appeal or administrative review.
- WIC Programs and SNAP Programs share information.
- They are required to reciprocate disqualifications.

Refer to your agreement for procedures for appeal or administrative review.

The WIC program and SNAP program are required to reciprocate sanctions and share information. If a vendor is disqualified by the SNAP program, they are required to notify WIC and WIC is required to also disqualify the vendor from the WIC program. Also, if a vendor is disqualified for committing a WIC federal violation, WIC is required to share the information with the SNAP program and they are required to disqualify the vendor also.

Vendor Cost Containment

- WIC is a grant program and food costs are important.
- What price should I charge? Your best price.
- Prices must be competitive. A competitive price is determined by the average of all prices charged for a specific item sold by vendors with similar volume of WIC redemptions in each area of the state.

Vendor Cost Containment and Recoupment

WIC is a grant program and food costs are important. WIC does not set or dictate food prices. This is determined by the market. WIC cannot tell your store what price to charge. Prices must be competitive. A competitive price is determined by the average of all prices charged for a specific item sold by vendors with similar volume of WIC redemptions in each area of the state.

Vendor Cost Containment continued

- Maximum Payment Liability
 - Not to Exceed (NTE): Start of each month limits program's liability.
 - Contact the state WIC office to discuss specifics.

All foods have a “built-in” not-to-exceed (NTE) amount except for the cash benefits for fruits and vegetables. This is recalculated each month using the previous month's redemptions for each peer group. The NTE amount is approximately 200% of the prior month's average redemption amount by UPC. For example, if last month's average for an item was \$1.00 for your peer group, the following month's NTE amount for the same item would be \$2.00. This allows for natural market fluctuation in prices during the month. If the cost of the \$1.00 food item rises significantly within 2 weeks, for example, to \$1.25, this allows for an immediate price increase with minimal disruption in sales. However, if your sale price suddenly jumps to \$4.00, the NTE will only pay \$2.00. If there has been a significant market impact directly affecting your costs, then your store owner (or corporate office) should contact the State WIC Office to discuss specifics.

Once the month's redemptions are calculated, a new NTE amount is set for the following month. Using the same \$1.00 item example, the peer group average for the \$1.00 item the prior month might now have an average redemption amount of \$1.10 for the new month.

Contact the state WIC office to discuss specifics. Your information is very important to the program as well as your fellow vendors and your own store. The program appreciates your time in making us aware of unusual price fluctuations. We are always glad to hear from vendors – at any time.

Recoupment

- Maximum Allowable Reimbursement Level (MARL):
End of each month computation of competitive price by peer group
- Recoupment: Recovery of charges above the MARL for each month by UPC
 - Applied first of the following month
 - Automatic deduction from redemptions until excess charge paid

Food redemptions and prices charged are compiled each month. The prices your store charged WIC for each food item are compared to the prices charged by similar store in your area (your peers). This determines the Maximum Allowable Reimbursement Level (MARL) for your peer group. This must be done to ensure that WIC pays only competitive prices for foods purchased and that food costs are contained.

If the calculation of your store's redemptions determines that you charged \$1.25 for each of this item sold, but your peers average redemption price is only \$1.10 then WIC will make a claim against the difference of \$0.15 for each item you "overcharged" WIC in the form of recoupment. If the sum of all overcharges comes to \$10.00 for the month then this means that WIC will automatically recoup (withhold) the first \$10.00 in food sales until the \$10.00 has been repaid to WIC.

In other words, recoupment is the recovery of charges above the MARL for each month by UPC and it is applied the first of the following month. This is done by automatic deduction from redemptions until the excess charges are paid. A report is sent monthly by email to each store (or corporate office) detailing the calculations.

Claims Process

Payment claims procedure or denied payments.

- Vendor EBT payment claims to the state should be made through your 3rd party processor.
- State claims for repayment to vendor. Recovered after 30 day period to justify or correct. Automatic deduction from vendor payments.

Vendor EBT payment claims to the state should be made through your 3rd party processor.

Other than the claim of excess charges discussed in the Recoupment section previously, the state may also make other payment claims. An example of a situation where this could happen is when an inventory audit has determined that your WIC sales were not substantiated by the amount of foods purchased during a specified time period and money must be repaid to the state. Each vendor is given a 30-day period to justify why the claim should not be made. If no reasonable justification is made, the result is an automatic deduction from your food redemptions, handled as discussed in Recoupment. The state “recoups” the claimed amount back from your store.

Vendor Complaints

Availability of Technical Assistance or Complaints

Vendor requests for technical assistance or complaints can be made to your local vendor manager or by contacting the State WIC Office at: 1-800-342-3556.

Vendor requests for technical assistance or complaints can be made to your local vendor manager or by contacting the state WIC office at 1-800-342-3556.

Complaints are entered and monitored for resolution.

Assurance of Civil Rights Compliance

Vendor hereby agrees that it will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d *et seq.*); Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 *et seq.*); Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794); the Age Discrimination Act of 1975 (42 U.S.C. 6101 *et seq.*); Title II and Title III of the Americans with Disabilities Act (ADA) of 1990, as amended by the ADA Amendment Act of 2008 (42 U.S.C. 12131-12189) and as implemented by Department of Justice regulations at 28 CFR Parts 35 and 36;

Vendors are required to give an assurance that they will comply with civil rights. This is part of the vendor agreement. It is also required that the cashiers are trained on civil rights to ensure that the store complies.

The Vendor hereby agrees that it will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d *et seq.*); Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 *et seq.*); Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794); the Age Discrimination Act of 1975 (42 U.S.C. 6101 *et seq.*); Title II and Title III of the Americans with Disabilities Act (ADA) of 1990, as amended by the ADA Amendment Act of 2008 (42 U.S.C. 12131-12189) and as implemented by Department of Justice regulations at 28 CFR Parts 35 and 36;

Assurance of Civil Rights Compliance continued

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” (August 11, 2000); all provisions required by the implementing regulations of the U.S. Department of Agriculture (7 CFR Part 15 *et seq.*); and FNS directives and guidelines to the effect that no person shall, on the ground of race, color, national origin, age, sex, or disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity for which the agency receives Federal financial assistance from FNS;

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” (August 11, 2000); all provisions required by the implementing regulations of the U.S. Department of Agriculture (7 CFR Part 15 *et seq.*); and FNS directives and guidelines to the effect that no person shall, on the ground of race, color, national origin, age, sex, or disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity for which the agency receives Federal financial assistance from FNS;

Assurance of Civil Rights Compliance continued

and hereby gives assurance that it will immediately take measures necessary to effectuate this agreement.

By providing this assurance, the Vendor agrees to compile data, maintain records and submit records and reports as required to permit effective enforcement of the nondiscrimination laws, and to permit Department personnel during normal working hours to review and copy such records, books and accounts, access such facilities, and interview such personnel as needed to ascertain compliance with the non-discrimination laws.

and hereby gives assurance that it will immediately take measures necessary to effectuate this agreement.

By providing this assurance, the Vendor agrees to compile data, maintain records and submit records and reports as required to permit effective enforcement of the nondiscrimination laws, and to permit Department personnel during normal working hours to review and copy such records, books and accounts, access such facilities, and interview such personnel as needed to ascertain compliance with the non-discrimination laws.

Assurance of Civil Rights Compliance continued

If there are any violations of this assurance, the Department of Agriculture shall have the right to seek judicial enforcement of this assurance.

This assurance is given in consideration of and for the purpose of obtaining any and all Federal financial assistance, grants, and loans of Federal funds, reimbursable expenditures, grant or donation of Federal property and interest in property, the detail of Federal personnel, the sale and lease of,

If there are any violations of this assurance, the Department of Agriculture shall have the right to seek judicial enforcement of this assurance.

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Assurance of Civil Rights Compliance continued

and the permission to use Federal property or interest in such property or the furnishing of services without consideration or at a nominal consideration, or at a consideration that is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the recipient, or any improvements made with Federal financial assistance extended to the Program applicant by USDA.

and the permission to use Federal property or interest in such property or the furnishing of services without consideration or at a nominal consideration, or at a consideration that is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the recipient, or any improvements made with Federal financial assistance extended to the Program applicant by USDA.

Assurance of Civil Rights Compliance continued

This includes any Federal agreement, arrangement, or other contract that has as one of its purposes the provision of cash assistance for the purchase of food, and cash assistance for purchase or rental of food service equipment or any other financial assistance extended in reliance on the representations and agreements made in this assurance.

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Assurance of Civil Rights Compliance continued

This assurance is binding on the Vendor, its successors, transferees, and assignees as long as it receives or retains possession of any assistance from the Department. The person or persons whose signatures appear below are authorized to sign this assurance on the behalf of the Vendor.

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Certificate of Completion

Please click on the link provided in the chat to complete the Certification of Completion. You will need to select the store or corporation, enter the WIC ID number of the store, enter the store representative name and title, click the box acknowledging the completion of the training and click submit.

[Florida WIC Vendor Training \(flwic.com\)](http://flwic.com)

Please click on the link provided in the chat to complete the Certification of Completion. You will need to select the store or corporation, enter the WIC ID number of the store, enter the store representative name and title, click the box acknowledging the completion of the training and click submit.

Thank you!!

If you have additional questions, training needs, or complaints, please contact your local WIC agency Vendor Manager or call the state WIC office at: 1-800-342-3556.

We have introduced a lot of information in this presentation. Remember that you have many resources available to you. Your store should have a system so that you can ask questions and provide feedback to managers.

Most importantly, the Florida WIC Foods pamphlet is your main tool for determining whether an item is allowed or not. Keep a copy handy. If you have questions, you can also call your local WIC office. The people in your local WIC office are happy to answer questions and assist you. WIC knows that grocery store staff are experts in customer service and will continue to provide WIC customers with great service. WIC appreciates your store being a partner with us in providing nutritious food to Florida's women, infants, and children – thank you.