



WOMEN, INFANTS & CHILDREN

Starting healthy habits, growing brighter futures



## MANDATORY ANNUAL VENDOR TRAINING:

### Elko:

September 13th:  
8:30-10:00 am  
10:30 am -12:00 pm

### Carson City:

September 15th:  
8:30-10:00 am  
10:30 am -12:00 pm  
1:30 - 3:00 pm  
3:30 - 5:00 pm

### Las Vegas:

September 7th:  
8:30-10:00 am  
10:30 am -12:00 pm  
1:30 - 3:00 pm  
3:30 - 5:00 pm  
September 8th:  
8:30-10:00 am  
10:30 am -12:00 pm  
1:30 - 3:00 pm

## AUTHORIZED WIC FOODS INCLUDE:

- Milk
- Eggs
- Cheese
- Beans
- Peas
- Lentils
- Peanut Butter
- Iron-Fortified Cereal
- 100% Fruit Juices
- Canned Fruits & Vegetables
- Whole Grains
- Tofu
- Soy Beverages
- Iron-Fortified Formula
- Frozen Fruits and Vegetables
- Fresh Fruits and Vegetables
- Infant Cereal
- Jarred Baby Food Meats, Fruits and Vegetables

## INSIDE THIS ISSUE

<b>Mandatory Training</b>	<b>1</b>
<b>WIC Foods</b>	<b>1</b>
<b>Claims Procedure</b>	<b>2</b>
<b>EBT Certification</b>	<b>2</b>
<b>EBT Transactions</b>	<b>3</b>
<b>Cashier Do's/Do Not's</b>	<b>3</b>
<b>Vendor Complaints</b>	<b>4</b>
<b>WIC Approved Labels</b>	<b>4</b>
<b>Vendor Sanctions</b>	<b>5</b>
<b>Contact Us</b>	<b>6</b>



## CLAIMS PROCEDURE

### When do I request a claim/adjustment?

- Each business day, vendors must balance or reconcile their transaction receipts with the Vendor Totals Report. If vendors discover that the net values or amounts of these items do not match, there may be an out-of balance situation.

### How do I file a claim or an adjustment request?

- Call the FIS Helpdesk at 1-877-234-7056 within four (4) calendar days of the transaction date to file an adjustment request. If the error is not reported within four (4) calendar days of the transaction, the request may be denied in accordance with the WIC Operating Rules.
- The help desk will collect the necessary information regarding the transaction, including a faxed copy of the receipt and will submit an adjustment request on the vendor's behalf.



## EBT CERTIFICATION

The food descriptions on the WIC Balance Inquiry slip are limited to the number of characters that can be printed on the slip. Because of this, there may be some missing descriptive information on the slip.

If a WIC customer presents food items that are not described on the balance inquiry slip, **THE CASHIER SHOULD SCAN THE ITEM ANYWAY.** The point of sale system (POS) will determine if the item is allowed. If it is an allowed item and the customer has enough in their balance to receive the item, the POS will allow the transaction. If the item is **NOT** a WIC item, the cashier will see the “Not a WIC Item” message displayed on the POS.

Cashiers should not make the determination of whether or not an item is allowed based on anything other than the scan of the item.

The only exceptions to this rule include:

- Determination of appropriate fresh fruits and vegetables (use the food list to determine which are allowed)
- The least expensive requirement on milk, eggs, pineapple or orange juice.



## EBT TRANSACTIONS

### PROCESS:

- Follow your store/chain internal procedures for the POS
- Scan ALL items
- If an item does not ring up as WIC eligible, the participant has the option to remove that item if the transaction is still open
- CVB – if a purchase goes over the dollar amount available, the participant has the option to pay the difference. If not void the item from the transaction



### SCANNING WIC ITEMS:

- You must scan every item that a participant brings to the register
- Store staff may not tell a participant no because staff does not think it is WIC Approved
- Scan the item and if it does not go through, tell the participant the error message

### SCANNING ISSUES:

- As soon a store is aware there is a WIC approved item that is not scanning, contact the store's IT Department
- The store's IT Department must contact the EBT Helpline for assistance at 1-877-234-7056



## CASHIER DO'S & DO NOT'S

### DO'S

- Accept coupons if presented. WIC participants can also take advantage of the buy one, get one free promotion. For example, if the store has a promotion for buy one box of Cheerios and get one free, the store must honor that promotion to the WIC participant.
- Treat WIC customers the same as other customers. WIC customers may not be discriminated against because they are on WIC. WIC customers must be able to shop at your store during the store's regular hours. Remember for each WIC dollar spent, WIC customers will spend a minimum \$3 to \$4 in cash or food stamps in your store.

### DO NOT'S

- Ask the participant to pay the difference between the requested price and the maximum allowable price paid by the WIC program (this is not the same as paying the difference for the Cash Value Benefit).
- Ask participants for their PIN. Allow the participant to input their own PIN number.
- Disallow a food item based on the Balance Inquiry. Try to scan the food item, if it scans the participant is allowed to purchase the item.
- Give refunds or rain checks.



## VENDOR COMPLAINTS

WIC strives to make the transaction experience flow as smoothly as possible. In the event that this is not the case, complaint forms are available to participants and vendors.

Complaints may include, but are not limited to:

- Participants trying to purchase unauthorized foods with their benefits
- Participants trying to return food purchased with WIC benefits for a cash refund
- Participants who are verbally abusive
- Vendors not meeting minimum stock requirements for WIC approved items
- Vendors denying participants WIC approved items

To file a complaint please complete the NV WIC Complaint form with as much detail as possible and fax or mail it to the State Office.

Fax: 775-684-4246

Mail: 4126 Technology Way, Suite 102  
Carson City, NV 89706

You may also file a complaint via our webpage at [www.nevadawic.org](http://www.nevadawic.org) or call us.

## WIC APPROVED LABELS

Vendors are responsible for correctly placing the shelf tags with corresponding WIC approved items. Make sure to check your store shelves periodically to ensure proper placement of these tags.



### Does your store need more shelf tags?

You may easily order WIC Approved Shelf Tags by contacting the State Office

Mail:

Nevada State WIC Office  
4126 Technology Way Ste 102  
Carson City, NV 89706

Phone: (775) 684-5942 or 1-800-863-8942

OR

Online <http://nevadawic.org/vendors/nv-wic-upc-food-list-database-and-info/>



## VENDOR SANCTIONS

The state agency must sanction Vendors that violate program regulations and policies by imposing monetary claims, civil money penalties, suspensions, terminations or disqualification from the WIC program, or any combination of sanctions. Vendor violations may be intentional or unintentional. Both are subject to sanctions. The state agency may report Vendors who commit fraud and/or abuse of the WIC program to federal, state, or local authorities for prosecution under applicable statutes. In addition, any vendor disqualified from the **USDA Food Stamp Program/SNAP/Supplemental Nutrition Assistance Program (SNAP)** will also be **automatically disqualified** as a WIC vendor.

The state agency may sanction vendors for a combination of violations, or any violation within the terms of the Vendor contract, federal or state statutes or regulations, WIC program policies and procedures.

Sanctions imposed by the state agency shall not be interpreted as a substitute for any other criminal or civil sanction, penalty, or remedy applicable under any federal, state or local laws.

Violations and sanctions accumulated by Vendors from previous contract periods will impact Vendor qualifications for authorization in subsequent contract periods. Also, WIC program violations, which occurred during the previous contract period may be carried over and used as a basis for, civil money penalties, monetary claims, termination, disqualification, criminal prosecution, denial of application for a WIC vendor contract, or any combination of sanctions, under any subsequent contracts in accordance with WIC program policies and procedures. Vendors are subject to two levels of violations: state agency administrative sanctions and federally mandated sanctions.

Please note the following: The State of Nevada WIC utilizes WIC Electronic Benefits Transfer (EBT) cards that contain food prescriptions that allow program participants to purchase specific WIC-approved foods in specific authorized quantities. The Nevada WIC EBT Cards also contain cash value benefits (CVBs) that provide a specific dollar amount to use towards the purchase of fresh fruits and vegetables. The term food instrument(s) is inclusive of all WIC EBT benefits and cash value benefit(s) contained on the WIC EBT card, unless noted otherwise.

The complete Vendor Sanctions Schedule can be found at the following link:

<http://nevadawic.org/wp-content/uploads/2013/03/vm1.pdf>



## CONTACT US



Send your questions to:  
**Nevada State WIC Program**  
**4126 Technology Way #102**  
**Carson City, NV 89706**  
**Or email:**  
**WICGeneral@health.nv.gov**



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**You can find helpful information about the Nevada WIC program requirements at:**  
<http://nevadawic.org/vendors/nv-wic-upc-food-list-database-and-info/>

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To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) mail: [program.intake@usda.gov](mailto:program.intake@usda.gov).

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