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# State of Nevada Department of Health and Human Services

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2021 Nevada WIC Vendor Training

Presented By: Marisa Cook, Vendor Coordinator



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*Helping people. It's who we are and what we do.*



# Agenda



What is WIC and why is WIC Important?



WIC Approved Foods and Food Packages



WIC Shopping, Transactions, UPC Submissions and the Claims Procedure



Vendor Rights and Responsibilities



Complaints



Vendor Tools and References





# What is WIC and why is WIC Important?





# What is WIC?

WIC is a federally funded Supplemental Nutrition Program for income eligible pregnant, postpartum and breastfeeding women, infants and children up to age 5 who are at nutritional risk





# Why is WIC Important?

The WIC Program aims to help safeguard the health of low-income women, infants and children up to age 5 who are at nutrition risk by providing the following:

- Nutrition education that provides information on healthy eating
- Promoting and supporting breastfeeding as an important part of the nutrition benefits WIC Participants receive
- Health and social services referrals
- Nutritious foods to help supplement diets





# Why are WIC Vendors Important?

WIC Vendors are a VITAL part of the Nevada WIC Program:

- Vendors supply the nutritious foods needed to build healthy families
- All Vendor Staff are important in making the shopping experience work for WIC Participants
- Without Vendor partners, The Nevada WIC Program could not reach our goals helping families eat healthier foods





# WIC Approved Foods and Food Packages





# Authorized WIC foods

Milk

Yogurt (whole milk, low-fat and non-fat)

Eggs

Cheese

Dry Beans, Peas and Lentils

Canned Beans

Peanut Butter

Iron-Fortified Cereal

100% Fruit and Vegetable Juices

Fresh, Frozen and Canned Fruits and Vegetables

Varieties of Canned Fish

Whole Grains choices including 100% whole-grain and whole wheat bread, brown rice, soft corn and whole wheat tortillas and whole wheat pasta

Tofu

Soy Beverages

Iron-Fortified Infant Formula

Infant Cereal

Jarred Baby Food Meats, Fruits and Vegetables







# Unauthorized Foods

## **NOT ALLOWED:**

- Herbs: i.e. basil, cilantro, dill, sage, rosemary, etc.
- Individually wrapped cheese slices
- Nut butters or spreads
- Food with high sugar content
- Nut or rice milk
- Foods not appearing on a Participant's shopping list or balance inquiry





# Least Expensive Brand Requirement

**The Least Expensive Brand is no longer required by Nevada WIC**

Participants may redeem any WIC Approved brand of milk, eggs, orange and pineapple juice





Types of milk issued are dependent on the age of the Participant

- Children 1-2 years of age are issued whole milk
- Children 2 years of age and over, pregnant, postpartum and breastfeeding women are issued 1%, skim or fat free milk

Milk is issued to Participants in quarts or .25 gallons

- Example: a Participant is issued 3.25 gallons and may redeem the milk in any size -
- Gallons (1.0 gallon), half gallons (.5 gallon) or quart (.25 gallon)

**Remember: Milk NO LONGER a Least Expensive Brand (LEB) Requirement**





# Milk Options

- Goats Milk
- Powdered Milk
- Soy Milk (refrigerated and shelf stable)
- Evaporated Milk
- UHT Milk
- Lactose Free/Reduced Milk (whole and low fat)
- Acidophilus (1% and 2%)
  
- **Nut and rice milks are not allowed**





# Beginning October 1, 2021

## Adding:

- 48 ounce 100% fruit and vegetable shelf stable juice

## Removing:

- Yogurt sweetened with honey or stevia

## Coming Soon:

Nevada WIC will be standardizing cereal box sizes and will only be able to authorize box sizes that equal 36 oz. Further guidance will be provided to Vendors this fall.





- Types of yogurt issued are dependent on the age of the Participant
  - Children 1-2 years of age are issued whole milk yogurt
  - Children 2 years of age and over, pregnant, postpartum and breastfeeding women are issued low fat or nonfat yogurt.
  
- Yogurts **NOT** allowed include:
  - **Drinkable**
  - **“Light”**
  - **Sweetened with Honey or Stevia**





# The Legume Benefit. What Does it Mean?

## Dry Beans, Peas, Lentils, Canned Beans and Peanut Butter

Participants have the following options to redeem their Legume benefit:

- Peanut Butter 16-18 oz jar (1)
- Dry Beans, Peas, and lentils 16 oz bag (1)
- 4 Cans of Beans 14-16 oz size
  - Once one can of beans has been purchased the remaining increments must be redeemed with only canned beans



# WIC Tailors Food Packages to Participants

## Infant food packages:

### **0-6 months**

- Infant formula as listed on the participants benefit list

### **6-11 months**

- Infant Formula
- Infant Cereal
- Infant Fruits and Vegetables
- Infant Meats (for exclusively breastfed infants only)

## Toddler food package:

### **12-24 months**

- Cheese
- Yogurt (whole milk)
- Whole Milk
- Eggs
- Cereal
- Legumes
- Whole Grains
- Fruits and Vegetables \$8 cash value benefit (CVB)
- Single Strength Juice







# WIC Tailors Food Packages to Participants

## Child food package:

### 2-5 years

- Cheese
- Yogurt (low fat)
- Milk – 1%, skim or fat free
- Eggs
- Cereal
- Legumes
- Whole Grains
- Fruits and Vegetables \$8 cash value benefit (CVB)
- Single Strength Juice



# WIC Tailors Food Packages to Participants

## Pregnant and Post-Partum Women's food package:

- Cheese
- Yogurt (low fat)
- Milk – 1%, skim or fat free
- Eggs
- Cereal
- Legumes
- Whole Grains (pregnant women only)
- Fruits and Vegetables \$11 cash value benefit (CVB)
- 48oz Juice

## Breastfeeding Food Package:

- Cheese
- Yogurt (low fat)
- Milk – 1%, skim or fat free
- Eggs
- Cereal
- Legumes
- Canned Fish
- Whole Grains
- Fruits and Vegetables \$11 cash value benefit (CVB)
- 48oz Juice





# WIC Tailors Food Packages to Participants

## Homeless Food Package:

- Convenience Pack Juice
- UHT Milk
- Additional quantity of Canned Beans or Peanut Butter in lieu of Eggs
- Cereal
- Whole Grains
- Fruits and Vegetables \$11 cash value benefit (CVB)
- Ready to Feed Infant Formula



# WIC Shopping, Transactions, UPC Submissions and the Claims Procedure





# WIC Shopping

- WIC food benefits are issued to Participants on an Electronic Benefit Transfer (EBT) Card
  - WIC Participants must set a PIN on the EBT card prior to shopping
- In the clinic Participants are given their shopping list and provided information on WIC foods
- Shopping for WIC foods can be difficult at times and sometimes Participants need a bit of assistance while in the store





# WICShopper App

- The WICShopper app helps Participants shop by making it easier to identify WIC Approved foods which simplifies the WIC Shopping experience
- Participant's can view their available balance, get recipes and more
- The app allows Participants to scan UPC's while shopping letting them know if the item is WIC Approved and the quantity, they have available
- The WICShopper app is also a tool Vendors can use to assist in applying shelf labels to the correct WIC approved foods





# Transaction Procedure for Processing eWIC

All store Point-of-Sale systems work different. To lessen the chance of possible issues at the cash register it is best to:

- **Scan ALL items individually**
- If an item does not scan as WIC eligible, the Participant must be given the option to pay or remove the item prior to the finalization of the transaction
- Cash Value Benefit (CVB) – if a purchase goes over the dollar amount available, the Participant has the option to pay the difference or not purchase the items



# Transaction Procedure (continued)

- Remember Cashiers must scan every item a Participant brings to the register
- If a scanned WIC food does not go through, tell the Participant the error message
  - If possible, offer the Participant the option to take a picture of the error message
- Ensure each item is scanned individually
- Least Expensive Brand is **NO LONGER** a Nevada WIC requirement





# Scanning Issues

If a known WIC approved food is suddenly not scanning. Here are the troubleshooting steps Vendors need to take:

- **STORE STAFF** need to contact the Store's IT Department and report the error
- Verify the APL file downloaded correctly

If your store has a stand beside device to process WIC transactions, Staff must contact the FIS Helpdesk for assistance at 877-291-0433. \*Location ID is listed on the terminal. Remember to download the APL file nightly on stand beside devices





# Balancing

- Each business day, Vendors must balance or reconcile their transaction receipts. If Vendors discover that the net values or amounts of these items do not match, there may be an out-of-balance situation
- If an out of balance situation is discovered a claim/adjustment request must be filed



# Claim Adjustment-Integrated Stores

## How do I file a claim/adjustment request?

- Stores with an integrated Point-of-Sale system need to contact their Third-Party Processor for assistance
- The error must be reported 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



# Claim Adjustment-Stand Beside Terminals

## How do I file a claim / adjustment request?

- Call the FIS Help desk at 1-877-291-0433 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
- The FIS Help Desk will collect the necessary information regarding the transaction, including a copy of the receipt and will submit an adjustment request on the Vendor's behalf



# Vendor Rights and Responsibilities





# Vendor Rights and Responsibilities

- Courtesy
- Complaints
- Vendor Incentive items
- Sanctions
- Minimum Stocking Requirements
- Infant Formula Suppliers
- Routine Monitor Overview
- Vendor Tools and References





# Courtesy

- Treat WIC Participants with the same courtesy and respect given to any other customer
- Participants may not be discriminated against because they are on WIC
- WIC Participants must be able to shop at your store during the store's regular business hours
- WIC Participants must treat Vendors with courtesy





# Restrictions on Vendor Incentive Items

Incentive items offered to all shoppers/customers are allowed and should be provided to all WIC Participants

The following incentives are allowed and will not be considered soliciting WIC Participants **if offered to all shoppers:**

- The use of coupons
- Buy one/get one free
- Store memberships/discounts
- Store club cards
- Employee discount cards for store employees who are WIC Participants

**Use of WIC Logo in advertisement is strictly prohibited**







# Minimum Stocking Requirement (MSR)

Minimum Stocking Requirements have recently been modified and simplified

- More accommodating to Vendors, while still allowing adequate access to WIC foods for Participants
  - Concentrate versions of formula are no longer a minimum stock requirement
  - **Vendors are required to meet minimum stocking requirements at all times**
- FLEXIBILITY FOR MINIMUM STOCK DURING COVID



# Infant Formula

All Vendors **MUST** carry the required contract Infant Formulas:

**Milk Based:** Similac Advance

UPC: 070074559582



**Soy Based:** Similac Soy Isomil

UPC: 070074559643





# Infant Formula Suppliers

Vendors **MUST** purchase Infant Formula from a provider listed on the Authorized Infant Formula Supplier List

- Ensures an authentic product is being sold to WIC Participants
- Helps prevent counterfeit formula sales
- This requirement is in place to protect both the Participant and the Vendor



# Sanctions

Sanctions can be imposed for a number of violations:

- Failure to maintain minimum stocking requirements
- Selling unauthorized foods
- Returning WIC purchases for cash or exchanging for different items
- Overcharging for WIC items
- Failure to keep at least one WIC lane open at all times
- Failure to maintain or provide purchase records for infant formula
- Other areas as outlined in the Vendor Sanction Schedule



# Routine Monitor Overview

Routine monitors are performed for both randomly chosen and high-risk stores

- WIC Staff conducting the routine monitor will walk the store, some of the items they will be looking for include:
  - Stocking levels
  - Shelf Prices
  - Correct placement of WIC Approved Shelf Tags
- Vendors are required to provide a copy of Infant Formula Invoices
- Indicate where the Health Permit is posted



# Complaints



# Complaints

If necessary, complaint forms are available to both Participants and Vendors

Complaints may include, but are not limited to:

- Participants trying to return food purchased with WIC benefits for a cash refund
- Participants who are verbally or physically abusive
- Vendors not meeting minimum stock requirements
- Vendors denying Participants WIC approved food items
- Vendors treating WIC Participants with lack of courtesy or violating Participants confidentiality





# Filing complaints

- To file a complaint, please complete the complaint form via the Nevada WIC website <https://nevadawic.org/contact/>. This form can be found under the Contact tab. Please list as much information as possible.
- You may also call the Nevada State WIC office at 775-684-5942 to file a complaint.







# Vendor Tools and References





# The Nevada WIC Website

- The Nevada WIC Website has numerous features for vendors:
- The WIC UPC Database with simplified search capabilities.
  - Search WIC foods by categories, subcategories, item description or UPC
- Vendor Alerts with current information on the Nevada WIC Program
- UPC Submissions
- Ordering Form
  - Door Signs
  - Lane Markers
  - Shelf Tags





# UPC's and Vendors

- Manufacturers often change packaging including the UPC. Nevada WIC staff work diligently to keep the APL file and website current
- Submit new UPC's to the State WIC Office. **If Nevada WIC does not have the new UPC/PLU, it cannot be added to the APL file**
- Your assistance is key in keeping the APL file updated with new WIC eligible items





# Submitting a UPC Request

Steps to take when submitting a UPC request to the State WIC Office:

- Complete the UPC Request form
- Include a clear image of the product label that shows the name, ingredient list and size
- A picture of the UPC barcode
- Ensure all 12 digits of the UPC are included
- Submit via
  - The Nevada WIC Website
  - Send the submission via fax to: 775-684-4246
  - Or send an email to the State WIC Office using the new Vendor email address: [DPBHWICVendor@health.nv.gov](mailto:DPBHWICVendor@health.nv.gov)





# UPC Reminders

- Nevada WIC adds new items and updates the Nevada WIC UPC Database on a monthly basis.
- Nevada WIC UPC Database can be accessed at:

<http://nevadawic.org/vendors>





# WIC Approved Shelf Tags

- The use of yellow WIC approved shelf tags is strongly **encouraged**. They are an excellent tool for both Vendors and Participants
- Shelf tags help WIC Participants identify WIC Approved items at your store lessening confusion at the register
- To order shelf tags contact the Nevada State WIC Office or order online at [http://nevadawic.org/vendor/Training & Resource Materials](http://nevadawic.org/vendor/Training%20&%20Resource%20Materials)
- The WICShopper App can be used to help determine if an item is WIC Approved ensuring correct shelf tag placement





# Important Reminders

- **ALL WIC SALES ARE FINAL**
- All WIC purchases are tax exempt
- WIC foods may not be returned for cash
- WIC foods may **ONLY** be exchanged for the exact same foods and **ONLY** if the can/container is damaged or expired
- Scan every item individually and let the system decide if it is WIC approved
- It is the responsibility of the Store's Staff to contact their IT Department if a WIC Food does not scan
- Participants are allowed to pay the difference for fruit and vegetable purchases exceeding their cash value benefit (CVB)
- **LEAST EXPENSIVE BRAND IS NO LONGER A NEVADA WIC REQUIREMENT**
- Coupons **MUST** be accepted if presented
- WIC is one of the few programs that Congress elected **NOT** to limit eligibility based on citizenship or immigration status.





# THANK YOU!

- The Nevada WIC Programs value the partnership we have with all our Vendors
- Without strong Vendor partnerships WIC cannot serve families in Nevada
- Nevada WIC Program Staff welcome your ideas, input and partnership on streamlining and enhancing the WIC shopping experience!







# Questions? Comments? We'd love to hear from you!

- **State of Nevada WIC Program Office:** 775-684-5942
- **State of Nevada WIC Vendor Email:** [DPBHWICVendor@health.nv.gov](mailto:DPBHWICVendor@health.nv.gov)
- <http://nevadawic.org>

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