

Texas WIC Program



Cashier Training Manual

Texas Health and Human Services Commission. Early Family Nutrition and Development Section.

Stock #13-06-11478



Revised October 2023

Texas Health and Human Services Commission Early Family Nutrition and Development Section

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a food and nutrition program benefiting infants, children under age 5 and pregnant, postpartum and breastfeeding women with low to moderate incomes. The National WIC Program was established on September 26, 1972, following a nutrition survey that found anemia (low levels of iron in the blood) and inadequate growth to be common among American children.

This guide is intended for use by grocery store personnel who have a current vendor agreement with the WIC Program using WIC EBT. The information is useful primarily for grocery store personnel as it deals with contracting procedures, payment systems, and monitoring of WIC operations.

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- (1) Mail: U.S. Department of Agriculture
Director, Center for Civil Rights Enforcement
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) Fax: (202) 690-7442
- (3) Email: program.intake@usda.gov.

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A special thanks to all store owners, managers and employees for your cooperation with the Texas WIC Program in helping to ensure WIC customers use their WIC EBT Smart Cards properly.

Your courtesy and helpfulness in assisting WIC customers are greatly appreciated. When the WIC customers use their EBT Smart Cards in your store, they receive nutritious foods and the WIC Program reimburses your store. Both the WIC customer and your store benefit.

~The Texas WIC Program Staff~



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WIC & Our Clients

WIC– (Women, Infants, & Children)

Offers nutrition assistance to pregnant, breastfeeding, postpartum women, dads, and to infants and children up-to age five who are found to be at nutritional risk.



Who is eligible and who can apply?

- Pregnant women
- Women who are breastfeeding a baby under 1 year of age
- Women who have had a baby in the past six months
- Parents, step-parents, guardians, and foster parents of infants and children under the age of 5 can apply for their children



WIC Approved Foods

- Dairy and Eggs
- Fruits and Vegetables
- Juice
- Whole Grains
- Beans and Peanut Butter
- Breakfast Cereal
- Fish
- Baby Foods



Per policy WV: 10.0, all Texas WIC vendors must maintain **Minimum Stocking Requirements** at all times.

For more information on Minimum Stocking Requirements visit our training catalog and view the training New Vendor Training.

<https://tinyurl.com/y5w32yo6>



WIC Infant Formula

WIC Infant Formula

The State Agency provides the list of approved manufacturers on the web at

<https://tinyurl.com/yxoas2hk>

This list is updated and posted on the website October 1st and is effective through September 30th of each year.

Texas WIC Approved Wholesale Distributors FY 2023 (Oct. 1, 2022 - Sept. 30, 2023) Updated 7/10/23					
Infant Formula Manufacturers Registered with the FDA					
Name	Address	City	State	Zip	CFN
Abbott Laboratories (Abbott Nutrition)	300 Steeler Road	Columbus	OH	43219-7677	N/A
Mead Johnson (Mead Johnson Nutritionals)	2400 West Lloyd Expressway	Evansville	IN	47721-0001	N/A
Nestle, USA (Nestle Infant Nutrition)	12 Vreeland Road, Box 697	Florham Park	NJ	07832-0697	N/A
Nutricia North America	6600 Belward Campus Drive, Suite 100	Rockville	MD	20850	N/A
PBM Nutritionals, LLC	652 Peter Jefferson Parkway, Suite 300	Charlottesville	VA	22911	N/A
Prolacta Bioscience	757 Baldwin Park Blvd	City of Industry	CA	91746	N/A
Licensed Wholesale Distributors					
Name	Address	City	State	Zip	CFN
Affiliated Foods	1401 West Farmers Avenue	Amarillo	TX	79118	0035450
Associated Grocers	8686 Anselmo Lane	Baton Rouge	LA	70810	LA-WIC
Associated Wholesale Grocers	5600 S Council	Oklahoma City	OK	73119	OK-WIC
Associated Wholesale Grocers	500 Kappa Rd	Herrando	MS	38632	0235443
Associated Wholesale Grocers	2929 Stateline Rd.	Southaven	MS	38871	69350
Associated Wholesale Grocers	63331 Old Military Rd.	Pearl River	LA	70452	52-0012993-1
Brenham Wholesale Grocery	602 West First Street	Brenham	TX	77833	0037132
Coston Wholesale	989 Lake Drive	Issaquah	WA	98027	0046942
Core-Mark Midcontinent	123 Montana Rd., NW Ste. A	Albuquerque	NM	871043826	NM-WIC
Gear Trading Inc. DBA Land & Sea Proteins	504 West Plano Pkwy, Suite 5	Plano	TX	75093	1001556
OSG Wholesale, LLC	5100 East Holcombe Blvd	Houston	TX	77051	0032492
McKesson Medical-Surgical Inc.	4250 Patriot Drive, Suite 1000	Grapevine	TX	76051	0035824
McKesson Medical-Surgical Inc.	20710 Hempstead Road	Houston	TX	77065	1001789
Medical Specialties Distributors LLC	1201 Big Tom Blvd., Ste. 150	Dallas	TX	75225	1000914
Medline Industries Holdings, LP	11 Medline Drive	Wilmer	TX	75172	1000243
Morgan and Sons Farms, LLC	41315 W Military Rd	La Jolla	TX	78960	1001520
Murphy & Dickson Co. LLC	10301 S HWY 1	Shreveport	LA	71115	0037962
MTN Product Solutions LLC	23 Lincoln Mall	Niskayuna	NY	12309	1001290
RGH Enterprises dba Independence Medical	5400 Sandaheed Dr., Ste. 160	Ir. Worth	TX	76137	1000260
Tom Thumb Warehouse	143 Henrietta Creek Rd	Roanoke	TX	76282	0040292
Valley Grocers LLC	634 E Fronton St.	Brownsville	TX	78520	1000481
Wencar Inc.	818 S Padre Island Dr.	Corpus Christi	TX	78416	0035177
Licensed Retailers/Certified ADOR					
Name	Address	City	State	Zip	CFN
El Globo Supermarket	814 Hwy 77/Expressway 83	Brownsville	TX	78524	1015687
Lone Star Family Market	6222 Research Blvd	Austin	TX	78758	1001252
JC Food Mart Inc.	6723 S. Flores, Ste. 111	San Antonio	TX	78221	0067121
Nutritional Products of Texas Inc.	809 W. Stephens St.	Arlington	TX	76017	1001327
SSSI Grocery Services North	2145 Chenault Dr. #110	Camelton	TX	75006	1001324
Grocery Services Inc.					
Grocery Services South LLC					
HEB Stores					
Save-A-Lot Food Stores					
Tom Thumb/Randall's Stores					
United Supermarkets					
Wal-Mart Centers					

* For addresses of licensed retailers, please refer to the Active Vendor List section on the following website:
<https://www.hhs.texas.gov/providers/wic-providers/wic-vendor-management-operations-unit>

When it comes to ordering formula, vendors must select from an approved list of manufacturers.

For more information on Infant formula please visit our training catalog and view the training New Vendor [Training](#). Policy is also available as a resource on our website.



Incentive Items

Incentive Items:

WIC authorized vendors cannot offer incentive items to WIC customers that are not offered to non-WIC customers.

Offering incentive items solely to WIC clients is prohibited by Federal WIC regulations.

Please see WIC policy WV:09.0 on the requirements for incentive items.

View online vendor trainings at:

<https://tinyurl.com/y5w32yo6>

View WIC policy WV:09.0 at:

<https://tinyurl.com/yxoas2hk>



WIC EBT

It's important for cashiers to understand WIC EBT transactions. Remember, the chip card needs to be inserted, not swiped.

Understanding the EBT system enables store employees help WIC clients have a smooth checkout and avoid delays at the register.

The EBT system is made up of several important pieces:

- The WIC Redemption Path
- The Electronic Cash Register (ECR)
- The Authorized Product List, and
- The Hot Card List



EBT System Claims Process

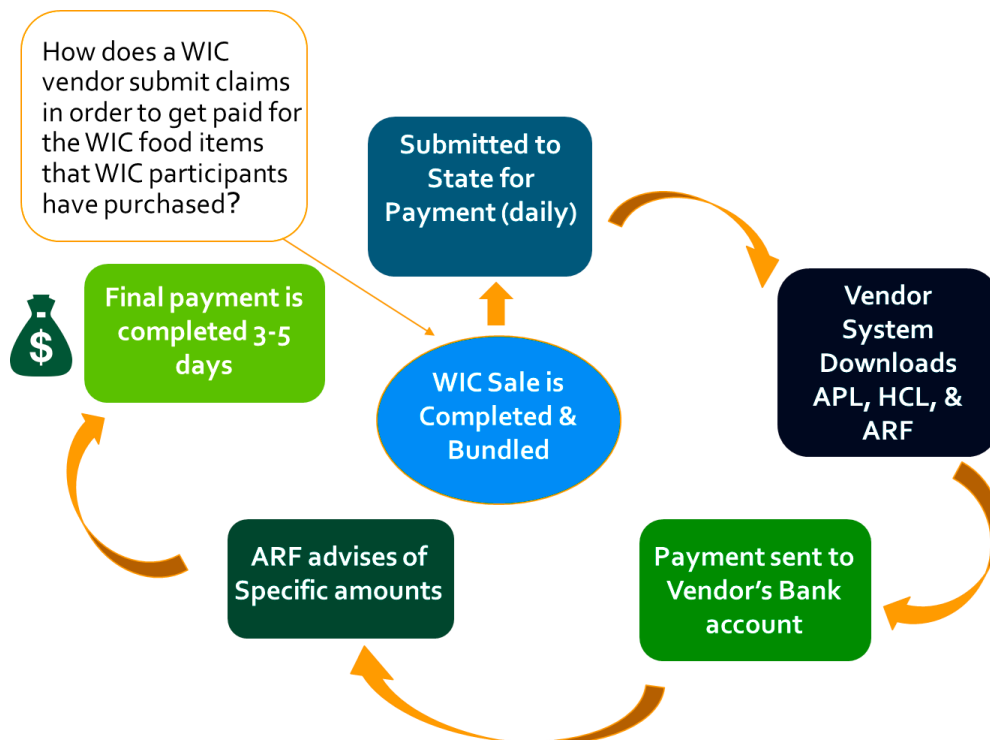
How does a WIC vendor submit claims in order to get paid for the WIC food items that WIC clients have purchased? After a WIC sale is completed in the store lane, that sale is automatically stored ("bundled") in a claim file by the store's cash register system and automatically submitted to the State for payment electronically. The claim file is normally submitted at a pre-determined time of day, directly by the store's cash register system, to the State's claims server. The State's claims server performs certain edits and verifications on the claim file to ensure its validity and integrity.

At the same time that the vendor's claim is submitted to the State, the vendor's system also downloads the current authorized product list, the hot-card list for EBT cards reported as lost or stolen, and the auto-reconciliation file ("ARF"), which tells the vendor what they will be paid for the claim submitted the day before. Following the edits/verifications, the State's server forwards payment directly to the vendor's bank account through the Texas Comptroller of Public Accounts' payment system. Separately, the next time that same vendor's system connects to the State, the State downloads an auto-reconciliation file (ARF) that advises the vendor of the specific amount of the claim paid, if there was any part of the claim not paid, and/or the reason for any non-payment.

These claims transactions are all handled electronically without human intervention.

How often a vendor is paid depends on how often a vendor submits a claim – but typically one claim is submitted per day. Final payment to the vendor is typically completed within 3-5 days.

Please see the WIC Vendor Training in the online training catalogue for more details regarding the EBT system and claims.



WIC Sanctions

Texas WIC is a federally funded program and there are strict guidelines that need to be met by both Texas WIC and Texas WIC vendors. It is important to ensure vendors are in compliance with every WIC rule and regulation. By your contract your store is subject to be monitored at any time during your contract period.

Onsite Evaluation is performed as part of the initial application process and your store is given two attempts to pass. This evaluation is performed by the State Agency staff. Minimum stocking requirements and participant access are part of the Onsite Evaluation. If the evaluator identifies one or multiple issues while performing the evaluation, then the issue will be documented. One thing to note is that the evaluator is checking your prices of some WIC items by using a training card, so please ensure that your staff knows how to place the register in training mode.

An **In-store Review** occurs after your onsite evaluation. You'll have your first store review within six months of passing your onsite evaluation. Stores will receive an In-store Review at any time after passing the onsite evaluation. This type of review is performed by our Office of Inspector General or Monitoring Oversight Branch. As a best practice, the State encourages a store manager walk the store with the reviewer but is not required. Upon completion, the reviewer will ask the manager to sign off on the report.

Compliance buys are very similar to a "secret shopper". These evaluations are performed by the Office of Inspector General and Monitoring Oversight group. They will come in dressed as a regular shopper, act like a regular shopper and check out like a regular WIC shopper. Any findings or observations found during these compliance buys are sent to the corporate office after the evaluation is complete. As the auditor shops, they are checking posted prices, correct labeling and no unauthorized WIC signage being used. Upon returning, the auditor generates a letter and submits to your store's designated compliance person. The store always receives a letter indicating the results after activities have been conducted at the store.

Inventory Audit means the examination of food invoices or other proofs of purchase to determine whether a vendor has purchased sufficient quantities of supplemental foods to provide participants the quantities specified on food instruments redeemed by the vendor during a given period of time



Vendor Complaint Process

Should there be any problems with customer behavior, you may call 1-800-252-9629 or email WICVendorComplaints@hhs.texas.gov. WIC also receives and processes all complaints against vendors from the WIC clients.



Shopping Guide

This is the Texas WIC Approved Foods Shopping Guide.

Vendors may be familiar with the guide and may have seen them at the register. If there is not one at the register or the one there is outdated, please reach out to WIC to order some for the store free of charge. Use the link below to submit an order.

TEXAS **WIC**

SHOPPING GUIDE



September 2023

Before You Shop

Look through this guide before you shop to see the brands of food you can buy with your Texas WIC Card. Bring this guide with you to the store.

You will also need to bring the Texas WIC Shopping List that you got at the clinic. It shows important information such as:

- Which foods you can buy.
- Your monthly benefits.
- Your next WIC appointment.

If you forgot or lost your Texas WIC Shopping List, a store cashier can print a receipt with your current balance before you shop.

Use all your WIC benefits each month. Your remaining benefits cannot roll over to the next month.



Download the myWIC app and link your WIC card to use these shopping features:

- Check your WIC benefits.
- Scan items to see if they are WIC approved.
- View shopping guide updates.



texasshhs.org/mywic



See page 17 for WIC Shopping FAQs

How to Use Your Texas WIC Shopping Guide

When you see:

Choose Any Brand

Choose any brand of this food.

Choose These Brands

Choose food from one of the brands listed in this guide.

Look for the Pink WIC Sticker

Choose brands tagged with the pink WIC Approved Item sticker. These brands may be different at each store or location.



Look for the pink WIC sticker on milk, juice, cheese and bread.

✗ Not WIC Approved: This area lists items that cannot be purchased with your Texas WIC Card.

SPECIAL FOOD PACKAGES (pages 14-16)

WIC staff will explain what is in these Special Food Packages:

- Fully Breastfeeding Twins, Triplets or More
- No Refrigeration
- Kosher Milk and Cheese

Stores might not carry every WIC food item or brand listed in this guide.

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Material Order Form: <https://txhhs.force.com/WICVendorForm/s/>

FY-24

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Cashier Training Manual

Shopping Guide

These are the three ways to shop for WIC foods in the Shopping Guide.

Least Expensive Brand (LEB)



Choose Any Brand



Choose These Brands



Each section has its own instructions and criteria for selecting WIC foods.



Shopping Guide

Least Expensive Brand (LEB)

Milk

Look for the Pink WIC Sticker

Children 2 to 5 Years Old and Women

- Fat-free or low-fat (½% or 1%) milk in a half gallon or gallon
- Nonfat or low-fat buttermilk in a half gallon

Children 1 Year Old

- Whole milk in a half gallon or gallon (no buttermilk)

Quart only if on shopping list.

✗ Not WIC Approved: Organic, flavored (such as chocolate), with DHA or omega-3, oat, almond or goat's milk.



The first way to shop for WIC foods in the shopping guide is the Least Expensive Brand (LEB) WIC foods. The LEB food categories are Milk, Cheese, Juice and Whole Wheat Bread and must be labeled by a pink WIC label. Pink labels indicate the item is the LEB the store has declared as their WIC item. More importantly, most WIC clients are looking for the pink label. Policy WV:02.0 indicates, vendors are required to label the store's LEBs with a pink "WIC Approved Item" label.

Take note that there is no specific brand mentioned as each store is responsible for declaring and then labeling the store's LEBs. Failure to label these items properly could result in a finding when a store is monitored.

Milk



Look for the Pink WIC Sticker

Children 2 to 5 Years Old and Women

- Fat-free or low-fat (½% or 1%) milk in a half gallon or gallon
- Nonfat or low-fat buttermilk in a half gallon

Children 1 Year Old

- Whole milk in a half gallon or gallon (no buttermilk)
- Quart only if on shopping list.*



✗ Not WIC Approved: Organic, flavored (such as chocolate), with DHA or omega-3, oat, almond or goat's milk.



Shopping Guide

What do you do for a WIC client if an LEB is out of stock?

Sell the client the next Least Expensive Brand available!



There are no IOUs when it comes to LEBs. If the declared LEB is sold out, do the following:

1. Sell the next LEB by following the guidelines in the Approved Foods Shopping Guide.
2. Sell the next LEB at or below the sale price as the originally declared LEB.



Shopping Guide

Choose Any Brand

Dried Beans

Choose Any Brand

- 16 oz. (1 lb.) package
- Any type of bean, pea or lentil

✗ **Not WIC Approved:** Added seasonings or bulk beans.



The second way to shop for WIC foods is Choose ANY Brand. These are WIC approved items that are NOT specific to a brand. Clients may select ANY brand that fits the size, weight, count, and packaging requirements. This includes: Eggs, Canned/Dried Beans, Peanut Butter, Tuna, Salmon, Sardines, Mackerel, Fresh/Frozen/Canned/ Containers Fruits & Vegetables, Baby Foods, Tortillas, Brown Rice, Whole Wheat Pasta and Baby Meats.

Since these items are not required by the state to be labeled, it's extremely important that store employees are able to read the Shopping Guide when determining if an item should be WIC Approved or not.



Dried Beans

Choose Any Brand

- 16 oz. (1 lb.) package
- Any type of bean, pea or lentil

✗ **Not WIC Approved:** Added seasonings or bulk beans.



Shopping Guide

Choose These Brands

Low-fat and Nonfat Yogurt

Choose These Brands

Children 2 to 5 Years Old and Women
• 32 oz. (quart-sized) container



The third way to shop for WIC foods is Choose THESE Brands. These are WIC approved items that are specific to a brand based on the size and weight of the item. Choose these Brands include: Yogurt, Oatmeal, Tofu, Baby Cereal and Breakfast Cereal.

While these are not required to be labeled, it is important to understand what brands and sizes WIC clients are able to purchase.

Low-fat and Nonfat Yogurt

Choose These Brands

Children 2 to 5 Years Old and Women

• 32 oz. (quart-sized) container



Contract Formula

Enfamil Infant Powder and Concentrate Milk-Based



(12.5 oz. powder or 13 oz. concentrate)

Similac Soy Isomil Powder and Concentrate Soy-Based



(12.4 oz. powder or 13 oz. concentrate)

In the shopping guide provided to WIC clients there is an insert that indicates the WIC approved formulas. The Texas WIC program has contracted with two manufacturers of infant formula. These formulas are the primary authorized formulas for the WIC program.

Even though Infant Formula is an elective item and vendors can choose to sell in their store or not, it may be difficult for a store to maintain WIC stocking requirements during a formula shortage situation. The current Minimum Stocking Requirements (MSR) for formula are listed below:

Minimum Stocking Requirements:

MSR for milk-based powder formula is met when the Vendor stocks any combination of 9 containers of the 4 milk-based Enfamil powder products.

- Enfamil Infant powder, 12.5 oz
- Enfamil Gentlease powder, 12.4 oz
- Enfamil Reguline powder, 12.4 oz
- Enfamil AR powder, 12.9 oz

Similac Soy Isomil

Powder — 9 cans

Concentrate — 7 cans



Contract Formula

Formula Exchanges



Expired



Exchanges for Same



Example 1



Expired



Selects Different Formula



Example 2

Expired Formula must be replaced at the store and corrected on the shelves.

When a WIC client requests an exchange for WIC tendered formula, it's extremely important to know the basics. Infant formula is provided to WIC clients and cannot be exchanged at the store unless the item is damaged, defective, or expired and the client is requesting the same formula. Any request for another type of formula not on the client's shopping list is prohibited. If a client wants different formula, they will need to refer to the clinic.

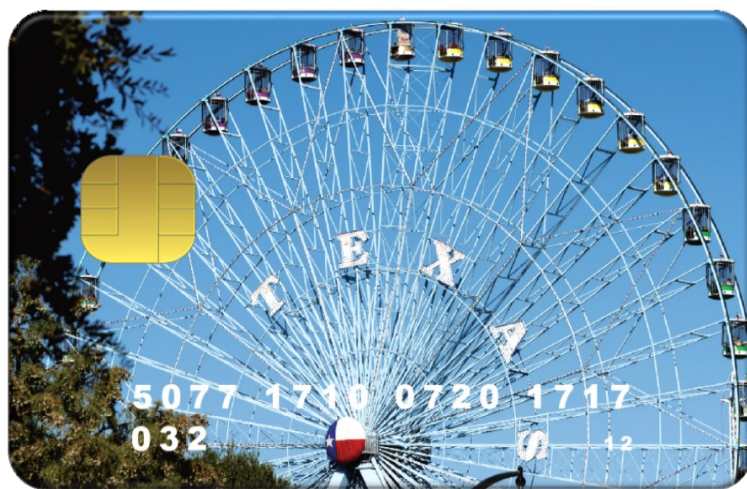
Looking at example 1, a client has purchased Similac Soy Isomil with WIC benefits but found the can is expired. The client requests an exchange for the exact same item, so this can be processed at the store. In example 2 we see a client that has the same expired Similac Soy Isomil but is requesting an exchange for a different formula. This cannot be done at the store and the client would need to refer to the WIC clinic for a change to their benefits.



WIC EBT Smart Card

This is a WIC card. At one time, WIC clients and cashiers were required to complete WIC transactions using paper vouchers (much like a check). Now, WIC benefits are loaded onto an EBT (Electronic Benefits Transfer) Chip Card, more like the debit cards used today by most Americans.

This allows the cashier to process the transaction without the WIC client telling the cashier they need to purchase items with their WIC benefits. This allows the client to shop like every other customer, even with coupons!



WIC EBT Chip Card



Coupons



If you happen to find a WIC EBT card or a customer leaves their WIC EBT card in the store, give the card to a manager.



WIC EBT Smart Card

Let's look at a basic WIC transaction. There are three receipts once completed. The first two, Beginning Balance and Benefits Utilized (Or WIC Foods Purchased) receipts print after all items have been scanned and totaled. These receipts allow the client a moment to review what is not covered by their benefits if any items scanned as "non-WIC".

This is not always something the reader displays to the client, so it's the store employee's job to provide these slips to the WIC client after totaling WIC items and before completing the transaction.

After providing the client with the first two slips, the register will be waiting for the client to "Accept" the WIC total on the card reader at this point.

The Ending Balance Receipt shown here, will print out once the client presses the "accept" button to finalize the WIC tender.

At this point the benefits have been taken off the card and cannot be put back. Any items that were debited must be given to the client.

Some newer self-checkout systems display the information to customers and gives them the option to print. Some systems combine the beginning & proposed utilization balance on the same receipt.

The Three WIC Transaction Receipts

Beginning Balance	Benefits Being Used	Ending Balance																																																																																																												
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Once the customer presses the "accept" button no changes can be made.

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WIC EBT Smart Card

There was a feature added in 2017 to the WIC EBT process and it's called Split Tender. The intention of Split tender is to allow WIC clients use of their full benefits when purchasing CVB or Cash Value Benefit items such as fresh, frozen, canned, jarred or container fruits and vegetables.

For example: A WIC client would like to purchase a head of lettuce priced at \$2.99 but only has \$2.00 remaining in CVB on their EBT card. In the past, this item would not scan as part of the WIC total and the full amount of \$2.99 would be included in the Non-WIC total. With Split-Tender the WIC client will be able to use the remaining \$2.00 towards the head of lettuce and the remaining amount of \$0.99 would move to the Non-WIC total. Ultimately allowing the client to "split" the cost of the lettuce between WIC benefits and an alternate tender.

Split Tender

Before Split-Tender



Lettuce \$2.99



\$2.00 CVB Remaining

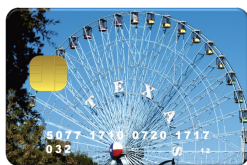


\$2.99 would be Non-WIC

With Split-Tender



Lettuce \$2.99



\$2.00 CVB Remaining



\$0.99 would be Non-WIC

Split-tender capability is required Oct. 1, 2017 for existing Accounts and at the time of application for new Accounts and Outlets.



WIC EBT Smart Card

It's extremely important to remind every WIC client to leave the chip card in the reader until it says to remove it. If the chip card is removed too soon, an error may occur known as a "card wipe". This unfortunately removes all benefits from the card!

If this happens, you will need to reach out to a manager. Once the manager confirms the card has been wiped, they will direct the client back to the clinic to have their benefits restored.

Card Wipe



There is not a process that can be done at the store to correct this.



WIC Foods Not Scanning

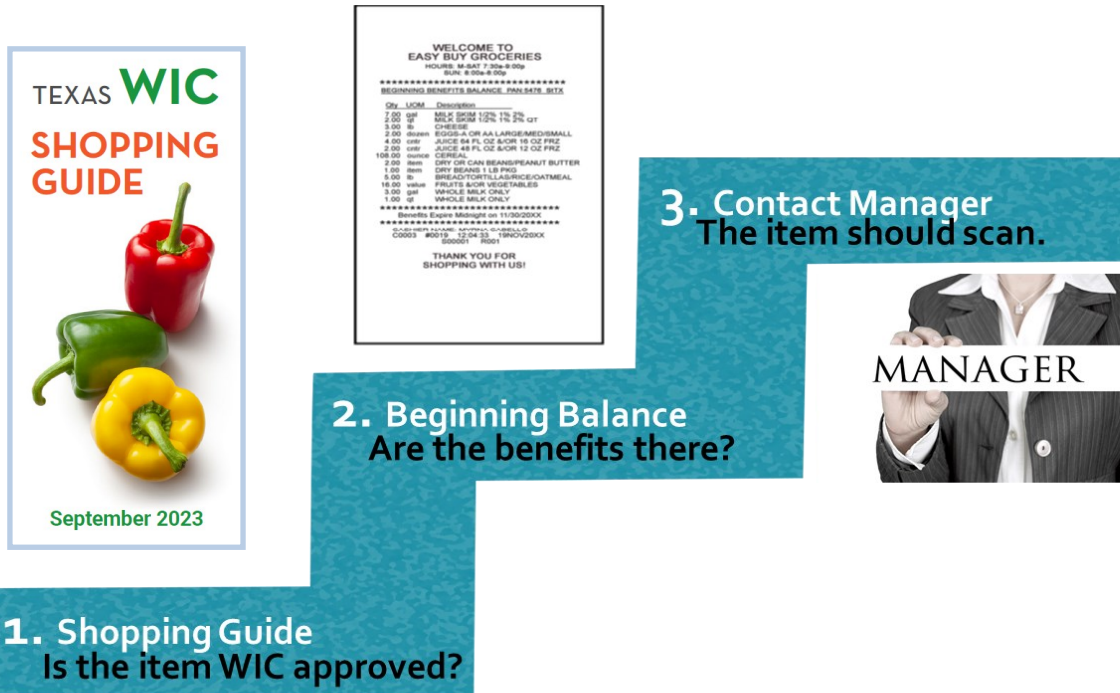
Have you ever had a WIC customer come to the register and some of their food items would not scan as WIC approved?



This happens for one of three reasons: It could be that the item is not WIC approved, it could be that the client does not have the benefits to pay for the item, or it could even mean that the item is approved, but has not been added to the system as a WIC item.

WIC Foods Not Scanning

What should I do if an item is not scanning “WIC Approved”?



Step 1. The product may not be approved. Check the WIC Approved foods Shopping guide to determine if the item is approved by WIC.

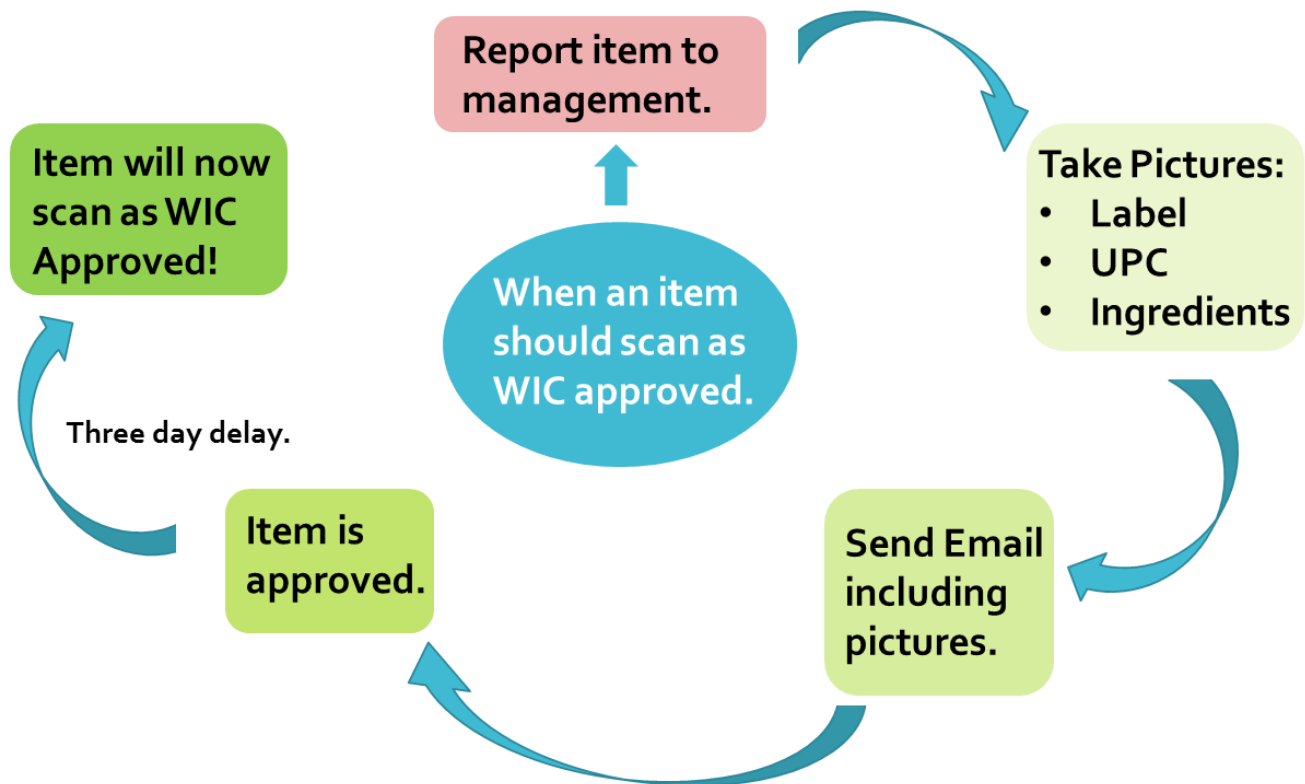
Step 2. The client may not have the benefits left for the purchase. Check clients WIC balance slip (Beginning balance slip) to see if the card has the benefits remaining for the purchase.

Step 3. If you have checked the first two steps and it appears that the item should in fact scan as WIC Approved, then reach out to a manager. The manager emails the State Office UPC/POS team to have the item(s) added to the Authorized Product List (APL) or the manager contacts the stores POS provider to ensure the item(s) is flagged in the POS system as WIC approved.



WIC Foods Not Scanning

WICUPC@hhs.texas.gov



If it has been confirmed that an item should be approved but is not scanning as a WIC approved item, management should email the WIC office to have the item added to the Authorized Products List or (APL). The email must include a clear picture of the label, a clear picture of the UPC, and a clear picture of the ingredients found on the item. If the item is approved, an email will be sent to your store confirming that the item has been entered into the Authorized Products List and that there is a three day delay before the item will scan as WIC approved.



State Contact Information

Questions and Materials Requests:

WICVendorInfo@hhs.texas.gov

Or

1-800-252-9629

Training Catalog:

<https://tinyurl.com/y5w32yo6>

Contract Support: WICVendorRelations@hhs.texas.gov

Training Support: WICVendorInfo@hhs.texas.gov

LEB Support: WICLEB@hhs.texas.gov

EBT Support: WICEBTSupport@hhs.texas.gov

UPC Submission: WICUPC@hhs.texas.gov

Materials Ordering:

<https://txhhs.force.com/WICVendorForm/s/>

