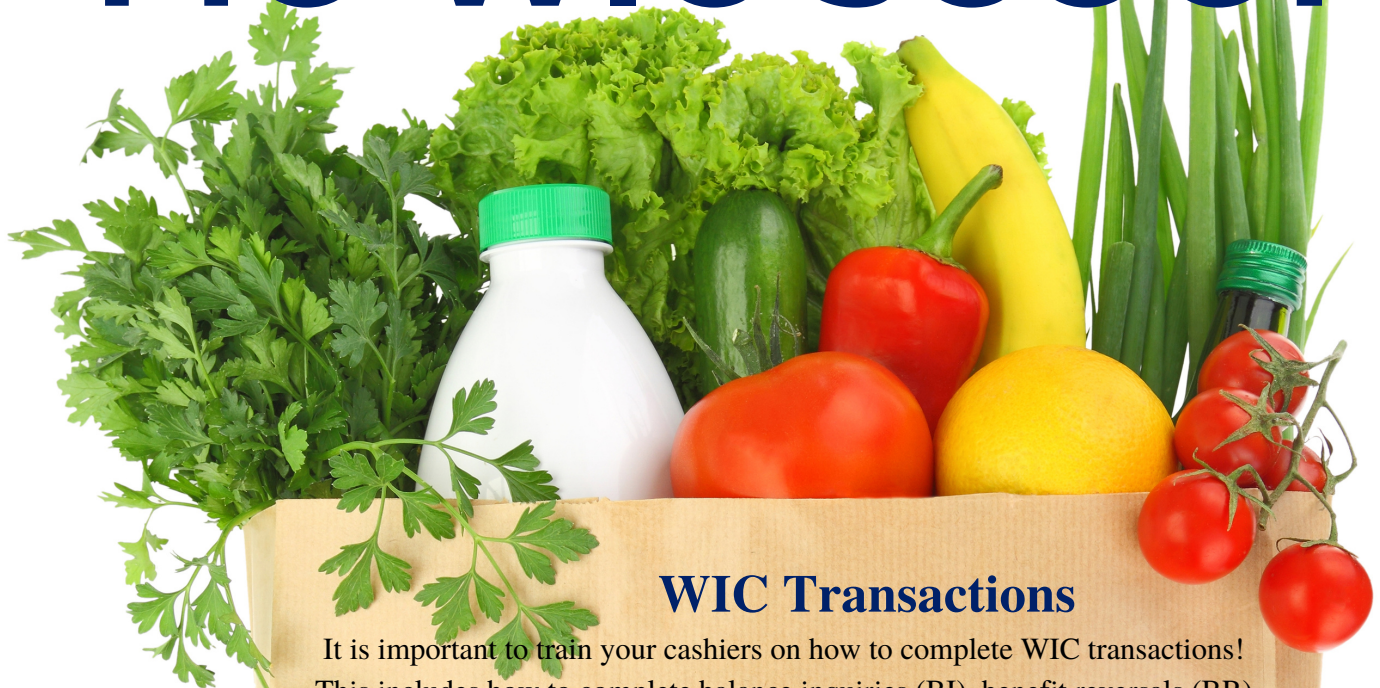


MO WIC SCOOP



WIC Transactions

It is important to train your cashiers on how to complete WIC transactions! This includes how to complete balance inquiries (BI), benefit reversals (BR) and WIC transactions. Training your cashiers on these functions will ensure a smooth WIC redemption process for cashiers and WIC customers. Failing to understand the functions could cause errors such as registers locking up or removing benefits from the card.

The Missouri WIC program encourages retailers to leave point of sale (POS) instructions at their register as a resource. If you would like a copy, please let us know and we would be happy to provide you with the instructions. We also have the Missouri Register Quick Guide available to keep at the registers as a resource. These can be ordered on our [website](#).

If you would like the Missouri WIC program to provide technical assistance training for your cashiers, please contact us at MOWICVendorGroup@health.mo.gov or visit our [website](#) to register!

Balance inquiry (BI)-Receipt that may be printed without making a purchase that shows the WIC customer's benefit balance.

Benefit reversal (BR)-The process of returning the WIC-approved foods back to the card to properly void off non-WIC foods and WIC foods.



MO WIC SCOOP



2024 WIC Retailer Annual Training Coming Soon!

The Missouri WIC program will be hosting annual training in person this year. The annual training will be available in various regions of the state. Annual training will begin in March of 2024 and end in July of 2024. The Missouri WIC program will send out letters and post on our website the training dates and locations soon. Please watch for training information.

Infant Formula

As a reminder, authorized WIC retailers must only purchase infant formula from vendors on Missouri's approved infant formula wholesaler, distributors, retailers and infant formula manufacturers list. A copy of the list is on the Missouri WIC [website](#).

During routine monitoring visits state agency staff may ask for invoices, receipts and other proofs of purchase of infant formula that the retailer must provide to be in compliance with the WIC Retailer Agreement. Failure to provide documents could be a violation of your agreement.



MO WIC SCOOP



GovDelivery

Authorized WIC retailers can now receive WIC updates pertaining to retailer information through the GovDelivery email subscription service. Sign up [here](#) to receive emails.

Mapping

Retailers, a new season has come upon us. Please make sure to map fresh produce to the correct 4- or 5-digit Price Look-Up (PLU) code. A list of our PLU codes can be found on our [website](#).

Technical Assistance

Missouri WIC would like to invite interested retailers to contact us for cashier training! We will work with retailers on scheduling a time to provide hands-on training at our office, regional locations or in stores. You can register on our [website](#).



MO WIC SCOOP



Suggestions

We would like to hear retailers' suggestions on how your Missouri WIC retailer team can improve. Please send suggestions to MOWICVendorGroup@health.mo.gov.

Reminders

- Missouri WIC requires **60 days'** notice for ownership changes, store closings and category changes.
- Missouri WIC requires retailers to notify us about Point of Sale upgrades or changes to the system.
- Changes to banking information will require a new direct deposit and a letter from the bank or voided check.

Contact Us

Please direct questions or concerns to:
MOWICVendorGroup@health.mo.gov
or 573-751-6204.



This institution is an equal opportunity provider.