

# Vendor Viewpoint Newsletter

January 2025

## Point of Service Transaction Processing

Stores have the choice to utilize many different Point of Service (POS) systems. The POS system processes purchases using WIC EBT cards. To accept WIC payments, the POS system must be certified.



Upgrades or changes to the POS system must be reported to the WIC State Office to ensure there is no lapse in service. When reporting upgrades or changes to the POS system to the state WIC office, a new ECR/POS Questionnaire must be completed and emailed to [DPBHWICVendor@health.nv.gov](mailto:DPBHWICVendor@health.nv.gov).

Problems processing may require contacting the service provider for the POS system. If the service provider is unable to correct the problem, please contact the Nevada WIC Vendor team at [DPBHWICVendor@health.nv.gov](mailto:DPBHWICVendor@health.nv.gov).

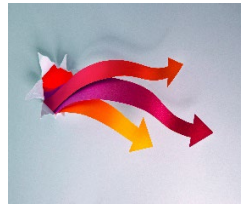
## MINIMUM STOCKING

WIC authorized stores are required to maintain minimum stocking requirements. If a required product inventory is low or depleted, please increase the amount ordered for the next delivery. The WIC State Office has received numerous complaints about limited or no stock for required minimum stock foods, in particular 16 oz. bread. Failure to maintain required stock at all times will result in sanction points.

## VENDOR CHANGE REPORT

Nevada WIC has developed a Vendor Change Report. This report needs to be completed quarterly and sent to [DPBHWICVendor@health.nv.gov](mailto:DPBHWICVendor@health.nv.gov). The report form will be sent with the newsletter each quarter. This report is due by February 15. The Change Report must be returned with newsletter receipt verification even if there are no changes to report. This document will provide an avenue to report any management changes, pending store sales, and to report WIC training provided for new cashiers. Training is available on the Nevada WIC website:

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



## Produce Mapping

Produce mapping is a requirement of the Vendor Agreement. Mapping is the process used to link all WIC eligible produce UPCs to PLU codes already included in the Nevada WIC Approved Products List (APL).

- Nevada WIC does not map produce on your behalf
- Mapping is done through your point of sale (POS) system
- Mapping is ongoing. As new produce comes into the store; it must be mapped. Therefore, mapping is never complete.

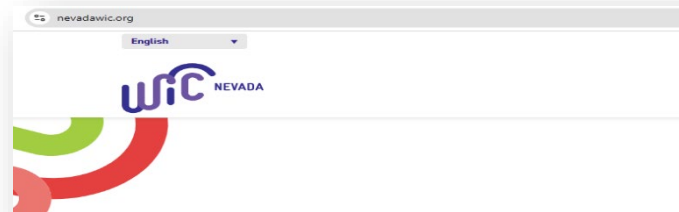
Failing to map produce may prevent participants from being able to purchase fresh fruits and vegetables and requires more work for vendor staff to assist in these situations. It may also result in sanction points.

### What is the store's responsibility?

1. Map your produce
2. Plan for how your store will maintain mapping and what to do if an unmapped item is discovered.
  - a. Who does the mapping at your store?
  - b. How are unmapped produce details collected and how are they delivered to the person doing the mapping?
3. Train cashiers so they know what to do if a produce item doesn't go through on a WIC transaction.
  - a. All cashiers should know how to get a produce item mapped, what details to collect and who should receive the information.
  - b. Cashiers should know how to troubleshoot a WIC transaction for any failed transaction.
  - c. For more information on transaction troubleshooting email [DPBHWICVendor@health.nv.gov](mailto:DPBHWICVendor@health.nv.gov)

## SPANISH WEBSITE

Nevada WIC has launched a Spanish version of the website that mirrors the English website. The website can be accessed from the English site by selecting Spanish from the dropdown just above the Nevada WIC logo at the top left of the home page.



The Spanish language site can also be accessed at this web address:

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

## CASHIER QUESTION

*What should I do if a WIC approved food doesn't scan?*

- Contact your scanning or pricing department. Or, if the item is not WIC approved, submit the item for approval using the “I couldn't buy this” button in the WICShopper app. Submissions like that help the Approved Product List (APL) grow and allow WIC participants more choices.

WE WANT TO HEAR FROM YOU!

Send your questions to:

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

Or

Nevada State WIC Program  
680 W. Nye, Ste. 205  
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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