

4.0 Vendor Training

Effective Date: 02-01-2024

4.01 Training of WIC Vendors

PURPOSE: To define the mandatory WIC training requirements for all Vendors.

DEFINITIONS:

Chain contract means an owning entity with more than one outlet location authorized on the same WIC Vendor Contract.

WIC benefits means electronic benefits that can be used to purchase WIC-approved food items from authorized WIC Vendors using a WIC electronic benefits transfer (EBT) card.

WIC Vendors are retail food stores or pharmacies authorized to redeem WIC food benefits.

Pharmacy Vendor means a Vendor who is authorized to provide WIC-approved formulas and nutritionals in exchange for WIC benefits. Pharmacy Vendors may be authorized grocers with on-site pharmacies that may transact benefits for all WIC-approved foods, or stand-alone pharmacies that may only transact benefits for WIC-approved formulas and nutritionals.

A. POLICY:

1. The Department will conduct Vendor training to ensure program compliance with federal and state regulations.
2. All Vendors are required to attend trainings and their participation will be documented.
 - a. New WIC Vendors (Vendors who have never participated in the WIC Program and/or Vendors who have had a lapse in authorization) must complete an on-site pre-authorization Vendor training session before they can become authorized to accept WIC benefits. (See Policy 4.02 Initial Training of New Vendors.)
 - b. Existing authorized Vendors must complete ongoing annual training, as well as an interactive training session at least once every three years. (See Policy 4.03 Training for Authorized Vendors.)
3. In the case of chain ownership, or persons with affiliation to multiple WIC-authorized Vendors, each store location must send its own representative to attend the training and receive credit.
4. Vendors must inform and train cashiers and other staff on program requirements and other relevant topics.

5. The Vendor is accountable for owners, officers, managers, agents, and employees who commit Vendor violations.

6. Additional Vendor training may be conducted if:
 - a. Requested by the Vendor;

 - b. The Department receives a complaint against a Vendor; or

 - c. The Department identifies that additional training is needed to ensure program compliance.

References:

7 CFR Part 246.12 (f) (g) (h) (i)

Cross-References:

4.02 Initial Training of New Vendors
4.03 Training for Authorized Vendors