

Frequently Asked Questions

Vendor Authorization Criteria

CASH REGISTER

Question: What if the transaction amount listed on the receipt is higher than the amount I write onto the WIC FI?

Answer: The sales total printed on the receipt can be more than what is written on the redeemed food instrument. The amount written on the food instrument cannot be greater than what is charged to the participant and printed on the receipt. The daily summary information required in WIC Bulletin Regulations (W.B.R.) §70300, Cash Register, are for inventory auditing purposes. California WIC tracks the units of product in inventory and the number of units sold to WIC participants through inventory audits. The inventory audits do not monitor the prices the vendor charges for WIC foods. Vendors that manually change the price written on the FI to comply with their Maximum Allowable Department Reimbursement (MADR) will not need to correct the daily totals summary for the original transaction or re-transact the FI. (10/9/13)

Question: Do non-taxable items such as vegetables have to be indicated as such?

Answer: All receipts must have a line item for each WIC item and the item's tax status. The only exception for the single line item requirement is for multiple quantities of the same item. For example, four gallons of whole milk can be shown on the receipt as the following:

4 @ \$4.99 Non Tax

Since all WIC authorized supplemental foods are non-taxable, the receipt should show "zero" or no tax at the bottom of the receipt. You can see examples of allowable cash register receipts here. (10/9/13)

Question: Are the daily totals summary of all sales transactions only for WIC transactions?

Answer: The daily totals summary of all sales transaction required by W.B.R. §70300, Cash Register, are used in Program inventory audits. It is required that the vendor use the cash register system for all transactions including transactions that are not WIC sales. The cash register system is not required to distinguish between different methods

of sales, such as EBT, cash, credit cards, checks, food instruments, etc. These sale types do not need to be indicated on the individual receipt or the daily sales report. (10/9/13)

Question: Can the sales total printed on the receipt given to the participant be more than the price written on the voucher?

Answer: The sales total printed on the receipt can be more than what is written on the redeemed food instrument. The amount written on the food instrument cannot be greater than what is charged to the participant and printed on the receipt. It is okay for the daily sales report total for WIC redemptions to exceed the total of the daily food instruments redeemed for that day. (10/9/13)

COMPETITIVE PRICE CRITERIA

Question: How often will the shelf price surveys occur?

Answer: As required by federal regulations, (7 CFR §246.12(g)(4)(ii)(B)) California WIC must collect vendor shelf prices at least every six months. W.B.R. §70600, Competitive Price Criteria, states that California WIC will collect shelf prices every six months. (10/9/13)

Question: When will the first shelf price survey be?

Answer: California WIC has not determined a date for the first shelf price survey. Per W.B.R. §70600, Competitive Price Criteria, California WIC will give the vendors a thirty day notice to vendors when they must submit shelf prices. (10/9/13)

Question: How many types of foods are on the shelf price survey?

Answer: The shelf price survey Market Basket includes ten types of foods, but there are twelve individual items that that are required to have prices submitted. You can access the list of foods here:

<http://www.cdph.ca.gov/programs/wicworks/Documents/Regulatory%20Resources/CPCMarket%20Basket2013.pdf> (10/9/13)

Question: The store carries one brand of each of the Market Basket items, how do I enter the high and low price?

Answer: Vendors that stock one brand of a Market Basket item or offer same priced alternatives of that item must submit a single price as the high and the low prices. For example, a store has only one brand of cheese, the price will be entered into the “High” field and the same price in the “Low” field. (10/10/13)

INVENTORY RECORDS

Question: Does WIC require inventory records?

Answer: California WIC does require vendors to retain inventory records for three years as described in W.B.R. §71000. (10/9/13)

MINIMUM TECHNOLOGY REQUIREMENTS

Question: Is there specific software needed to be able to sign electronic documents?

Answer: Vendors will be notified regarding the required format official documents will be sent and received to and from the Department. W.B.R. Section 71200 requires that vendors must have access to the internet, receive and send emails, and use web-based applications. These requirements would allow vendors to apply electronic signatures to official documents. Other than the requirements above, no other special software is needed by the vendor to comply with minimum technology requirements. (10/9/13)

SNAP AUTHORIZATION

Question: I was already SNAP authorized, but was removed due to inactivity. Do I have to reapply? What if I get removed again due to inactivity?

Answer: Per W.B.R. §71700, Vendors Must be SNAP/CalFresh Authorized, all vendors must be SNAP authorized before February 28, 2014. If the vendor was terminated from the program from inactivity, the vendor must reapply for SNAP participation. (10/9/13)

WIC LOGO

Question: Can posters provided by WIC be laminated?

Answer: The logo materials available from California WIC, including posters, decals, signs, and shelf talkers are allowed to be laminated. California WIC provides these materials free to the vendor through the Office of State Printing. The order form can be accessed here:

<http://www.cdph.ca.gov/programs/wicworks/Documents/OSPOrderForms/WIC-OSPForms-508.pdf>. (10/9/13)

Question: Can posters provided by WIC be copied?

Answer: The logo materials provided by California WIC cannot be reproduced, or copied, unless otherwise indicated in W.B.R. §71400, Restrictions and Allowed Uses of the WIC Acronym and WIC Logo. (10/9/13)

MISCELLANEOUS

Question: Will current vendors have to fill out a new application for WIC?

Answer: Currently authorized vendors will not have to reapply to the California WIC Program when the new regulations are enacted. Vendors will receive a new Vendor Agreement reflecting the change in the Program requirements after October 17. When a vendor's participation in WIC is terminated or disqualified due to a failure to comply with any of the requirements in W.B.R. §§70000-71900, that vendor will have to reapply to participate in the program after the new vendor moratorium is lifted. (10/9/13)