

ANNUAL VENDOR TRAINING

Evelyn Dryer, Nevada WIC Vendor Coordinator

July 2024



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH



ALL IN GOOD HEALTH.



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

ABOUT DPBH

MISSION

To protect, promote, and improve the physical and behavioral health and safety of all people in Nevada, equitably and regardless of circumstances, so they can live their safest, longest, healthiest, and happiest life.

VISION

A Nevada where preventable health and safety issues no longer impact the opportunity for all people to live life in the best possible health.

PURPOSE

To make everyone's life healthier, happier, longer, and safer.



ALL IN GOOD HEALTH.

AGENDA

1. What is WIC and why it is important
2. Why WIC Vendors are important
3. WIC-approved foods and food packages
4. Produce mapping
5. WIC shopping, transactions, UPC submissions, and the claims procedure
6. Vendor Rights and Responsibilities
7. Complaints
8. Vendor tools and resources



What is WIC?

Special Supplemental Nutrition Program for Women, Infants, and Children (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 nutritional risk by providing the following:





-
- Nutrition education, such as healthy eating habits or information
 - Nutritious foods to help supplement diets
 - Breastfeeding support, such as access to lactation consultants, and breastfeeding accessories at no cost to eligible participants
 - Health and social service referrals





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 the goal of helping Nevada families eat healthier foods
- ❖ WIC benefits redeemed at your store contribute to your store's success
- ❖ WIC shoppers buy other goods while shopping for WIC foods



WIC is Celebrating 50 Years



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

- This year, WIC recognizes an incredible milestone in the evolution of maternal and child health care — the 50th anniversary of the Women, Infants, and Children (WIC) Program. Since the opening of the first clinic in 1974, WIC has been an unwavering beacon of support, committed to improving public health outcomes for women, infants, and children.





WIC Approved Foods

Participants can use the WICShopper App to view WIC Approved foods, as well as view their personalized food package shown as “My Benefits” on the app.

Foods not appearing on a participant’s benefits or balance inquiry are not available for purchase

WIC Approved foods include items from the following categories:

- Whole grains – 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 foods (fruits, vegetables, meats)
- Milk and milk alternatives
- Yogurt
- Eggs
- Cheese
- Dried beans, peas, and lentils
- Canned beans
- Peanut butter
- Iron-fortified cereals
- 100% fruit and vegetable juices
- Fresh, canned, and frozen fruits and vegetables
- Varieties of canned fish





Foods Not Authorized

NOT ALLOWED:

- Herbs: (for example) basil, cilantro, dill, sage, rosemary, etc.
- Individually wrapped cheese slices
- Nut butters or spreads (except peanut butter)
- Food with high sugar content
- Nut, rice, or other grain-based milk



Least Expensive Brand not Required



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

The least expensive brand is no longer a Nevada WIC requirement.

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



Minimum Stocking Requirements



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

- Baby Cereal – 8 oz box or 16 oz flip-lid container – 32 oz total; including at least 2 of the 8 oz size boxes
- Baby Food – Fruits and Vegetables – 3.5 to 4 oz size, step 2 or 2 ½ only- Any combination of 32 total jars or plastic containers; must stock 2 kinds of fruits and 2 kinds of vegetables
- Baby Food – Meats – 2.5 oz container, step 1 or 2 – 16 jars total
- Breakfast Cereal – Cold Cereal – 12 – 36 oz box, Hot Cereal 11.8 oz box or larger; 12 boxes total, 2 varieties of cold cereal, one hot cereal, including at least 1 whole grain cereal
- Cheese – 1 lb (16 oz) blocked, sliced, and string; Six 1 lb. blocks total; 3 varieties



Minimum Stocking Requirements cont.



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

- Dried or Canned Beans/Peas/Lentils – 16 oz bag, or 14-16 oz can; 64 oz total; 2 varieties
- Eggs – 12 count carton (1 dozen) any size brown or white, must be cage-free; 6 cartons
- Canned Fish – tuna, 5 oz or larger chunk light ONLY, Sardines 3.75 oz or larger; 12 cans total; 2 varieties
- Fresh Fruits and Vegetables – Seven or more varieties of fresh fruits AND seven or more varieties of fresh vegetables; 5 or more units of fruits AND 5 or more units of fresh vegetables



Minimum Stocking Requirements cont.



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

- Infant Formula – Contract Formula only (Similac Advance and Similac Isomil;) 12 cans Similac Advance 12.4 oz powder, 5 cans Similac Soy Isomil 12.4 oz
- Juice Concentrate – 11.5 oz/ 12 oz frozen/ pourable container – 5 total cans; 2 varieties
- Juice Single Strength – 64 oz plastic bottle 100% juice brand specified – 6 bottles total; 2 varieties
- Milk – Gallons, half gallons, and quarts – 10 gallons total; including a total of 5 gallons 1% or nonfat milk; any combination of approved sizes



Minimum Stocking Requirements cont.



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

- Peanut Butter – 16-18 oz jars – 6 jars total; 2 varieties
- Whole Grain Choices – 16 oz 100% whole wheat bread, brown rice, whole wheat pasta, whole wheat or corn tortillas 16 oz sizes only – Bread- 6 loaves, a total of 5 lbs combined rice, pasta, and tortillas
- Frozen fruits and vegetables, canned fruits and vegetables, goat milk, soy beverages, and tofu – No minimum inventory requirement



Milk

- Types of milk issued are dependent on the age of the participant
 - Children 1-2 years of age are mostly issued whole milk, unless a different type of milk is medically necessary or requested by the participant
 - Children 2 years of age and over, pregnant, postpartum, and breastfeeding women are mostly issued 1%, skim, or fat-free milk, unless a different type of milk is medically necessary or requested by the participant
- 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, half-gallons, or quarts
- **REMEMBER: Milk NO LONGER has a Least Expensive Brand Requirement (LEB)**



Milk Options

- Goat's milk
- Powdered milk
- Soy milk (refrigerated and shelf stable)
- Evaporated milk
- UHT (Ultra High Temperature) milk (shelf stable)
- Lactose Free/Reduced milk (whole and low-fat)
- Acidophilus (1% and 2%)

Nut and rice (or other grains such as oat) milks are not allowed



Yogurt

Types of yogurt issued are dependent on the age of the participant

- Children 1-2 years of age are typically issued whole milk yogurt, unless a different type of yogurt is medically necessary or requested by the participant
- Children 2 years of age and over, pregnant, postpartum, and breastfeeding women are typically issued low-fat or nonfat yogurt unless a different type of yogurt is medically necessary or requested by the participant

Yogurts **NOT** allowed include:

- Drinkable
- “Light”
- Sweetened with honey or stevia



Legume Benefit

Legumes Include:

- Dry beans
- Dry peas
- Lentils
- Canned beans
- 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 (1 lb) bag (1)
- 4 cans of beans 14-16 oz size
 - Once one can of beans has been purchased the remaining legume benefit must be redeemed with only canned beans



WIC Tailors Food Packages to Participants



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

Infant Food Packages

- 0-6 months
 - Infant formula as listed on the participant's benefit list
- 6-11 months
 - Infant formula
 - Infant cereal
 - Infant fruits and vegetables
 - Infant meats (for exclusively breastfed infants only)
 - Fruits and vegetables up to \$8.00 cash value benefit (CVB) depending on their food package



WIC Tailors Food Packages to Participants

Toddler Food Package 12-24 months

- Cheese
- Yogurt (whole milk)
- Whole milk
- Eggs
- Cereal
- Legumes
- Whole grains
- Fruits and vegetables currently \$26.00 cash value benefit (CVB)
- Single strength juice



WIC Tailors Food Packages to Participants



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

Child Food Package 2-5 years:

- Cheese
- Lowfat yogurt
- Milk – 1%, skim, or fat-free, or any milk alternative
- Eggs
- Cereal
- Legumes
- Whole grains
- Fruits and vegetables – Currently, \$26 cash value benefit (CVB)
- Single strength juice



WIC Tailors Food Packages to Participants

Pregnant and Postpartum Women's Food Package

- Cheese
- Lowfat yogurt
- Milk – 1%, skim, or fat-free
- Eggs
- Cereal
- Legumes
- Whole grains (pregnant women only)
- Fruits and vegetables – Currently, \$47 cash value benefit (CVB)
- Frozen juice concentrate or 46 oz. shelf-stable juice



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH



WIC Tailors Food Packages to Participants

Breastfeeding Women's Food Package

- Cheese
- Lowfat yogurt
- Milk – 1%, skim, or fat-free
- Eggs
- Cereal
- Legumes
- Canned fish
- Whole grains
- Fruits and vegetables – Currently, \$52 cash value benefit (CVB)
- Frozen juice concentrate or 46 oz. shelf-stable juice



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH



WIC Tailors Food Packages to Participants



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

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 – Currently, \$47 cash value benefit (CVB) for pregnant women and \$52 for breastfeeding women
- Ready to feed infant formula



WIC Transactions

- WIC shopping
- UPC submissions
- 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
- Participants are given their shopping list (food benefit package) and information about WIC foods at their WIC Clinic
- Shopping for WIC foods can be difficult at times and Participants may need assistance while in the store
- Participants must swipe their WIC Card before their SNAP Card



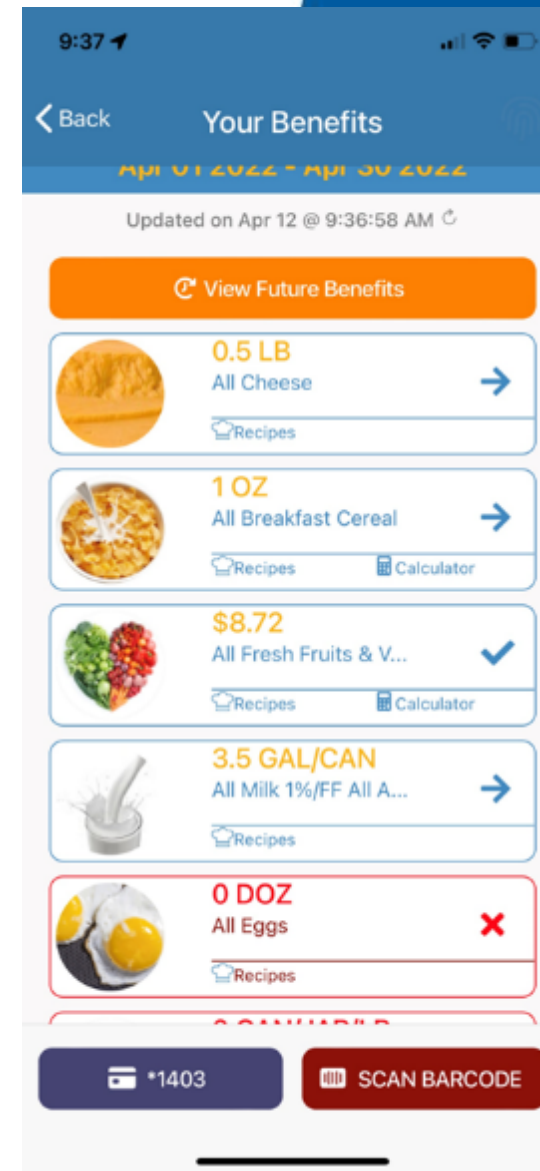
WICShopper App

- Scan barcodes to see if the item is WIC allowable, and for participants to see if they have it on their benefits
- If you can't scan the barcode enter the UPC
- My Benefits shows participants what benefits they have
- Your Produce Headquarters – Provides tips for cooking with vegetables
- Yummy Recipes – look for recipes
- WIC Allowable foods – description of all foods allowed on WIC
- Wichealth.org – links to the education website, providing nutrition education for participants
- Developmental Milestones – What children should be able to do
- Life Hacks
- Get Help – Contact the WIC office
- Rate or give feedback – Provide comments and ratings
- I can't buy this – Scan product and submit it for addition
- WIC Stores – A list of all Nevada WIC Authorized Stores



WICShopper App

- The WICShopper App shows a balance of benefits each participant has left for the month
- This participant has .5 lbs of cheese available – there's also recipes for cheese
- 1 oz of cereal – that benefit will not be able to be redeemed
- There's \$8.72 left to purchase fruits or vegetables – click on the calculator to add prices
- There's 3.5 gallons of 1% or fat free milk available
- This participant has no eggs left for purchase



Processing eWIC

All store Point of Sale (POS) systems work differently. To lessen the chance of possible issues at the cash register it is important to:

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



Produce Mapping

- Produce Mapping is a new requirement in the 2024-2027 WIC Authorization Agreement.
- Mapping is required by October 1, 2024.





What is Mapping?

- Mapping is matching store product UPC to the Approved Product list (APL)
 - For example: Your store has a carton of strawberries with a UPC in stock that does not appear in the APL. You must first determine the UPC for the carton of strawberries. Then using your stores POS, you can then map the UPC to the correct PLU in the APL. If you do not know how to do this, you can contact your POS provider and they can show you how to map CVB UPCs to CVB PLUs.
 - What to do if the APL doesn't have a matching code will be covered later in the presentation.





Why is mapping required?

- WIC participants are only able to buy produce if it is scannable as a WIC approved food at the cash register.
- To promote the healthy diet WIC supports, participants should be able to purchase ANY fresh fruit or vegetable, as long as there are no additional ingredients (salad dressing, croutons, dip, etc.).





What can be mapped?

- ONLY fresh fruits and vegetables can be mapped
- No other WIC items need mapping





How do we start?

- Look for produce not linked to a PLU
 - Produce without a bar code
 - Produce that doesn't scan as "WIC Approved"
 - Produce cashiers have previously used the universal PLU to ring up
- Keep track of items that won't scan at the cash register
- Use the International Federation for Produce Standards (IFPS) website to search for PLU codes
- <https://www.ifpsglobal.com/>





What is a PLU?

- A product look-up (PLU) is a number used by the International Federation for Produce Standards (IFPS) to standardize, identify and categorize produce.
- The IFPS website: <https://www.ifpsglobal.com/> will help identify PLU for items not already having a PLU.
- Once you've located a PLU for your produce, link your UPC to it so it will scan at the register.



WIC Approved PLUs

- WIC Approved PLUs may be found on the Nevada WIC website: <https://nevadawic.org/vendors/upc-database/>
- Contact your store's pricing department or distributor for more information on produce mapping.



Transaction Procedure

- **REMEMBER!** Cashiers must scan every item a Participant brings to the register
- If a scanned WIC food does not go through, tell the Participant what the error message states
 - Be courteous!
 - If possible, offer the participant the option to take a photo of the error message. This will help to resolve the problem.
 - 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:

- Store Staff need to contact the store's IT Department and report the error
- Verify the Approved Product List (APL) file downloaded correctly
- The APL should be downloaded nightly, as new products are added daily

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

Stores have the responsibility to ensure WIC foods are available for purchase.





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, it could be an out of balance situation
- If an out of balance situation is discovered a claim/adjustment request must be filed





Claim Adjustment in Integrated Stores

How do I file a claim/adjustment request?

- Stores with an integrated POS system will 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 with Stand Beside Terminals

How do I file a claim/adjustment request?

- Call the FIS Helpdesk at **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 Helpdesk 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



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH



Vendor Rights and Responsibilities

- Courtesy
- Complaints
- Vendor Incentive Items
- Sanctions
- Minimum Stocking Requirements
- Training
- Newsletter
- Infant Formula Suppliers
- Routine Monitor Overview
- Vendor Tools and References
- Records Retention
- Communication



Courtesy

- Treat WIC participants with the same courtesy and respect given to any other customer
 - Do not mention the shopper is a WIC participant
- 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 also treat Vendors with courtesy
- Participants' EBT Cards must not be confiscated by store staff. If there is a concern about a fraudulent or stolen card, contact the State WIC Office.



Restrictions on Incentive Items

Use of the WIC Logo or referring to WIC in advertisement, on signs or banners is strictly prohibited

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 membership/discounts
- Store club cards
- Employee discount cards for store employees who are WIC Participants



Minimum Stocking Requirement

Minimum stocking requirements are available on the website:

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

Or

Email DPBHWICVendor@health.nv.gov

Flexibility for minimum stock during shortages and recalls

- If there are supply chain issues or shortages, Nevada WIC may temporarily waive minimum stocking requirements
 - These waivers will be announced via email

Vendors are required to meet minimum stocking requirements at all times





Training

Attending annual training is a requirement from the vendor agreement

- A representative from your store must attend
- Information must be shared with all staff
- Attendance must be documented

Newsletter

- A quarterly newsletter is emailed to store management or corporate representative
- Acknowledgement of the receipt and distribution of the newsletter is required



Ways to Document

- Sign in sheet scanned and emailed
- Emailed affidavit by management or corporate rep
- If you email acknowledgment
 - Please note the full name of the store; not just the number
 - Please also use your full name (first and last)
- All documentation must include the full name of the store (chain and number), and the first and last name of the person submitting documentation and the first and last name of each attendee





Infant Formula



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

Milk Based: Similac Advance
UPC 070074559582 (12 cans,
12.4 oz minimum stock)



Soy Based: Similac Soy Isomil
UPC 070074559643 (5 cans,
12.4 oz minimum stock)



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 protects both the Participant and the Vendor



Sanctions

Sanctions can be imposed for different 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
- If a deficiency is identified during a routine monitor or compliance buy sanction points may be assigned
- Other areas as outlined in the Vendor Sanction Schedule found here:
<https://nevadawic.org/vendors/>



Appeals

Appealing Sanctions or Civil Money Penalties

A Vendor may request an administrative appeal for the following:

- Denial of a Vendor's application to become an authorized WIC Vendor
- Placement of the Vendor on probation
- Disqualification of the Vendor {except in cases of the reciprocal WIC disqualification as a result of Supplemental Nutrition Assistance Program (SNAP)}
- Not re-authorizing the Vendor



Appeals

Appealing Sanctions or Civil Money Penalties

A Vendor may NOT request an administrative appeal for the following:

- The validity of the State Agency's Vendor limiting or selection criteria
- The validity of the State Agency's Vendor peer group criteria
- The validity of the State Agency's participant access criteria and determinations
- The State Agency's determination whether a vendor had an effective policy and program in effect to prevent trafficking

Details on appeals and the appeal process may be found here:

<https://nevadawic.org/vendors/>



Appeals Process

Appealing Sanctions or Civil Money Penalties

If you disagree with a decision impacting your WIC Agreement you may request a Fair Hearing by writing within fifteen days of the decision to:

WIC Program Manager
c/o Blanca Ayala

Division of Public and Behavioral Health, WIC Program
680 W. Nye, Ste 205
Carson City, NV 89703

Email: blancaayala@health.nv.gov



Site Reviews

Site Reviews are performed for both randomly chosen and high-risk stores. High-risk stores are determined by a variety of factors, including unusually high pricing, many items redeemed at the same price, participant complaints and other items.

- WIC staff conducting the review will walk the store.
- Some of the items they will be looking for include:
 - WIC Accepted Here decals on the entrance doors
 - Stocking levels
 - Shelf prices
 - Current posted health permit
- Vendors are required to provide a copy of Infant Formula invoices. If not available on-site it is the store manager's responsibility to provide them within five days of the review.

Records Retention

Vendors must retain records for a period of:

- Five years from the expiration of the agreement;
- The termination of the agreement;
- Or final payment under the agreement

Records include:

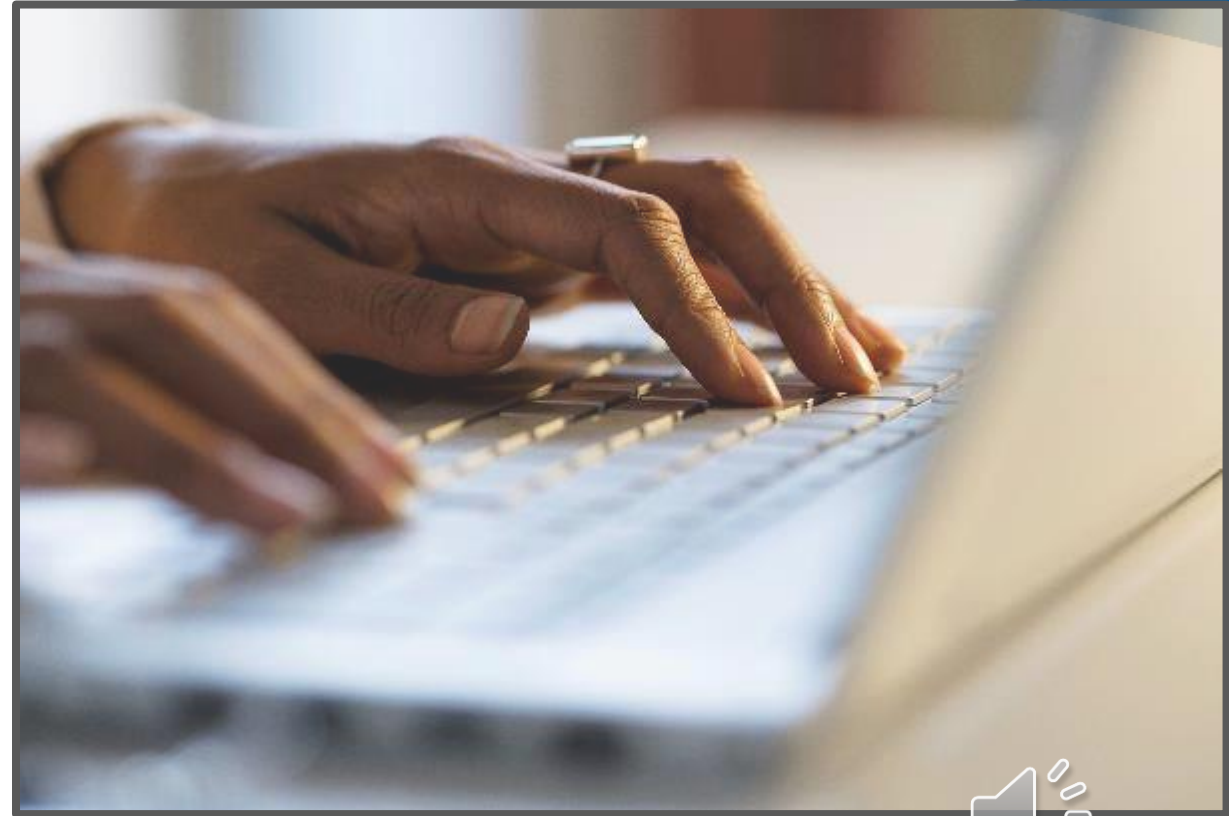
- Books
- Accounts
- Reports
- Files
- Purchase invoices for all WIC foods
- Inventory records
- Records used for federal tax reporting
- Any other records relating to the performance of the agreement



Communication

Please ensure the Nevada State WIC office has a current, valid, regularly checked email address for your store

- There are critical communications that must be received and responded to in a timely manner
- A valid shipping address is needed for mailing supplies and other communications



COMPLAINTS



Complaints

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 a lack of courtesy or violating Participant's confidentiality



Filing Complaints

To file a complaint, please complete the complaint form via the Nevada WIC website:
<https://nevadawic.org/contact/feedback-and-complaint-submission/>

The 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.

To file a complaint with ITCN WIC please complete the complaint form via the ITCN website: <https://itcnwic.org/>





NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

Vendor Tools and References



The Nevada WIC Website



<https://nevadawic.org/>

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
- Current and past issues of the newsletter in English and Spanish
- A recorded version of this training in English and Spanish
- UPC Submissions
- Ordering form
 - Door signs
 - Lane Markers
 - Shelf tags



Find a WIC Clinic Find a WIC Store Staff Vendors WIC Healthcare Providers

About WIC Eligibility Program Resources Contact Q

Vendors



Vendors

How to become a WIC Approved Vendor

Nevada WIC UPC Database

Approved Food List and Brochures

Vendor Alerts

Training & Resource Materials

Welcome to the New Nevada WIC Vendor Page!

We are pleased to announce a new updated version of the Nevada WIC UPC Food List Database. This new UPC Database has simplified searching for WIC Foods. You can search for an individual UPC or filter WIC Foods by Category and Subcategory. This new UPC Database can be exported in CSV Format.

The Nevada WIC Program values the partnership with all WIC Vendors. The Vendor's role in building healthy families and improving participant health is an important one. WIC Vendors ensure that WIC participants receive the correct type and amount of healthy foods issued. The role of Nevada WIC Vendors is essential in making the Nevada WIC Program a success!



UPCs and Vendors

- Manufacturers often change packaging including the UPC. Nevada WIC staff work diligently to keep the APL file and website current
- Submit new UPCs 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



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH



Find a WIC Clinic Find a WIC Store Staff Vendors WIC Healthcare Providers

About WIC Eligibility Program Resources Contact Q

Vendors



Vendors

How to become a WIC
Approved Vendor

Nevada WIC UPC Database

Approved Food List and
Brochures

Vendor Alerts

Training & Resource Materials

Welcome to the New Nevada WIC Vendor Page!

We are pleased to announce a new updated version of the Nevada WIC UPC Food List Database. This new UPC Database has simplified searching for WIC Foods. You can search for an individual UPC or filter WIC Foods by Category and Subcategory. This new UPC Database can be exported in CSV Format.

The Nevada WIC Program values the partnership with all WIC Vendors. The Vendor's role in building healthy families and improving participant health is an important one. WIC Vendors ensure that WIC participants receive the correct type and amount of healthy foods issued. The role of Nevada WIC Vendors is essential in making the Nevada WIC Program a success!



Submitting a UPC Request



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

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 showing the name, ingredient list and size
- A photo of the UPC barcode, ensuring all 12 digits are included
- Submit via the Nevada WIC Website
- or
- Send the submission via the WICShopper App
- or
- Send an email to the State WIC Office using the Vendor email address:
DPBHWICVendor@health.nv.gov





NEVADA WIC VENDOR UPC/PLU REQUEST FORM

Complete all sections of this form to add a product to the WIC approved UPC list and include the following:

1. Attach a copy of the **product label**, this must include the product name, size and ingredient list.
2. Attach a copy of the product **UPC barcode** all 12 digits must be listed and legible.
3. Fax or email this completed form, copy of label and barcode to:

Fax: NV State WIC
Program 775/684-4246

E-mail: Vendor Services
WICGeneral@health.nv.gov

Vendor Information	
Store/Distributor Name	Store Number
Address	Phone Number
City	Fax Number
Product Information	
Food Item Name and Type:	Item Price
	Package Size
UPC Code MUST INCLUDE ALL 12 DIGITS	
Authorized Signature	
Print Name	Date
State Office Use Only	
Date Received	
Decision:	Approved Not Approved Review Pending
Notes:	
Date UPC Entered	APL File # Staff Initials

INCOMPLETE FORMS AND REQUESTS THAT FAIL TO INCLUDE COPIES OF LABELS, UPC BARCODES WILL NOT BE PROCESSED

UPC/PLU Request Form



UPC Reminders



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

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

<http://nevadawic.org/vendors>

- The document may be exported
- A category and subcategory MUST be selected in order to download the database

Nevada WIC UPC Database



Vendors | Nevada WIC UPC Database

Nevada WIC Approved Foods

Search by UPC or Item Description... Categories Subcategories

Number of results: 12,470

Export CSV

UPC	Category	Subcategory	Item Description	Size	UOM
011110032379	Fruits and Vegetables	Canned Vegetables	Simple Truth Organic no salt added super sweet corn	15	oz
041130289859	Fruits and Vegetables	Frozen Vegetables	Shoppers Value Whole Kernel Corn	1	lb
041130289873	Fruits and Vegetables	Frozen Vegetables	Shoppers Value Green Peas	1	lb
041130289866	Fruits and Vegetables	Frozen Vegetables	Shoppers Value Mixed Vegetables	1	lb
011384232123	Yogurt	Whole	Zoi Greek Lemon Cream	32	oz



WIC Approved Shelf Tags



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

- The use of 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>
- The WICShopper App can be used to help determine if an item is WIC Approved ensuring correct shelf tag placement
- Shelf tags should be reviewed any time a store is reset, or products are moved
- Store generated WIC Approved shelf tags are allowed but must be accurate in placement
- Pay attention to WIC product changes to ensure shelf tags reflect currently approved products



Reauthorization

Reauthorization of your store's WIC agreement happens every three years

- The current authorization expires September 30, 2024
- Applications for October 1, 2024-September 30, 2027 will be available March 1, 2024
- Stores newly authorized during the period of time from October 1, 2021 – September 30, 2024 are still required to submit reauthorization paperwork



Reporting Changes

You **MUST** report changes:

- In ownership
 - The Vendor must notify the state at least thirty days before a change in ownership including a bankruptcy
 - The Agreement will terminate when the Vendor changes ownership and new agreement must be drafted
- In location
 - Thirty calendar days written notice is required before changing location

- Cessation of Operation
 - The Vendor agreement will be terminated when the Vendor ceases operation for any reason. Thirty calendar days written notice must be given.





Important Reminders

- All WIC sales are final
- All WIC purchases are tax exempt
- WIC foods may only be exchanged for the exact same foods and **ONLY** if the can/container is damaged or expired
- Participants should swipe their WIC card before their SNAP card
- 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
- Congress elected **NOT** to limit eligibility based on citizenship or immigration status
- Reauthorization is due in 2024



Thank You!

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



Thank You!

- In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.
- 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, audiotape, 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.
- This institution is an equal opportunity provider.



QUESTIONS?



NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH



CONTACT INFORMATION

Evelyn Dryer
Nevada WIC Vendor Coordinator
edryer@health.nv.gov
775-684-4270
680 W. Nye, Ste. 205
Carson City, NV 89703





**NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH**

