

Vendor Viewpoint Newsletter

October 2024



WIC AGREEMENT

There are changes in 2024-2027 Nevada WIC agreement. The excerpt below outlines the changes:

C. VENDOR AGREES TO:

31. Vendors are required to map all produce to existing PLUs in the WIC system.

All produce, organic included, is WIC approved. Packaged salads and vegetable and/or fruit trays are allowed if they have no additional ingredients such as dressing, dip, croutons, etc. Canned or frozen fruit with no added sugar and canned or frozen vegetable with no added seasoning with the exception of salt are also allowed. Canned or frozen products do not need to be mapped.

MINIMUM STOCKING

Stores are required to maintain minimum stocking requirements at all times. If you notice that inventory is low or depleted prior to each delivery, please increase the amount you are ordering. Participants frequently complain that there is no 16 oz. bread in stock. Failure to maintain required stock at all times will result in sanction points being assigned.





TRAINING

Annual interactive training is a requirement from the WIC Vendor Agreement. Interactive training is provided via a live webinar. Each store is required to have at least one person attend annual interactive training. If only one person attends, they are required to share the training with

store staff. Documentation that the training has been shared will be required. Corporate representatives will need to train each store manager or director, so they can provide training to other staff. Cashiers, stocking staff, store management, bookkeeping, and pricing departments all need to have WIC training. New employees should also be trained in WIC. A recorded version of the live training in English and Spanish is available on the Nevada WIC website for stores to access any time and should be utilized when training existing or new staff. Follow the link before for all training resources:

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

A PDF version of the training should be printed and kept where store staff have access to it.


If you have specific training needs, you may contact the Nevada WIC state office for assistance.


SCANNING ISSUES

If a known WIC approved food or a food the participant has on their benefits does not scan, there are some ways of troubleshooting the failure. Specific codes shown on the register can help determine the problem. Ensure that participants are given the receipt prior to completing the transaction so they can approve the transaction. If some items didn't scan as WIC Approved the



participant should be given the option to not purchase those items. The most common failures are:

Error 106 – PIN tries exceeded – This error happens when an incorrect PIN is entered too many times, and the card is automatically locked. The participant can call the Nevada WIC state office to have it unlocked immediately, or it will unlock overnight. If they have forgotten their PIN, they may also reset it by calling 1-844-892-2932  listed on the on the back of their card.

Error 166 – This error indicates that the participant has not yet selected a PIN. They can set a PIN by calling 1-844-892-2932  listed on the back of their card.

CASHIER QUESTION

Can a WIC participant get change back from the Cash Value Benefit (CVB)?

- No. CVB can only be used to purchase WIC approved foods. No change should be given.

WE WANT TO HEAR FROM YOU!

Send your questions to:

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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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

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