

**SUMMARY**

Routine monitoring is a tool to find out how well the vendors are complying with Program regulations, and whether or not WIC staff are doing a good job educating stores and participants. This requires a store visit in the form of an educational buy. Each year one-third of vendors (or all vendors in a three year period) needs to be monitored.

EDUCATIONAL BUY

An educational buy is an on-site monitoring visit where WIC staff take a check or CVV to the store to purchase WIC or non-WIC foods. The buy can be anonymous until the end of the transaction or WIC staff may introduce themselves before the transaction begins. To complete an educational buy, follow these steps:

PROCEDURE

1. Print a check for the buy by using your agency's Investigator family in WICnet.
2. Take the check or CVV to the store and select the foods indicated on the check/CVV. Note the stock of WIC foods and expiration dates while shopping.
3. Give the WIC check/CVV to the cashier and either:
 - a.) Tell the cashier you are from the WIC office and are there to run through a WIC transaction with them, or
 - b.) Proceed through the transaction acting as a participant, and notify the cashier at the end of the transaction that you are from the WIC office.
4. Evaluate the transaction for wrong foods purchased, check/CVV processed correctly, etc.
5. Make sure the cashier voids the transaction and offer to return the groceries to the shelf. Also make sure the check/CVV is voided. Direct any customers in line to another lane.
6. Ask for a manager or head cashier to come over and share the results of the buy with the cashier and manager. Point out things the cashier did correctly, as well as, any mistakes. Discuss the need for training, if necessary.
7. Shortly after the buy, complete the Vendor monitoring Form and send the yellow copy to the State Office. Make any follow-up calls to the store as necessary if the usual WIC contact was not there on the day of the buy.



North Dakota
WIC

Food Delivery

Section

VENDOR

Subject

ROUTINE MONITORING

8. Send the vendor the monitoring visit findings – either a copy of the report or a letter.
9. Evaluate the need for a follow-up buy and if necessary, plan a visit to the store within 60 days.

Date

09/09

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