

COVID-19 INFORMATION FOR MICHIGAN WIC VENDORS

April 28, 2020

Q: What steps have other Vendors taken to ensure they can meet WIC client demand for products?

A: Some steps Vendors have reported taking to ensure they have the required minimum stock and WIC-approved products for WIC clients include: placing orders with multiple wholesalers; supplementing stock with purchases from large chain stores; setting quantity limits for customers; and stocking a wider variety of items, such as alternative whole grains when 16 oz. bread is difficult to find.

Follow this link or visit our website at www.Michigan.gov/WICVendor for a [list of wholesalers](#) throughout the state that may be able to help you meet your inventory needs.

Q: What is WIC doing about the lack of access to online ordering and curbside pick-up for WIC clients?

A: At this time, online ordering and curbside pick-up are not available with WIC transactions, as the WIC client must manually enter their own PIN number at the time of purchase. However, the WIC Program is committed to keeping clients safe and affording them the same ordering capabilities as other customers. To that end, the National WIC Association has created a workgroup to explore online ordering and Michigan WIC is evaluating solutions for curbside pick-up. We will keep you updated with any progress made on these fronts.

Q: What services have Vendors implemented to ensure at-risk customers, such as WIC clients, are able to access the food they need?

A: Some services Vendors have reported using to cater to at-risk customers include: implementing special shopping hours; ordering extra stock to offset increased buying habits; storing formula and other specialty items behind the counter or in the back of the store; providing ride service and car loading help; and calling customers when needed items are back in stock.

Q: Will there be further expansion to the WIC Approved Product List (APL)?

A: It is likely that the APL will be temporarily expanded again in order to provide clients with as many options as possible for WIC-approved foods during the COVID-19 crisis. If and when these changes occur, your store will be alerted via email and details will be posted to our website at www.michigan.gov/WICVendor.

Please be sure to update your APL on a regular basis so that your system reflects the most current list of WIC-approved foods. Additionally, if you carry a product you believe should be WIC-authorized based on United States Department of Agriculture (USDA) nutrition and size criteria and the Michigan WIC Food Guide, please fill out the [UPC Request Form](#) (attached) and fax it to 517-335-9206. Our team will review the product and add it to the Approved Product List if appropriate.

Q: How can I make sure my APL (Approved Product List) is up to date in my Point-of-Sale (POS) device and/or register?

A: If you have a stand-alone POS device, it is already configured to download the APL daily, requiring no intervention from the Vendor. Likewise, if you have an integrated register system, the APL should be downloaded on a regular basis by your Third-Party Processor (TPP); however, frequency of download may vary. If you believe that your APL is not up to date, please contact your POS software provider or processor.

Q: I need to temporarily close my store in response to COVID-19. Do I need to let WIC know?

A: If during this time you feel the need to temporarily close your store for any period of time, please notify the Michigan WIC Program immediately, but no later than 21 calendar days from the date of temporary closure, as required by your [WIC Vendor Contract](#), Section III, Paragraph 15. You may notify us by calling **517-335-8937** or by email at MDHHS-WICVendor@michigan.gov.

Temporary closure of your store will not lead to termination of your WIC Vendor Contract. However, we will temporarily disable your point-of-sale (POS) device so that WIC clients have access to the most up-to-date list of WIC-authorized Vendors. Once your store is re-opened, simply notify the Michigan WIC Program and you will be re-enabled in the system and again able to conduct WIC transactions.

If you have additional questions or concerns, please contact the Vendor Relations Unit at 517-335-8937 or by email at MDHHS-WICVendor@michigan.gov. For resources and more information about WIC and COVID-19, please visit https://www.michigan.gov/mdhhs/0,5885,7-339-71547_4910_6329-523991--,00.html.