

# VENDOR VIEWPOINT NEWSLETTER

June 2023

## APPROVED PRODUCT LIST

Nevada WIC updates the Approved Product List (APL) regularly. Participants can use the WICShopper App to ask for products to be added. Manufacturers and stores may also ask for additional products. Products that are already on the APL should scan correctly at the cash register if a participant has the available food benefits. If a product has previously scanned and is now not scanning, please ensure the most current APL has been downloaded. If the APL has been downloaded (this should happen daily usually through an automated process with your IT support staff), and products are still not scanning, check to make sure it is still an approved product. The WICShopper App or the Nevada WIC website are helpful tools for this.

Changes occur regularly, so it's important to keep your system current with the most recent information.

## VOIDED TRANSACTIONS

If, for any reason, an item needs to be voided from a participant's purchases, after the card has been swiped and the transaction has been finalized the ENTIRE transaction must be voided and restarted. Just voiding the item will not restore the benefit to the card. Void the transaction prior to finalizing.



## WIC SHOPPER APP HIGHLIGHT

### WIC Allowable Foods

The WICShopper App is free to download to any smart phone. You do not have to be a WIC participant to download the app. It is very helpful for shoppers to gain information needed to get the most from their WIC benefits. The WIC Allowable Foods icon on the WICShopper app will take you to the Nevada WIC Shopper's Guide. The guide is an easy to read visual of all the products allowed on Nevada WIC and the authorized sizes. This is a useful tool for participants and store staff as well.

Scanning products will inform you if the item is a WIC Approved food. This is a useful tool for placing WIC Approved shelf tags.

Participants are able to access their benefits on the app as well.



## STAY CONNECTED

It is very important to stay connected with WIC throughout any store changes. If the primary contact for WIC changes, or your store changes management, please send an email to notify the state WIC office of changes.

WIC has important resources for vendors, and information needed for updates and compliance. Please ensure WIC has a valid, regularly checked email address for communicating with store management.

Occasionally WIC may have critical information to share. If there is no response from email, a certified letter or signature required FedEx will be sent to the mailing address on file. If this address is incorrect, and the communication is not received, it can impact your WIC agreement.

Email: [DPBHWICVendor@health.nv.gov](mailto:DPBHWICVendor@health.nv.gov)

## CUSTOMER SERVICE

WIC Participants are customers for Nevada WIC and also for your store! Every dollar spent with WIC benefits by a participant is money put back into the economy, providing profit for vendors and thus supporting the payroll and benefits for every employee of the store. WIC is cost-free to vendors, and in fact, generates sales beyond WIC foods.

WIC Participants have the right to privacy. Please do not mention anyone's benefits or participation in the program to anyone else.

Please be kind and courteous to WIC Participants shopping in your store. If a participant is struggling with understanding why a food item isn't scanning, or why they bought something last month that won't scan this month, please do your best to help them with the tools provided: Cashier Card, WICShopper App, and the Nevada WIC Shopping Guide.

If a WIC participant has been difficult and rude, or has become violent or combative, please file a complaint about that participant. Participants also have the obligation to treat store staff with respect and courtesy.

## ANNUAL TRAINING

Annual interactive training is a requirement of the WIC Vendor agreement. Training will be offered in Spanish and English on a minimum of three dates beginning in August. A representative from your store will need to attend one training session, typically taking one hour. Documentation of attendance must be emailed to the Vendor Coordinator within five days of attendance. Failure to attend annual training is a violation of the WIC Vendor agreement, and a store will receive sanction points for that violation.

Topics covered will include WIC transactions, WIC foods and food packages, troubleshooting, customer service, WICShopper App, state and federal requirements, and other important information.

Who should attend?

- Lead or training cashiers
- New staff
- Managers

Please do ensure whoever attends training for your store will share the information with cashiers and other staff. Many problems with transactions, customer service, scanning problems and other challenges can be prevented with training. A copy of the training video is available on the website:

<https://nevadawic.org/vendors/training-resource-materials/>

The recorded training may be used to train new staff; however it does not eliminate the need for a representative to attend the interactive training.

## CASHIER QUESTIONS

*Can WIC participants use coupons for items they are buying with WIC?*

- Yes. In fact, using coupons helps cut food costs allowing the WIC program to serve more people.

*Can WIC participants get an item free if they are using a buy on get one free coupon?*

- Yes, they can. If the offer relates to a product a WIC participant can purchase with their WIC Card, then you must allow the WIC

participant to use the coupon too. Please note that the “free” item will be given in addition to the food purchased with their WIC benefits.

**WE WANT TO HEAR FROM YOU!**

Send your questions to:

[DPBHWICVendor@health.nv.gov](mailto:DPBHWICVendor@health.nv.gov)

Or

Nevada State WIC Program  
400 W. King St. Ste. 305  
Carson City, NV 89703

**You can find helpful information about the Nevada WIC program requirements at:**

<http://nevadawic.org/vendors>

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Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g. Braille, large print, audiotope, American Sign Language) should contact the responsible state or local agency that administers the program or USDA’s TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at:

<https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant’s name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and

date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or
2. Fax: (833) 256-1665 or (202) 690-7442; or
3. Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

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