



CASHIER NEWS



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WIC Program

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.

WIC Food Package Changes Effective October 1st, 2008

Cheese

- Only 16oz. package size
- NO Swiss
- NO Muenster
- NO Organic
- “Not to Exceed Amount” has been REMOVED

Cereal

- 12oz. Minimum Package Size for Cold Cereal
- 11.8oz Minimum Package Size for Hot Cereal
- Kellogg’s Complete Wheat Bran Flakes has been removed
- Kellogg’s Mini Wheat’s Raisin has been removed

Carrots

- No Organic

Dry Beans, Peas & Lentil

- “Not to Exceed Amount” has been REMOVED
- NO Organic

Peanut Butter

- Changed to 16–18oz. size
- “Not to Exceed Amount” has been REMOVED
- NO Organic

Tuna

- Changed to 5oz. cans or larger

Juice

- Dole Pineapple Orange Juice has been REMOVED

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New Vendor Moratorium

Effective immediately the State of Nevada WIC Program has placed a moratorium on all new vendor applications. Applications received during this period will be placed on hold and evaluated beginning November 1, 2009.

During this time period, the State of Nevada WIC Program will be introducing the new Electronic Benefits Transfer (EBT) equipment to all current vendor locations. Due to changes and expansion of EBT we are unable to add new stores into the Vendor Program at this time.

Completion of set-up and training is estimated to be accomplished by October 2009. Exceptions to the moratorium may be made at the discretion of the State of Nevada WIC Program to maintain participant access to the program.

Should you have any questions regarding this matter, please contact Janice Hadlock-Burnett at 775-684-4269 or jburnett@health.nv.gov

Cashier Questions . . .

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.** Do any WIC approved items still have the Not to exceed price criteria?
- A.** **NO.** (Cheese, Peanut Butter, and Beans) no longer have the Not to Exceed Prices as long as the product meets the guidelines. (Any Brand Applies). You will be billed back overages as with other items.
- Q.** Has the ounces of cereal changed?
- A.** **Yes.** Although through 12/31/08 stores are required to accept 10oz cereal or larger. The changes effective Jan 1st are as follows:
Cold Cereal: Box size is 12oz or larger.
Hot Cereal: Box size is 11.8oz or larger.
- Q.** Do we discard our white cashier cards and replace with the orange cashier cards?
- A.** **NO.** Vendors/Cashiers/Bookkeepers can use the white cashier cards and the NEW orange cashier cards until December 31st, 2008. After December 31st, 2008 you will ONLY use the new orange cashier cards.
- Q.** Can we require participants to purchase least expensive or store brand items?
- A.** **NO.** Only milk, orange juice, pineapple juice and eggs are least expensive. The participant is allowed to choose their own brands on other items as long as they meet WIC guidelines.

The new orange Cashier Cards that were provided for each vendor at the Mandatory Vendor Training are effective Oct 1st and should be placed at each checkout stand to assist cashiers with their WIC transactions.

If you do not have an orange cashier card; check with the representative sent by your store to the Mandatory Vendor Training. All cards were distributed at this training.



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

WIC Mandatory Vendor Meeting



Above: Janice Hadlock-Burnett State of Nevada WIC Vendor Coordinator



Above: Theresa Carsten Inter-Tribal Council of Nevada WIC Vendor Coordinator

Just so you know!

- ★ The new color food brochures have been mailed to all vendors– we apologize for the delay.
- ★ All yellow WIC approved shelf labels that were distributed during the training should be in place. All old labels must be removed.
- ★ Current WIC EBT scanners– unfortunately the company we have been working with is unable to design and manufacture a cord that works with our current scanners. We are doing everything we can to find a company that will be able to manufacture a safe, reliable cord that is compatible with the current system. For the time being, you will have to continue to enter the items into the system by hand. We apologize for the inconvenience this may be causing your store. The lack of new and replacement equipment is one of the reasons we have chosen to partner with JP Morgan for an all new system.

UPC Information

During the Mandatory Vendor Training each attendee received a packet of training materials. These packets included new orange cashier cards to place at each of your check stands. The packet also included a copy of the UPC Request Form. Please use this form to request that a new UPC for a WIC Approved item be added to the database. Follow these instructions to prevent any delay in adding the UPC.

- 1) Complete the form (copies of the original form can be made) for each product requested to be added to the UPC database.
- 2) Make a legible copy of the product label(s). The copies must include: the product name, manufacturer, size, and UPC barcode. This may require more than one copy per item. If you are unable to read the bar code, please write the UPC code so that we can read all of the numbers.
- 3) E-mail or FAX the **LEGIBLE** copy of the product label to Jaimie Evins at 775-684-4256.

If your copy is dark, please lighten it up a bit so that it is readable. Many times the fax comes in darker than it appears to you and cannot be read when the State receives it. If you have any questions or concerns regarding the UPC's please do not hesitate to contact Jaimie Evins at 775-684-4256.

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

Cashier Training

- ★ In the event a customer has a prescription formula and your store carries that brand– The cashier MUST NOT ask the customer to see the prescription. The cashier must sell the exact formula that is listed on the WIC paper Food Instrument or EBT card.
- ★ Whenever an error occurs when scanning, make a note of the error message before calling the Nevada State WIC Office. This will help us troubleshoot the problem in a more efficient and effective manner.
- ★ The participant’s signature is required on all WIC paper Food Instrument. Think of the WIC paper Food Instrument as a personal check; would you take a personal check without a signature? Make sure the participant’s signature is written inside the participant signature box. (You cannot redeposit a WIC paper Food Instrument if the signature is missing).
- ★ After the participant signs the WIC paper Food Instrument, check the participant’s WIC ID Folder to see if the signature matches.

IMPORTANT!!

Cashiers, the process starts with you! Take a moment to look at the WIC paper Food Instrument closely (ITCN’s Food Instruments are (GREEN) and State of Nevada WIC paper Food Instrument are (BLUE). When you compare the signatures on the WIC ID folders you will notice that ITCN’s WIC ID folder is very different than the State of Nevada ID folder. Your store will not be paid for a WIC paper Food Instrument if they are not an approved vendor. See the illustrations below:

PAY TO THE ORDER OF ANY AUTHORIZED WIC VENDOR		STATE OF NEVADA WIC PROGRAM 3427 GONI ROAD, SUITE 108, CARSON CITY, NV 89706 (775) 684-5942		75-1248 919	FSMC Acct# 802409	5210001
Participant #	Participant Name	Date Cashed	NO PAYMENT WITHOUT			
First Day to Use	Last Day to Use	<small>Payable through Nevada State Bank, Member FDIC</small>				
<h1>VOID</h1>			NEVADA WIC VENDOR STAMP			
			VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY OF USE		PAY THIS AMOUNT: \$	
			PARTICIPANT SIGNATURE			
⑈ 521000 ⑈ ⑆ 09191248 2⑆ 802409 ⑈						

ABOVE: State of NV paper Food Instrument; light blue in color
RIGHT: State of NV ID folder


PAY TO THE ORDER OF ANY AUTHORIZED WIC VENDOR		INTER-TRIBAL COUNCIL OF NEVADA, INC. WIC PROGRAM P.O. BOX 7440, RENO, NV 89510 (775) 355-0600		<small>PAYABLE THROUGH FSMC AN AFFILIATE OF FIRST STATE BANK LAKE LACUNA, MN 56023</small>		75-1248 919	FSMC Acct# 9039001
Participant #	Participant Name	Date Cashed	NO PAYMENT WITHOUT				
First Day to Use	Last Day to Use						
<h1>VOID</h1>			ITCN WIC VENDOR STAMP				
			VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY OF USE		PAY THIS AMOUNT: \$		
			PARTICIPANT SIGNATURE				
⑈ 903900 ⑈ ⑆ 09191248 2⑆ 802560 ⑈							

ABOVE: ITCN paper Food Instrument; green in color
RIGHT: ITCN ID folder

NEVADA WIC ID FOLDER

Sobre de Identificación

WOMEN, INFANTS & CHILDREN NUTRITION PROGRAM

Not valid without a signature/ No es válido sin firma 


Print Name : _____
Family Number : _____

Participant/Parent/Caregiver Signature
Firma de Participante/Padre/Guardian _____

Alternate Signature/Firma del Suplente _____

Alternate Signature/Firma del Suplente _____

State of Nevada Bureau of Family Health Services



Inter-Tribal Council of Nevada WIC Program

Participant's Name	Part. ID #

Participant's Signature: _____

Proxy Signature: _____

****These are the two Signatures of customers who may use these WIC Vouchers.****

Common Errors

- ★ When ringing up WIC food items and an error occurs: (For example)
A participant has 5 cans of Pediasure on their card or paper Food Instrument; after totaling the amount, coupons show up after each item; it takes off the amount and the total on the receipt reads \$1.61. The cashier sees that a shortage occurred. However, the items have come off the customer card, and there is only 1 can left on the card. Give the WIC customer their items. If the items DID NOT come off the card please contact SVS (Stored Value Systems) at 866-340-1015 and the Nevada State WIC Office. Coupon and cashier errors will be reimbursed on a case by case basis. The bookkeeper must contact SVS to have the Restoral Department research the problem.

Important Phone 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 or 1-866-729-1839

Thanks from the Nevada State WIC Program

The State of Nevada WIC Newsletters are released quarterly throughout the year. The news alerts are posted as new or immediate developments or changes in policies and procedures. Effective communication and educational resources are essential tools in providing the most positive working relationships between the vendor community and the Nevada WIC Program in partnership with the Inter-tribal Council of Nevada. We hope that you find these colorful newsletters helpful to you and your employees to ensure that WIC clients receive the CORRECT types of WIC foods. The WIC vendor community plays an essential role in providing nutritional foods to Nevada's Women, Infants and Children.

Nevada WIC wants to thank you for your continued support and cooperation.

We want to hear from you! Send or e-mail suggestions to:

Nevada State WIC Program
3427 Goni Rd # 108
Carson City, NV 89706

Or e-mail to kmolina@health.nv.gov or
khernandez@health.nv.gov
(775) 684-5942 TEL



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