



EWIC VENDOR TRAINING – ANNUAL TRAINING

STATE OF NEW HAMPSHIRE

APRIL 2024



PURPOSE OF WIC

- To provide participant-centered education on nutrition and health to women, infants, and children until the age of five, along with breastfeeding support.
- To provide access to a healthy supplemental food package which contains essential vitamins, minerals, and is tailored to the participant's nutrition needs. WIC foods are provided because proper nutrition in the early stages of life can help prevent serious health problems later.
- To provide referrals to health care or other social services, as needed.

PURPOSE OF TRAINING

- The WIC federal regulations require that all WIC vendors receive annual training.
- Every three years we are required to hold an interactive training for vendors with the opportunity to ask questions.
- The purpose of this training is to review program requirements, and to inform you of any changes that have occurred since the last annual training.
- This training will help you gain an understanding of the program requirements and will help you remain in compliance with your NH WIC Vendor Agreement.

CHANGES IN WIC REQUIREMENTS SINCE LAST TRAINING

- The Waiver for larger bread sizes expired August 6th, 2023 only 16 oz loaves of bread are currently allowed.
- Store are no longer required to carry a minimum inventory of half gallon milk, frozen juice concentrate or infant meats.

THE NH WIC CARD

- Each household will have their entire family's food benefits on one eWIC Card.
- The only exception would be families with foster children. Foster children have their own card with their own WIC benefits.
- If a WIC participant asks to use two eWIC cards they will need to separate the foods, due to each card needing a separate transaction.



THE SHOPPING LIST

- To the right is an example of a shopping list or benefit account balance a WIC participant will get for a child.
- The dates at the top are when the benefits are active and the WIC participant can redeem the food items at the store.
- If the WIC participant is trying to redeem a food item not on their list the food item will not go through when the eWIC card is swiped and their PIN is entered.

New Hampshire DHHS WIC Program Benefit Account Balance

Balance for 10/25/2023 to 11/24/2023

3.00 GAL	1% or Fat Free Milk Gallon
36.00 OZ	Breakfast Cereal
1.00 PKG	Cheese 16 oz pkg
1.00 DOZ	Eggs Any Size
26.00 USD	Fruit and Vegetable CVB
2.00 BLT	Juice Shelf or Refrig 64 oz
1.00 CNT	Low Fat or Non Fat Free Yogurt 32oz
1.00 JAR	Peanut Butter
2.00 PKG	Whole Grains Option

EWIC TRANSACTION AT CHECKOUT

1. The WIC participant brings their food items to the register.
 2. All items are individually scanned through the register system.
 3. The eWIC card is swiped and their PIN is entered. If the WIC participant enters their PIN number incorrectly four (4) times their card will lock. They can either call their local WIC agency to unlock the card or wait until the following day as the card will unlock at midnight.
 4. The eWIC account balance is checked against the WIC approved items purchased.
 5. The WIC participant approves the WIC purchase. The WIC participant has the right to put back non-WIC items or pay for them with a separate tender.
 6. The eWIC account is debited the appropriate quantity after the WIC participant approves the eWIC transaction.
- ❖ *As there are many different types of cash register systems, please refer to your in-store training on how to conduct a balance inquiry, split tender transaction, how to void a food item, or the whole transaction, and how to complete an eWIC transaction.*

EWIC TRANSACTION TIPS

- No minimum purchase is required for an eWIC transaction.
- A balance inquiry can be completed at any time. A purchase is not needed to complete this.
- No overrides for any WIC food that does not go through.
- The actual product UPC code must be scanned.
- Do not ask for the WIC participant to tell you their PIN number.
- No ID is required to process a WIC transaction.
- The eWIC card must be present for the transaction, if the card does not go through when swiped the cashier may enter the card number.
- WIC foods and formula cannot be returned or exchanged for cash, credit, or other items.
- Rain checks or IOUs are not allowed.



EWIC RECEIPT

- The eWIC receipt will show the WIC participant the following:
 1. What WIC items were purchased during the transaction.
 2. Balance due, if any.
 3. When the WIC participant's remaining benefits expire.
 4. The available benefits balance that is left on the card, if any.

STORE NAME ADDRESS			
STORE ID:	WICW006		
TERM ID:	WIC006001		
CLERK ID:	999		
DATE & TIME:	7/1/2016 10:10AM		
SEQ NUMBER:	034		
CARD:	*****0007		
AUTH CODE:	123499		
1.			
WIC PURCHASE			
QTY	UNITS	DESCRIPTION	PRICE
18.00	oz	Cheerios 18 oz.	4.99
2.50	\$\$\$	Fruits & Veg	2.50
=====			
TOTAL ITEMS SOLD = 2 \$ 2.50 - Fruits & Veggies			
=====			
PURCHASE SUBTOTAL			7.49
DISCOUNT APPLIED			0.00
=====			
APPROVED PURCHASE TOTAL			7.49
=====			
2. BALANCE DUE - 0.00			
3. BENEFITS EXPIRE ON 7-28-16			
QTY	UNITS	DESCRIPTION	
=====			
1.00	pkg	16oz Pkg Cheese	
1.00	doz	Dozen Large Eggs	
18.00	oz	Ounces Cereal	
2.00	pkg	18oz PnutBtr/DryBeans	
1.00	pkg	16oz Bread/WholGrain	
3.00	gal	Gallon 1%/Fat Free Milk	
1.00	qt	Qts 1%/Fat Free Milk	
2.00	cont	64oz Bottle100% Juice	
5.50	\$\$\$	Fruits & Veg	
=====			
4.			
****CARD HOLDER COPY****			
****PLEASE SAVE THIS RECEIPT****			

WIC SHOPPER



WICSHOPPER

Simplify your WIC shopping



- 1 Install WICShopper from your app store.
- 2 Select New Hampshire as your WIC Agency.
- 3 Register using the 16 digit number on the front of your WIC card.
- 4 Scan product bar codes to identify WIC-allowed foods as you shop.
- 5 View Allowable Foods List, recipes and more right from the app!

Download
<http://www.ebtshopper.com/download/>



This institution is an equal opportunity provider.

- Why use the WIC Shopper App?
 - Participants can see what benefits they have in real time if they are connected to the internet.
 - All WIC approved foods are listed in the app by category so participants and vendors alike and see what foods are covered.
 - By using the WIC shopper App to scan items in the store participants can see what items are WIC approved prior to getting to the register. This is also a great tool for vendors to use if they are unsure if an item is WIC approved.
 - If a participant is unable to purchase an item in the store because it did not scan, but they believe that it should be a WIC approved item, they can use the WIC Shopper app to submit that product to the State WIC Nutrition Team to review to see if the item meets the nutrition requirements, to be added as a WIC approved product.
 - There are numerous other resources in the WIC Shopper app, such as recipes, produce calculator, purchase history, a way to search for local WIC stores, and local resources by County.

APPROVED SUPPLEMENTAL FOODS

HEALTHY FOOD.
HEALTHY KID.
HAPPY MOM.



NH Department of Health and Human Services
Division of Public Health Services
Nutrition Services Section
25 Hazen Drive
Concord, NH 03301
1-800-WIC-4321
<https://nh.gov/wicprogram>

WIC Foods

January 2024

- The NH WIC Food List is separated into different food groups. Within each food group it will show the approved sizes of the product and the brands allowed on WIC. It will also include which items are not allowed on WIC.



Food Package Updates

January 2024



Infant Foods

Beach Nut
Corn Cereal

Yogurt

PICS
Greek Nonfat Strawberry, Greek Reduced Fat Vanilla

Stonyfield
Yo Baby Organic Whole Mango and Banana (16 oz container)

Best Yet
Vanilla and Plain

New Size!

Bread

Nature's Own Life 100% Whole Grain

Discontinued: Pepperidge Farm Whole Grain Rye Seeded and Light Style 100% Whole Wheat

Juice

Best Yet
Pineapple, Grapefruit, Tomato, and Vegetable

That's Smart
Grape

Cereal

Post
Wheat 'n Bran Shredded Wheat

Cheerios
Veggie Blends

Bowl&Basket/ShopRite
Bran Flakes, Toasted Oats, and Frosted Shredded Wheat

Kellogg's
Frosted Mini Wheats Golden Honey

Infant Foods

Cereal

8 oz. container only

Beech-Nut

Rice, Multigrain, Oatmeal

Beech-Nut Organics

Multigrain, Oatmeal

Earth's Best Organic

Rice, Multigrain, Oatmeal

Gerber

Whole Wheat, Rice
Oatmeal, Multigrain

Gerber Organic

Rice, Oatmeal
Oatmeal/Quinoa/Millet cereals

No added ingredients such as DHA, meat, poultry, cereal, noodles, rice, yogurt, or granola.
No desserts, cobblers, dinners, or casseroles.
No toddler foods.

This institution is an equal opportunity provider.

Fruits & Vegetables

Fruits, vegetables, or fruit & vegetable combinations.
(Stage 2, 4 oz. jars only)

Beech-Nut

Beech-Nut Organics

Earth's Best Organic

Full Circle Organic

*Gerber (4 oz. - 2 packs only): 2nd foods

**2 packs count as 2 containers off your benefit balance*

Gerber Organic

Happy Baby Organic

Nature's Promise Organic

Once Upon a Farm Organic

O Organics

Parent's Choice

PIC Select

Plum Organics

Meats

For fully breastfed babies only.
2.5 oz. jar only

Beech-Nut

Stage 1 infant meats

Earth's Best

Chicken and Turkey Jars

Gerber

2nd foods infant meats

Infant Formula

Allowed

Brand, type and size listed on benefit.

Breast Milk

Complete nutrition for your baby.



Fruits & Vegetables

Organic products are allowed when using the fruit & vegetable benefit.

Fresh

ANY BRAND, variety, size, or mixture of fresh fruits and vegetables with no added sugar, syrup, artificial sweeteners, fat, or oil.

- Whole or cut up
- Loose or packed in bags or plastic containers



Frozen

ANY BRAND, variety, size, or mixture of frozen fruits and vegetables with no added sugar, syrup, artificial sweeteners, fat, oil, meat, pasta, rice, or sauce. Frozen vegetables may be with or without salt.

- Any frozen beans or peas such as lima beans and blackeye peas are allowed.

Canned

(also includes boxes, plastic or glass containers)

ANY BRAND, variety, size, or mixture of canned fruits and vegetables with no added sugar, syrup, artificial sweeteners, fat, oil, or meat.

- Canned fruit must be packed in water or fruit juice.
- Canned vegetables may be with or without salt and may have added seasonings or spices.
- Applesauce with no sugar added and applesauce/fruit blends with no sugar added.
- Tomato sauce, tomato paste, whole tomatoes, crushed tomatoes, diced tomatoes or stewed tomatoes.
- Canned beans and peas such as green peas, green beans, wax beans, snap beans, and snap peas are allowed.



Not Allowed

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

No decorative fruits or vegetables, painted pumpkins, or gourds.

No fresh or dried herbs and spices.

No garlic on a string.

No edible blossoms, flowers, or plants.

No dried or dehydrated fruits or vegetables.

No jarred baby and toddler fruits & vegetables.

No pouches of fruit purees or fruit pulps.

No frozen fruit bars.

No beverages such as fruit juice, tomato juice, and vegetable juice.

No fruit-nut mixtures.

No ketchup, relishes, pickles, olives, sauerkraut, mustard, pickled items or condiments.

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

No salsa, pizza sauce, or pasta sauce.

This institution is an equal opportunity provider.

Milk , Soymilk and Tofu

Must purchase type and size listed in your food benefit list.

Milk

1% Low Fat or Fat Free Milk

The following types of milk may only be purchased when listed in your food benefit list:

Whole Milk

Lactose Free Milk

Evaporated milk, 12 oz. can only

UHT milk, 32 oz. quart only

Powdered milk, 32 oz. box only



No goat's milk, raw milk, nut milk or rice milk.
No organic, flavored milk, or buttermilk, or glass bottles.

Soymilk

Quart, shelf stable

Pacific Natural Foods

Ultra Soy Original

Silk

Original

Half-gallon carton only, refrigerated

8th Continent Soymilk

Original

Great Value

Original

Silk

Soymilk Original



Tofu

16 oz. package only.

Azumaya

Extra Firm

Firm

Silken

Franklin Farms

Extra Firm

Firm

Medium Firm

Soft

Heiwa

Organic Tofu

House Foods

Extra Firm

Firm

Medium Firm

Nasoya

Sprouted Super Firm

Silken

Soy Boy

Firm



This institution is an equal opportunity provider.

Cheese

8 oz. and 16 oz. package only

ANY BRAND - Blends of listed cheese are allowed.
Prepackaged, dairy case only. Regular or reduced fat.

Allowed Types:

American
Cheddar
Colby-Jack
Monterey-Jack
Mozzarella
Swiss
Provolone

Block
Round
Shredded
Sliced
String cheese - must be 100% Mozzarella

No deli, imported or organic.

No cheese product or cheese food.

No individually wrapped slices or singles.



(2) 8 ounce packages = (1) 16 ounce package

Yogurt

32 oz. container/package only*

Regular or Greek Style - Whole milk, low fat or fat free/nonfat as specified in your food benefit list.

Best Yet

Plain, Vanilla

Bowl & Basket

Plain, Vanilla, Strawberry

Brown Cow

Plain, Vanilla, Cream Top Plain,
Cream Top Vanilla, Cream Top Maple

Cabot

Plain, Vanilla, Vanilla Bean, Strawberry

Chobani (No Simply 100)

Plain, Vanilla, Strawberry, Peach, Less Sugar
Madagascar Vanilla & Cinnamon, with Zero Sugar*
Vanilla and Strawberry

Dannon Naturals and Oikos

(No Light & Fit) (No Triple Zero)

Plain, Vanilla, Strawberry, Strawberry Banana

Food Club (No Light)

Plain, Vanilla

Good and Gather

Plain, Vanilla

Great Value (No Light)

Plain, Strawberry, Peach, Strawberry Banana

Green Mountain Creamery

0% Plain, 5% Plain, 0% Vanilla, 0% Maple

Hannaford

Plain, Vanilla, Strawberry

Lucerne

Plain, Vanilla, Strawberry

Market Basket

Plain, Vanilla, Strawberry, Peach, Low Fat
Blueberry

Market Pantry (No Light)

Plain, Vanilla

Mountain High

Plain, Vanilla, Strawberry

O Organics

Plain, Vanilla

Open Nature

Plain, Vanilla

PICs

Plain, Vanilla, Strawberry

Price Rite

Plain, Vanilla

Shurfine

Plain, Vanilla

Stonyfield

Plain, French Vanilla, Vanilla, Strawberry, Banana, Maple
2 oz. tubes; 8 packs = (1 LB/16 oz.) and 16 packs = (2 LB/32 oz.)
Yo Baby Banana and Mango Whole (= 16 oz container)

Taste of Inspiration

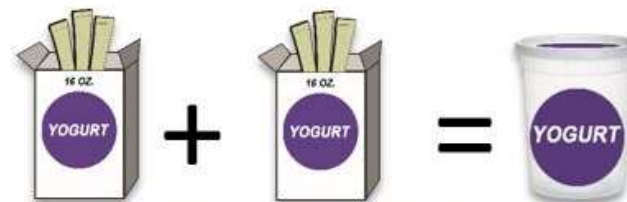
Plain, Vanilla, Strawberry

Wallaby

Plain, Vanilla, Vanilla Bean

Yoplait

Vanilla, Strawberry, Peach, Strawberry Banana, Blueberry
2 oz. tubes; 8 packs = (1 LB/16 oz.) and
16 packs = (2 LB/32 oz.)



*(2) 16 ounce packages or container = (1) 32 ounce container

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Breads, Buns, and Tortillas

16 ounce (1 LB) loaf or packages only

100% Whole Wheat Bread

- Arnold Stone Ground 100% Whole Wheat
- Arnold Whole Wheat Hamburger Buns 16 oz.
- Baker's Choice 100% Whole Wheat
- Best Yet 100% Whole Wheat
- Bimbo 100% Whole Wheat
- Country Kitchen 100% Whole Wheat
- Gourmet 100% Whole Wheat
- Hannaford 100% Whole Wheat
- IGA 100% Whole Wheat
- Market Basket 100% Whole Wheat
- Nature's Own 100% Whole Wheat with Honey, Life 100% Whole Grain
- Pepperidge Farm Light Style 100% Whole Wheat, Very Thin 100% Whole Wheat, Whole Grain Rye (not seeded)
- PICs 100% Whole Wheat
- Rubschlagger Westphalian Style Pumpernickel Bread, Danish Style Pumpernickel, European Style Whole Grain, 100% Whole Wheat Bread, Cocktail Whole Grain Bread, Cocktail Rye Bread, Cocktail Pumpernickel Bread, 100% Rye Rye-Ola Flax Bread, 100% Rye Rye-Ola Pumpernickel Bread, 100% Rye Rye-Ola Black Rye Bread, 100% Rye-Rye-Ola Sunflower Bread
- Sara Lee 100% Whole Wheat
- Shop Rite 100% Whole Wheat
- Signature Select 100% Whole Wheat
- Signature Select No Salt Added Whole Wheat
- Wonder 100% Whole Wheat



Tortillas

Wheat

- Chi-Chi's
- Food Club
- Great Value
- Hannaford
- Herdez
- IGA
- La Banderita
- Market Basket
- Market Pantry
- Mayan Farms
- Mi Casa
- Mission
- Ortega
- Pepito
- PICS
- Shoprite Trading Co.
- Shurfine
- Siempre Autentico
- Signature Select
- Tropical

Soft Corn

- Food Club
- Hannaford
- Herdez
- IGA
- La Banderita
- Market Basket
- Mission
- Pepito
- PICS
- Shurfine



This institution is an equal opportunity provider.

Brown Rice, Oatmeal and Whole Wheat Pasta

Brown Rice

ANY BRAND

14 to 16 oz. package

Instant, or Boil-in-Bag Brown Rice

16 oz. package only

Regular Brown Rice



No white rice or wild rice.

No added ingredients such as seasonings.

This institution is an equal opportunity provider.

Oatmeal

(Whole Grain Option)

16 oz. package only

McCann's Irish Oatmeal

Mom's Best Naturals Quick Oats

Mom's Best Old Fashioned Oats

Shurfine 100% Natural Oatmeal

Signature Select



Whole Wheat Pasta

(100% Whole Wheat/Whole Grain Only)

16 oz. package only

Barilla

Bowl & Basket

Great Value

Hodgson Mill

Ronzoni Healthy Harvest

Shurfine

Signature Select



100% Juice

All juice must be labeled as 100% juice.
Calcium fortified is allowed.

Bottled (64 oz. plastic containers only)

Fruit

Apple

Apple & Eve
Best Yet
Delish
Food Club
Great Value
Hannaford
Harvest Classics
Hy-Top
IGA
Langers
Market Basket
Market Pantry
Mott's
Ocean Spray
Old Orchard
PICS
Price Rite
Seneca
Shurfine
Signature Select

Grape

Best Yet
Food Club
Great Value
Hannaford
Harvest Classics
Hy-Top
IGA
Langers
Market Basket
Market Pantry
Ocean Spray
Old Orchard
PICS
Price Rite
Shurfine
Signature Select
That's Smart
Welch's

White Grape

Apple & Eve
Best Yet
Food Club
Great Value
Hannaford
Harvest Classics
Hy-Top
IGA
Langers
Market Basket
Market Pantry
Old Orchard
PICS
Shurfine
Signature Select
Welch's

Grapefruit

Best Yet

Pineapple

Best Yet

Orange

Great Value

Juicy Juice all flavors, including blends

Vegetable (Regular or Low Sodium)

Vegetable

Best Yet
Great Value
Hannaford
Market Pantry
PICS
Shurfine
Signature Select
V8

Tomato

Best Yet
Campbell's
Food Club
Great Value
Hannaford
Market Pantry
PICS
Shurfine
Signature Select



No juice drinks, beverages, cocktails, or "light" juice.
No toddler or infant juice. No organic juice.

100% Juice

All juice must be labeled as 100% juice.
Calcium fortified is allowed.

Refrigerated Plastic Jugs or Cartons (64 oz. only)

ANY BRAND

100% Pasteurized Orange Juice only



No juice drinks, beverages, cocktails, or "light" juice.
No toddler or infant juice.
No organic juice.

Frozen Concentrate (11.5 to 12 oz. cans only)

Apple

Best Yet
Food Club
Great Value
Hannaford
Hy-Top
IGA
Langers
Market Basket
Market Pantry
Old Orchard
PICS
Seneca
Shurfine
Signature Select

Cranberry

Langers
Old Orchard

Grape

Best Yet
Food Club
Great Value
Hannaford
Langers
Market Basket
Market Pantry
Old Orchard
PICS

Grapefruit: Any Brand

Orange: Any Brand

Pineapple: Any Brand

White Grape:

Old Orchard
PICS

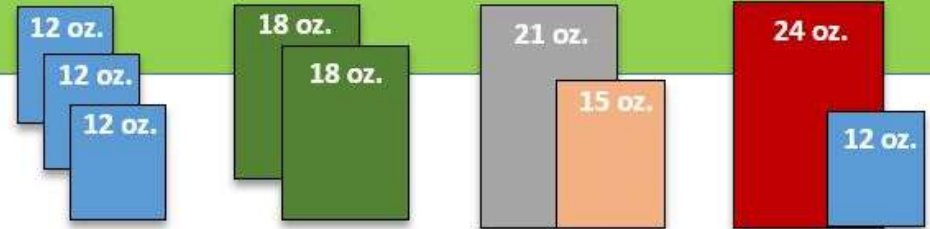


This institution is an equal opportunity provider.

Cereal

Choose a combination that best meets your total ounces in your benefit balance.

12 oz. or larger only



General Mills

Cheerios*

- MultiGrain*
- Vanilla Spice*
- Crunch Berry*
- Veggie Blend*

Chex

- Blueberry*
- Cinnamon*
- Corn
- Rice
- Wheat*

Fiber One Honey Clusters*

Kix

- Plain*
- Honey*
- Berry*

Sesame Street C is for Cinnamon

Sesame Street 123 Berry Numbers

Total

- Plain*

Wheaties*

Kellogg's

All Bran Complete

- Wheat Flakes*

Corn Flakes

Crispix

Frosted Mini-Wheats

- Original*
- Little Bites*
- Blueberry*
- Strawberry*
- Mixed Berry*
- Cinnamon Roll*
- Chocolate*
- Golden Honey*

Rice Krispies

- Plain

Special K

- Plain, Banana

Touch-of-Fruit Mini Wheats

- Raspberry*

Unfrosted Mini-Wheats*

MOM Brands

Crispy Rice

Blueberry Mini Spooners*

Frosted Mini Spooners*

Strawberry Cream Mini Spooners*

Post

Grape Nuts*

Grape Nut Flakes*

Honey Bunches of Oats

- With Crispy Almonds
- Whole Grain Honey Crunch*
- Whole Grain Vanilla Bunches*
- Cinnamon Bunches
- Honey Roasted

Wheat 'n Bran Shredded Wheat*

Quaker

Corn Crunch*

Life

- Regular*
- Strawberry*
- Vanilla*

Oatmeal Squares

- Brown Sugar*
- Cinnamon*
- Golden Maple*
- Honey Nut*

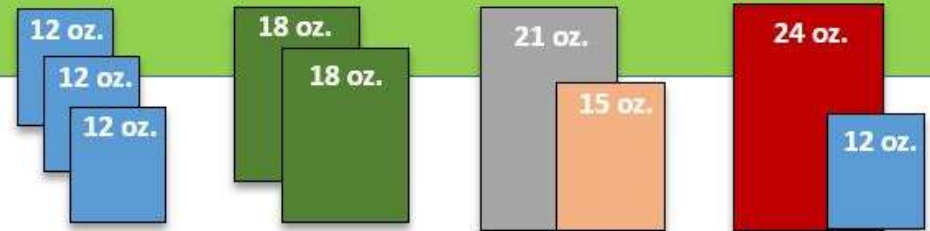
This institution is an equal opportunity provider. *Cereals containing 51% or more whole grain.



Cereal

Choose a combination that best meets your total ounces in your benefit balance.

12 oz. or larger only



General Mills

Cheerios*

- MultiGrain*
- Vanilla Spice*
- Crunch Berry*
- Veggie Blend*

Chex

- Blueberry*
- Cinnamon*
- Corn
- Rice
- Wheat*

Fiber One Honey Clusters*

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- Original*
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- Blueberry*
- Strawberry*
- Mixed Berry*
- Cinnamon Roll*
- Chocolate*
- Golden Honey*

Rice Krispies

- Plain

Special K

- Plain, Banana

Touch-of-Fruit Mini Wheats

- Raspberry*

Unfrosted Mini-Wheats*

MOM Brands

Crispy Rice

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Frosted Mini Spooners*

Strawberry Cream Mini Spooners*

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Grape Nuts*

Grape Nut Flakes*

Honey Bunches of Oats

- With Crispy Almonds
- Whole Grain Honey Crunch*
- Whole Grain Vanilla Bunches*
- Cinnamon Bunches
- Honey Roasted

Wheat 'n Bran Shredded Wheat*

Quaker

Corn Crunch*

Life

- Regular*
- Strawberry*
- Vanilla*

Oatmeal Squares

- Brown Sugar*
- Cinnamon*
- Golden Maple*
- Honey Nut*

This institution is an equal opportunity provider. *Cereals containing 51% or more whole grain.



Peanut Butter, Beans, Peas and Lentils

Peanut Butter

16 oz. to 18 oz. jar only

ANY BRAND

Creamy, Smooth, Crunchy, Chunky allowed.

No peanut spreads, peanut butter spreads, low fat, reduced fat, deli, honey roasted, organic, or low carb.

No added artificial sweeteners, palm oil, added flavors, honey, marshmallow, chocolate or jelly.



Canned Beans

15 oz. to 16 oz. can only

ANY BRAND and variety is allowed.

Low fat, fat free and vegetarian refried beans are allowed.

No canned green peas, green beans, wax beans, or snap beans.
These beans may be purchased with your fruit and vegetable benefit.

No soups. No chili beans, seasoned beans, or baked beans.

No added meat. No organic.



Dry Beans, Peas, and Lentils

16 oz. (1 lb.) bag only

ANY BRAND and variety is allowed.

No flavored, seasoned, gourmet, or soup mixes.

Eggs and Canned Fish

Eggs

ANY BRAND, including any color and size. Full dozen only.



Canned Fish

ANY BRAND

Mix and match up to 30 oz., packed in water only.

chunk light tuna (5 oz. cans)

pink salmon (5, 6 or 7.5 oz. cans)



No white or albacore tuna.

No sockeye or red salmon.

No pouches.

No flavored, gourmet, smoked, grilled, blackened, or added ingredients.

This institution is an equal opportunity provider.

VENDOR AGREEMENTS AND REAUTHORIZATION

- Reauthorization for most agreements are for a 3-year agreement cycle and the vendor must reapply at the end of the agreement cycle. Vendor will receive at minimum a 15-day notice prior to the expiration of their agreement.
- It is not guaranteed that a vendor will be reauthorized. If they are not meeting program requirements at the time of their reauthorization, they will not be approved for a new agreement period.
 - Example: No longer accepts SNAP and is not needed for participant access.
- The vendor is responsible for reading the vendor agreement in full. The vendor does have the opportunity to ask questions about the agreement and questions are encouraged. Submit any questions to the Vendor Coordinator at WICVendor@dhhs.nh.gov.
- The vendor will need to alert the Vendor Coordinator at: WICVendor@dhhs.nh.gov, if there are any changes in manager or ownership. A change in management will lead to the new manager signing a WIC vendor addendum to the original vendor agreement. A change in ownership, will lead to the termination of the WIC Vendor agreement and the new owner may apply to become a WIC vendor if they so choose.

ADDING FOOD ITEMS TO THE APPROVED PRODUCT LIST, APL

- The New Hampshire WIC Nutrition Program accepts submission of new foods for inclusion in the NH WIC Approved Foods list and Approve Product List (APL) on an ongoing basis.
- The APL needs to be downloaded on a daily basis.
- The food list booklet will be updated on the DHHS web page twice a year, January and July. Please submit product requests to WIC@dhhs.nh.gov by October for January update and April for the July Update.
- To the right is the form you would fill out and send to the state for review. It can also be found here; <https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents/2021-11/wic-upc-approval-form.pdf>

NH WIC Request to Add Product to Authorized Product List (APL)

Select which best describes yourself:
 Vendor (Store) Manufacturer Wholesaler WIC staff

1. Confirm that the item you are requesting is not already included in the NH APL at www.dhhs.nh.gov/dhhs/ehp/wic/vendors.htm

2. Complete this form for each requested product to be added to the APL database. If you are submitting multiple items, you may submit all the required information listed below for each product in www.dhhs.nh.gov/dhhs/ehp/wic/vendors.htm and with one form. All submissions must include the product name, size, manufacturer, nutritional facts, ingredients and UPC barcode.

3. Email (WIC@dhhs.nh.gov) or fax (603-271-4779) this completed form.

PRODUCT MUST BE SOLD IN NEW HAMPSHIRE STORES TO BE CONSIDERED

Product name: _____

Sold in New Hampshire Stores: Yes _____ No _____

UPC Code (include all digits): _____ 

Product Size: _____

Product Manufacturer: _____

Contact person submitting request: _____

Phone #: _____ Email Address: _____

Company or Store Affiliation: _____

Which NH store(s) is this product sold in? _____

If you have any questions, call the New Hampshire WIC Office at (603) 271-4546.

State Agency Use Only:	
Approved by: _____	Date Rec'd: _____
Entered by: _____	Date: _____
Other Comments/Notes:	

MINIMUM STOCKING REQUIREMENTS

- Minimum stocking requirements are in place to ensure availability of WIC approved foods by maintaining minimum inventory. These foods are to be required for sale in your store at all times.
- The New Hampshire WIC Program Minimum Inventory Requirements on the right can be found at; <https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents/2021-11/wic-vendor-min-inv-reqs.pdf>

NEW HAMPSHIRE WIC PROGRAM MINIMUM INVENTORY REQUIREMENTS			
Effective Date: 10-1-2023			
Category	Subcategory	Quantity Required	Size/ Container
Infant Formula and Foods	Formula - As Specified in benefits. All non-contract formula must be available within 48 hours of request.	12	Similac Advance 12.4 oz. powder or Similac Soy Isomilf 12.4 oz. powder
	Infant Cereal	6	8 oz. containers, 2 varieties
	Infant Fruit	12	4 oz. containers/jars, 2 varieties
	Infant Vegetables	12	4 oz. containers/jars, 2 varieties
Fruit and Vegetables	Fruit-Canned, Frozen or Fresh	\$30	Minimum of 64 oz. of canned or frozen or combination of fresh, canned and frozen totaling \$30. 2 Varieties, any size/any container.
	Vegetables-Canned, Frozen or Fresh	\$30	Minimum of 64 oz. of canned or frozen or combination of fresh, canned and frozen totaling \$30. 2 Varieties, any size/any container.
Dairy	Low-Fat or Skim (Fat Free) Gallon	6	128 oz. gallon fluid milk
	Whole Gallon	6	128 oz. gallon fluid milk
	Block-Sliced, Shredded or String	6	8 oz. or 16 oz. packages, 2 varieties
Whole Grains	Whole Wheat Bread, Tortillas, Brown Rice, Oatmeal, or Whole Wheat Pasta	4	16 oz. packages, any combination
Juice	Canned	3	64 oz. container, 2 varieties
Cereal	Shelf Stable or Refrigerated	6	64 oz. container, 2 varieties
Breakfast Cereal	Breakfast Cereal	9	12 oz. package minimum, 3 varieties, 1 variety must be whole grain
Butter	Unsalted	4	12-18 oz. jar
Beans	Canned	3	15-16 oz. jar
Eggs	Canned	3	Dozen
Tuna or Salmon	Small, Medium, Large or Jumbo	3	Dozen
	Canned	6	5 oz. can

NOT REQUIRED TO STOCK:
 Tubs Infant Meals, Soy Milk, Infant Meals, Sterilized Breast Milk, Lactose Free Milk, Frozen or Concentrate Juice.

ALL PRODUCTS MUST BE ON THE WIC APPROVED FOOD LIST

Revised 12-6-2023

NEW HAMPSHIRE WIC PROGRAM MINIMUM INVENTORY REQUIREMENTS			
Effective Date: 10-1-2023			
Category	Subcategory	Quantity Required	Size/ Container
Infant Formula and Foods	Formula - As Specified in benefits. All non-contract formula must be available within 48 hours of request.	12	Similac Advance 12.4 oz. powder or Similac Soy Isomilf 12.4 oz. powder
	Infant Cereal	6	8 oz. containers, 2 varieties
	Infant Fruit	12	4 oz. containers/jars, 2 varieties
	Infant Vegetables	12	4 oz. containers/jars, 2 varieties
Fruit and Vegetables	Fruit-Canned, Frozen or Fresh	\$30	Minimum of 64 oz. of canned or frozen or combination of fresh, canned and frozen totaling \$30. 2 Varieties, any size/any container.
	Vegetables-Canned, Frozen or Fresh	\$30	Minimum of 64 oz. of canned or frozen or combination of fresh, canned and frozen totaling \$30. 2 Varieties, any size/any container.
Dairy	Low-Fat or Skim (Fat Free) Gallon	6	128 oz. gallon fluid milk
	Whole Gallon	6	128 oz. gallon fluid milk
	Block-Sliced, Shredded or String	6	8 oz. or 16 oz. packages, 2 varieties
Whole Grains	Whole Wheat Bread, Tortillas, Brown Rice, Oatmeal, or Whole Wheat Pasta	4	16 oz. packages, any combination
Juice	Canned	3	64 oz. container, 2 varieties
Cereal	Shelf Stable or Refrigerated	6	64 oz. container, 2 varieties
Breakfast Cereal	Breakfast Cereal	9	12 oz. package minimum, 3 varieties, 1 variety must be whole grain
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Revised 12-6-2023

NH WIC INFANT FORMULA & AUTHORIZE SUPPLIERS

NH WIC APPROVED SUPPLIERS OF INFANT FORMULA

Effective 7-2023

Any WIC vendor authorized to sell infant formula must purchase it from a business on this list.

WHOLESALE/DISTRIBUTORS AUTHORIZED TO SUPPLY WIC INFANT FORMULA

BUSINESS NAME	TYPE	CITY/STATE	PHONE
ADUSA DISTRIBUTION, LLC (Formerly HANNAFORD DISTRIBUTION CENTER)	DISTRIBUTOR	WINTROP ME	207-377-2251
ALBERT NOTINI & SONS	DISTRIBUTOR	LOWELL MA	978-458-7151
ASSOCIATED GROCERS OF NEW ENGLAND	DISTRIBUTOR	PEMBROKE NH	603-223-0710
BOZZUTO'S	DISTRIBUTOR	CHESHIRE CT	203-272-3511
C & S WHOLESALE GROCERS	WHOLESALE	BRATTLEBORO VT	802-257-4371
C & S WHOLESALE GROCERS	WHOLESALE	KEENE NH	603-354-7000
CAPITOL CANDY COMPANY	WHOLESALE	BARRIE VT	802-478-9689
CARDINAL HEALTH	DISTRIBUTOR	PEABODY MA	978-532-9900
MARKET BASKETS and/or THE DEMOULAS MARKET BASKET DISTRIBUTION CENTER	DISTRIBUTOR	TENNESBURRY MA	978-851-8000
GARBER BROTHERS	WHOLESALE	STOUGHTON MA	781-341-0800
KRASDALE FOODS INC.	WHOLESALE	BRONX NY	718-378-1100
MCKESSON	DISTRIBUTOR	METHUEN MA	978-855-3930
P B M PRODUCTS	DISTRIBUTOR	BENTONVILLE AR	479-696-9082
PINE STATE TRADING	WHOLESALE	AUGUSTA ME	207-622-3741
PRICE CHOPPER	DISTRIBUTOR	SCHENECATADY NY	518-355-5000
SAV A LOT	DISTRIBUTOR	COXSACKIE NY	518-731-1300
SHAW'S and/or THE SHAW'S DISTRIBUTION CENTER	DISTRIBUTOR	WELLS ME	207-646-9616
TARGET and/or THE TARGET DISTRIBUTION CENTER	DISTRIBUTOR	WILTON NY	518-226-6300
WAKFERN	DISTRIBUTOR	ELIZABETH NJ	908-523-3303
WAKEFERN	DISTRIBUTOR	BREINGSVILLE PA	610-336-2413
WALMART'S and/or THE WALMART DISTRIBUTION CENTER	DISTRIBUTOR	LEWISTON ME	207-344-2700
YELL-O-GLOW	WHOLESALE	EVERETT MA	617-394-0300

MANUFACTURERS AUTHORIZED TO SUPPLY WIC INFANT FORMULA

MANUFACTURER	CITY/STATE	PHONE
ABBOTT LABORATORIES	COLUMBUS OH	301-795-2300
MEAD JOHNSON	EVANSVILLE IN	800-319-7299
NESTLE, USA	ARLINGTON VA	800-225-2270
NUTRICA NORTH AMERICA	ROCKVILLE MD	301-785-2300
PBM NUTRITIONALS, LLC	CHARLOTTESVILLE VA	802-223-3443
PROLACTA BIOSCIENCE	CITY OF INDUSTRY CA	626-599-9280
BYHEART	NEW YORK NY	646-933-3208
AUSNUTRIA BV	ZWOLLE NL	31 (0)88 116 36 00
NATURE'S ONE	LEWIS CENTER OH	(888) 227-7122

- Infant formula must be purchased from authorized manufacturers, wholesalers, distributors and retailers that NH WIC State Office approves.
- Failure to purchase formula through these suppliers will mean termination of the stores Vendor Agreement.
- The NH WIC Approved Suppliers of Infant Formula can be found here: [NH WIC Approved Suppliers of Infant Formula](#)

MONITORING VISITS

- We are required by federal rules to complete monitoring visits of our approved stores each year.
- During these visits we will complete the following:
 - Announce ourselves to the store manager.
 - Check the minimum inventory.
 - Complete a balance inquiry, and WIC transaction, including a void.
 - Check the stores WIC training binder to ensure that it is up to date.
 - Training Binders must include the following:
 - Vendor handbook
 - Current training materials (updated training power points can be found on NH WIC Vendor page)
 - Emails from the State reporting any program changes/updates, or emails addressing a specific issue that requires the retraining of staff
 - Quarterly vendor newsletters
 - Training logs
 - Answer any questions, and provide any additional training as needed.

TRAINING

- Each vendor is responsible for training all of their employees who process WIC transactions on all WIC updates, any issues noted by the state agency, and all current WIC Policies and Procedures, for example.
 - How to complete an eWIC purchase, eWIC balance inquiry, voiding an eWIC item or transaction, and the mid receipt approval procedure.
- Once training has been completed, the trainer will need to log the training in the Training Section of your WIC binder, see example to the right.
- All training materials must be kept with the training log.
- All annual training materials must be kept for 1 year.

EMPLOYEE NAME PRINT	EMPLOYEE SIGNATURE	DATE OF TRAINING	NAME OF TRAINER PROVIDING TRAINING	TRAINING TOPIC <input type="checkbox"/> New Hire, <input type="checkbox"/> Issue, <input type="checkbox"/> Update

INCENTIVE ITEM POLICIES

- WIC vendors must not offer incentive items solely to WIC participants to encourage participants to redeem their WIC food instruments at their stores. Section 246.12(h)(3)(iii) of the Federal WIC regulations requires vendors to offer Program participants the same courtesies that are offered to non-WIC customers. Therefore, a WIC-authorized vendor may not treat WIC customers differently by offering incentive items that are not offered to non-WIC customers. This is a violation of Federal WIC regulations, thereby constituting a vendor violation.
- Any discounts, coupons, loyalty rewards, or free items offered to non-WIC participants must be offered and accepted during eWIC transactions.

VENDOR SANCTION SYSTEM

- NH WIC Vendors may be sanctioned for violations listed in the vendor agreement.
- Sanctions may either disqualify a vendor for a period of time, terminate the vendor permanently, or a civil money penalty will be issued in lieu of disqualification when participant access is impacted.
- SNAP disqualifications will result in automatic WIC disqualifications for the same amount of time, unless the WIC store is needed for participant access, then a civil money penalty will be issued.
- A complete list of vendor sanctions can be found in the WIC administrative rules [wic-admin-rules.pdf \(nh.gov\)](#).

NOT TO EXCEED

- Each item within an eWIC transaction has a Not to Exceed (NTE) price. The NTE is determined by looking at other products within the same subcategory that were sold by vendors in the same peer group recently. Vendors will only be reimbursed up to the established NTE for each item redeemed
- If you have any questions or concerns about this process reach out to the NH WIC Vendor Coordinator at, WICVendor@dhhs.nh.gov.

PRICING REQUIREMENTS

- Clearly indicate the retail price of all WIC approved food items, either individually on each item, on the shelf or point of display.
- The prices that are posted must match the prices that are charged to WIC participants.
- Must allow manufacturer coupons and sales if allowed for all other customers.

CLAIMS PROCEDURE

- When a vendor overcharges for WIC products, intentionally or unintentionally New Hampshire WIC may establish a monetary claim to recover those funds. This may include the full amount paid for each item or only the amount overpaid for each item. The vendor must pay any claim assessed by New Hampshire. To recover the funds New Hampshire requires the vendor to mail in a check for the amount determined by the state. In addition to establishing a monetary claim, the vendor may be sanctioned for vendor violations, please refer to the vendor sanctions system.

VENDOR COMPLAINT PROCESS

- Vendors should submit a complaint to the NH WIC Vendor Coordinator if any of the following occur, however this is not a complete list, and other complaints are accepted for review.
 - If a WIC participant tries to return WIC purchases for cash, store credit, or a different product/brand that is not WIC approved.
 - If a WIC participant treats cashiers or any staff with verbal or physical abuse, or disruptive behavior.
- You can use the vendor complaint form found here; <https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents/2021-11/wic-participantconcern.pdf>, and email to, WICVendor@dhhs.nh.gov, and/or call your state Vendor Coordinator at, 603 - 271- 6469.
- We encourage all vendors to submit a complaint when needed.

WIC Store Complaint Form

Please complete this form with as much information as you have available to you. If you are a participant and need assistance in filling out this form, please contact your local WIC Agency.



Complete this section if you are a WIC Participant filing a complaint against WIC Retail Vendor (Please Print)	
Store Name:	Store Location:
Participant Name:	eWIC Card Number:
Date of Incident:	Time of Incident:
Person (s) Involved:	
Description of Incident or Concern (be as specific as possible, and provide all receipts):	
WIC Staff Signature:	Date:
WIC Staff Printed Name:	Receipts Provided? <input type="checkbox"/> Yes <input type="checkbox"/> No
Complete this section if you are a Retail Vendor filing a complaint against a WIC Participant (Please Print)	
Date of Incident:	Time of Incident:
eWIC Transaction Number:	
Description of Incident or Concern (be as specific as possible):	
Vendor Signature:	Date:
Vendor Printed Name:	

RECORD KEEPING

- NH WIC Vendors are required to maintain records for three years from the expiration date of their vendor agreement. This includes the vendor's purchase and inventory records for approved WIC foods.
 - Records can be kept offsite.
 - Must be produced upon request by WIC.
 - Invoices must include the UPC code for WIC foods purchased

PROGRAM CHANGES & UPDATES

- All program changes and updates are shared with the NH WIC Vendor via the quarterly newsletter.
 - Any time sensitive changes or updates will be sent out by email
- They will be emailed out the following months, February, May, August, and November.
- If there is another person on your team you would want the newsletter to go to, please email, WICVendor@dhhs.nh.gov with your request and the Vendor Coordinator will add them to the list.

WIC DOOR DECAL



- WIC door decal needs to be displayed on at least one door.

NH WIC VENDOR WEBSITE

- The NH WIC Vendor website is a great location to find many useful resources, linked below.
<https://www.dhhs.nh.gov/programs-services/population-health/women-infants-children-nutrition-program/wic-retail-vendor>

COMPLETION OF TRAINING

- To document that you have attended this mandatory interactive training, please complete the quiz that will be emailed to you at the completion of this training.
- Each NH WIC Vendor location must have one person, who is either the owner, manager, and/or assistant manager, complete the training and quiz.
- The owner, manager, and/or assistant manager is responsible for training all cashiers on eWIC transactions.
 - This must be documented in the training logs.

THANK YOU

- The WIC Program would not be able to serve our participants without your support. On behalf of the whole New Hampshire WIC team, I would like to thank all of you for your commitment to serving our communities. Your partnership is invaluable to providing nutritious food to our WIC families. Thank you!

QUESTIONS?

- If you have any questions, training needs, or in need of materials, please contact the State Vendor Coordinator.
- Phone: (603) 271-6469
- Email: WICVendor@dhhs.nh.gov
- Mail: NH WIC Program, Attn: Vendor Coordinator 29 Hazen Drive, 2nd Floor East Concord, NH 03301

This institution is an equal opportunity provider.