

CASHIER NEWS



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Nevada State WIC Program

**** IMPORTANT CASHIER TRAINING INFORMATION ****

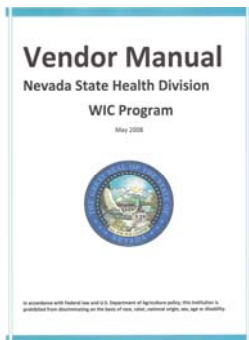
This newsletter is designed as your CASHIER TRAINING EFFORTS & will also serve as a handy reference guide.

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We would like to hear from you! Please send or e-mail topic suggestions to:
Nevada State WIC Program
3427 Goni Rd # 108
Carson City, NV 89706
Or e-mail to kmolina@health.nv.gov
(775) 684-5942 TEL
(775) 684-4246 FAX

News Flash



The new vendor manual has been e-mailed out! If you have not receive the email please call or e-mail Katherine Hernandez at (775) 684-3472 or khernandez@health.nv.gov

Starting October 1, 2008 there will be a new procedure for receiving all WIC Materials. We ask that you contact front end manager(s) or contact your corporate office to request updated WIC Materials.

What Does Cultural Competence Mean Within Our System?

“Cultural Competence is”:

- “A continuous process of learning about the cultural strengths of others and integrating their unique, abilities and perspectives into our lives;
- A vehicle used to broaden our knowledge and understanding of individuals and communities related to and interact with service providers and their representatives’; and,
- The knowledge, ability and skill necessary to identify & address issues facing organizations & staff that have cultural implications, & the ability to operationalize this knowledge into the routine functioning of an agency.” (Child Welfare League of America, 2001).

The State of Nevada WIC Program & our Vendor community must continue to work as a team to improve cultural (civilization) and linguistic (languages) competency among our workforce and the public we serve.

If you need more information, please call the Nevada State WIC office in Carson City at (775) 684-5942.

Cashier Questions . . .

About WIC



Cashiers are constantly confronted by participants who either make honest mistakes or attempt in new and innovative ways to circumvent the WIC authorized foods list and/or WIC procedures. In this and subsequent issues, we will answer questions asked by you and other cashiers regarding WIC transactions.

- Q.** Are WIC customers allowed to purchase items if their WIC ID folder is not signed; can they sign the folder at the check stand?
- A.** **NO.** WIC participants are required to sign their WIC ID folder at the clinic when they receive their WIC benefits. The cashier is required at each visit to check the signature on the WIC ID folder against the signature on the WIC voucher. This must be done at every visit regardless if the cashier is familiar with the customer or not.
- Q.** Can the cashier accept a WIC voucher if the participant already signed before the transaction?
- A.** **Yes.** The cashier must have the participant sign again to the left beside the signature. Please Note: A signature must be inside the signature box or the vendor will not be paid.
- Q.** A few WIC customers are confused about shredded cheeses. Can a WIC customer purchase shredded cheese such as a Mexican Style brand?
- A.** **NO Shredded Cheese.** It is very important that front end managers and cashiers keep their WIC binders up-to-date at each check stand. After numerous visits to vendors it was discovered that some vendors still did not have the WIC Food Instrument cards in place at each check stand; therefore, this can lead to disputes at the check stand between the cashier and the WIC customer. Please keep your binders up-to-date this will help when issues arise about which WIC items are allowed or not allowed.

*Send in your questions to have them featured in
upcoming newsletters!*

Mail to: State of Nevada WIC

3427 Goni Rd Suite 108 Carson City, NV 89706

Or e-mail to kmolina@health.nv.gov

WIC Food Instrument Facts

There are a few reasons why a WIC Paper Food Instrument will exceed the maximum calculated value besides the prices of the actual WIC Food item exceeding the MAR

1. Foods which are not on the Food Instrument are calculated into the total for that Food Instrument.

- **Example:**

The food instrument was issued with 6 cans of concentrated formula printed on it. However, the participant brings to the cash register 6 cans of powdered formula and the cashier puts the total for the powdered formula on the food instrument. Since the maximum calculated value for a food instrument is based on the exact food items issued (and the exact number of food items issued), this food instrument will result in (a rather high) bill back to the vendor, as powdered formula generally has a higher cost than concentrated formula.

► **Be sure to allow the Participant to purchase only the EXACT item(s) and exact number of item(s) shown on the food instrument.**

2. The total written on the Food Instrument does not reflect exactly and only the food items issued on that particular Food Instrument.

- **Example:**

The participant has multiple Food Instruments, and the cashier totals up all food items for all food instruments and places that total on one food instrument, or divides it randomly between the food instruments. As indicated above, the maximum value for each food instrument is based on the exact items issued on the food instrument. If other food items are added into the total on the food instrument, even if the participant has an additional food instrument which has those items issued on it, the maximum value of that particular food instrument will be exceeded and the vendor will be billed back the difference.

► **Be sure to treat each food instrument as a separate transaction.**



Vendor Alert



“Date Cashed” Error

Nevada WIC has delayed the enforcement of the fine for the error of not filling out the “Date Cashed” box on the front of Paper Food Instruments. We wanted to make sure everyone had time to train all personnel on this issue. This was to be enforced beginning with all Food Instruments cashed in the month of May 2008. Instead, the fine for this error will begin to be enforced for Food Instruments processed during the month of July 2008. From this date forward, this error will result in a charge back of the full amount of the Food Instrument.

If you have any questions or concerns regarding your bill backs and how to avoid them, please feel free to contact me.

Shawna Lynch
(775) 684-4875

This serves as required Vendor training & should be posted in a place where employees can easily see & read it

Cashier EBT Training

WIC EBT SYSTEM TROUBLESHOOTING

Most common problems stores experience with the EBT system are due to one or more of the three (3) terminal cords coming loose, either at the machine connection and /or the power source.

The first step should be to verify that all connections are tight. After checking all connections (check the server) to make sure the server is connected) and the cord has not come loose or unplugged.

If you still encounter the following:

- **NO POWER** to the machine (there is no message in the terminal display window) Call the State of Nevada Health Division (OIT) helpdesk at (775-684-5906 or (866-729-1839), and request a new power cord.

NOTE: You will be asked to return the old cord for credit.

- **SCANNERS NOT WORKING:** Call the (OIT) helpdesk (775-684-5906) and request a new scanner cable.

NOTE: You will be asked to return the old cord for credit.

Reminder: You can manually key in the UPC number and still use your EBT system while waiting for the replacement(s).

- **CONNECTION:** To the network is failing or terminal keeps disconnecting (i.e., LAN com error or prolonged system start up message.) Unplug the power cord from the terminal for one (1) minute and then plug it back in to restart.

If this fails to bring up the display message "Date/Time/Insert Card", you will need to have a manager reboot the computer.

- When rebooting the computer, it should be left off for a full three (3) minutes before turning it back on. After the computer has been turned back on, you may need to repeat the step, "Unplug the power cord from the terminal for (1) minute and then plug it back in".

After trying all of the above, if your terminal remains nonfunctional, please call the State of Nevada Health Division Office of Informatics and Technology (OIT) for hardware problems and call store value systems (SVS) for software problems at (866-340-1015).

DO NOT REMOVE OR RELOCATE WIC EBT TERMINALS WITHOUT PRIOR AUTHORIZATION FROM THE STATE WIC OFFICE AND THE STATE OF NEVADA HEALTH DIVISION OFFICE OF INFORMATICS AND TECHNOLOGY. ALSO PLEASE DO NOT SHARE COMPUTERS BETWEEN STORE LOCATIONS THIS CAN CAUSE MAJOR PROBLEMS WITH WRONG STORE NUMBERS!

If you are experiencing problems with your EBT System call:

SVS Customer Service: 1-877-595-9686

If SVS can't help you or if you are experiencing problems with your EBT Equipment call:

Help Desk: 775-684-5906

Cashier EBT Training Continued

VOID/OR UNCONFIRMED RECEIPT(S)

IMPORTANT!!!!

When a participant slides their smart card through the EBT machine and a void transaction occurs, and the participant's card still shows they have the food item on their card and your total comes up short you must void right away and rerun the whole transaction immediately. Otherwise, once the receipts get to the bookkeeper the store risks NOT getting paid for that transaction.

Furthermore, if the participant knows that the food item did not come off their card they can go and use the card again. This is why it is so important to fix the problem as it occurs instead of waiting and having to contact SVS to research the problem.

UPC Barcodes

If you are an EBT vendor and you experience a problem with a UPC barcode on a WIC approved item please contact the Nevada State WIC Program for assistance and provide the following information:

- 1) Contact Name
- 2) Store Name/Number
- 3) Readable copy of the front label (including the name, brand and size)
- 4) Readable copy of the UPC barcode

We will verify the UPC in the database and correct any errors if found.

If you would like to add a new UPC to the database, please submit a completed request form to the Nevada State WIC Program. If the item is WIC approved it will be added within 48-72 hours. If it is not a WIC approved item, you will be notified. All updates will be downloaded to your EBT machines when you do your nightly settlement.

Please fax all UPC requests to 775-684-4246 or scan and email to jevins@health.nv.gov



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680 Greenbrae Dr. Suite 222
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T (775) 355-5210 ext 124
F (775) 955-5217



If you or someone you know might be eligible to receive WIC benefits, call the WIC information hotline:
1-800-8-NEV WIC



Nevada WIC Program Request to Add UPC(s) to the WIC Program Approved UPC Database

To add a product to the WIC approved UPC list, vendors, manufacturers and wholesale suppliers must:

1. Complete this form for each product requested to be added to the UPC list.
2. E-mail or FAX the label of the product to be added to the WIC approved UPC list. The product label must include the product name, size, manufacturer, and UPC barcode.

Circle Type of Product:	FOOD	FORMULA
Name of Product:		
Store or Business Name*:		
Contact Name:		
Store WIC ID/Outlet #:		
Phone:		
Address:		
City/State/Zip:		
<i>*If manufacturer or wholesale supplier, list vendors and locations where product will be available*</i>		

Signature

Date

Fax To: NV State WIC Program
(775) 684-4246

OR

E-mail To: Data Manager
jevins@health.nv.gov

If you have any questions, call the Nevada State WIC Program at 775-684-4285.