

401. Overview of the Food Delivery System

The WIC Program operates a uniform, non-vendor specific system under the retail purchase food delivery system:

- DC WIC's *Community Automated Reliable Electronic System (CARES)* generates all Cash Value Checks (CVCs) and WIC Checks
- WIC Local Agency sites issue CVC and WIC checks to participants
- WIC participants redeem their checks at *any* DC WIC authorized vendor
- Vendors provide the WIC foods, endorse and submit the WIC checks to the bank
- WIC's bank pays the vendor and sends payment data to WIC's banking services

Refer to **Figure 4.1** on page 2 for a visual overview of the Food Delivery System.

402. Non-Vendor Specific System:

WIC participants can redeem their CVCs and WIC checks at any authorized vendor currently approved and enrolled in the Program. Each vendor is responsible for stamping their respective store stamp on each CVC and WIC check redeemed at their store.

Note: CVCs and WIC checks for supplemental foods such as milk, cheese, eggs, and fruits and vegetables, may not be redeemed at authorized pharmacies. Only WIC checks for special formulas may be redeemed at authorized pharmacies.

403. DC WIC and Cash Value Checks:

WIC participants shop with computer-generated checks. Vendors must ensure that CVCs and WIC checks are processed correctly.

Please refer to **Figures 4.2a and 4.2b** (page 3) for components of CVC and WIC Checks.



Figure 4.1 - Food Delivery System

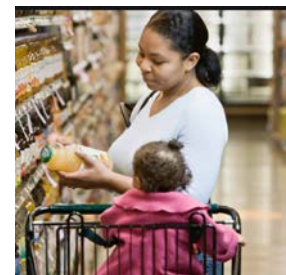
1. WIC nutritionists tailor checks and generate them with the CARES system.



2. CVC and WIC checks are issued to WIC Families.



3. WIC participants redeem their food benefits when shopping at authorized WIC vendors.



4. Vendors deposit checks to the bank.
5. The vendor's bank sends checks to the WIC bank, who pays the vendor and sends files to DC CARES.



6. Bank files generate reports which reflect vendor check errors and overcharges.



7. The DC WIC State Agency reviews vendor reports to review for compliance issues, and to assess program outcomes.



404. Aspects of the WIC Check

1. The **WIC ID Number** is found on the top portion of the WIC Check. It also appears on the upper right side of the WIC ID Folder.
2. The **Name of the Participant** is in the box next to the **WIC ID No.**
3. The **AG/CL** identifies the WIC Local Agency site that issued the checks.
4. **WIC USE Only** is for WIC State Agency use only.
5. The **First and Last Days to Use** checks are located on the right hand side of the check. These dates indicate the timeframe in which a WIC participant may redeem that specific check.
6. The **Qty. Description (No Substitutions Allowed)** contains the foods that a WIC participant can purchase. Participants can only purchase the quantities of food indicated on the check.
7. The **Actual \$ Amount** is located in the middle of the check, and designates where the purchase price of the WIC foods must be entered. **The WIC participant fills in this amount.**
8. The **Price Correction** is completed by the WIC participant if the Actual \$ Amount is changed.
9. The **Signature for Price Change** is where the WIC participant (or authorized proxy) signs their full name when the price in the Actual \$ Amount box is altered or changed during a WIC transaction.
10. The cashier verifies the second signature of a participant (or authorized proxy) when a price change has occurred. The cashier places his/her initials in the **Cashier's Initials** area.
11. The **Participant/Proxy Signature** area is where the participant or proxy who redeems the WIC checks signs.
12. The **Vendor Place DC WIC Stamp Here** shows where the vendor is to place the DC WIC vendor store stamp (See Figure 4.2b).

4.2a. WIC Check

District of Columbia, DOH
WIC Program

10054822 DON WHITAKER 06/02 10220076

WIC I.D. NO. NAME OF PARTICIPANT AG / CL

Bank of America
84-343
610

WIC USE ONLY

FIRST DAY TO USE JUN 9, 2010

SIGNATURE FOR PRICE CHANGE

CASHIER INITIALS

LAST DAY TO USE JUL 8, 2010

PRICE CORRECTION VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DAY TO USE

ACTUAL \$ AMOUNT

VENDOR PLACE DC WIC STAMP HERE

X PARTICIPANT/PROXY SIGN HERE ONLY AFTER PRICE IS ENTERED

QTY.	DESCRIPTION (NO SUBSTITUTIONS ALLOWED)
001	46-OZ CAN(S) JUICE OR 1 12-OZ CAN FROZEN JUICE
036	OUNCES WIC APPROVED ADULT CEREAL
001	DOZEN MEDIUM OR LARGE WHITE EGGS
003	HALF GAL(S) CTN LACTOSE FREE/LACTAID WHOLE MILK XXX END OF ORDER XXXX

102200769 06100343 2086723319

4.2b. Cash Value Check (CVC)

District of Columbia, DOH WIC Program		WIC I.D. NO. _____ NAME OF PARTICIPANT _____ AG / CL _____		06/07 14666399
PAY TO THE ORDER OF ANY AUTHORIZED DC WIC VENDOR ONLY FOR THESE ITEMS, SIZES, QUANTITIES ONLY		United Community Bank 64-1968 611		WIC USE ONLY FIRST DAY TO USE JUN 20, 2019 SIGNATURE FOR PRICE CHANGE _____
QTY.	DESCRIPTION (NO SUBSTITUTIONS ALLOWED)	CASHIER INITIALS	LAST DAY TO USE	JUL 19, 2019 PRICE CORRECTION VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DAY TO USE ACTUAL \$ AMOUNT *** 00 VENDOR PLACE DC WIC STAMP HERE
	\$ 9.00 CASH VALUE, NOT TO EXCEED \$9.00 FOR FRESH, FROZEN OR CANNED VEGETABLES AND FRUITS REDEEMABLE AT AUTHORIZED DC WIC VENDORS OR FARMERS` MARKETS			Vendor Stamp Here
		X PARTICIPANT/PROXY SIGN HERE ONLY AFTER PRICE IS ENTERED		

405. Replacement of Vendor Stamp:

Vendors are responsible for initiating requests for replacement vendor stamps. This process is outlined below:

1. The vendor must place a written request for stamp replacement by sending a request via email to info.vendor@dc.gov
2. The State Agency will place an order for the stamp with their supply contractor
3. The vendor should allow two (2) weeks for delivery to the State Agency
4. The State Agency will contact the vendor when their new stamp arrives
 - a. The vendor may pick up their new stamp at the DC WIC State Agency office
 - b. The vendor may ask that the State Agency mail the new stamp to their store address. However, it should be noted that the State Agency is not responsible for stamps lost in the mail en route to the vendor, should the vendor choose to have the stamp mailed as opposed to picking it up at the State Agency.

Note: The State Agency will replace a vendor’s stamp up to three (3) times during one contract period. If, for any reason, a vendor needs their stamp replaced more than 3 times, the vendor must pay for the additional stamps.