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Program

# Cashier news

## Nevada WIC Vendor Webpage

Vendors now have easy access to vendor materials by searching the Vendor section of our NV WIC webpage.

You will be able to find and print the following:

New Food Package Materials such as  
Approved Food Lists and

Minimum Stocking Requirements

As well as EBT Assistance Phone Numbers,  
EBT training materials & much more!!!

**Check out our webpage!!!!**

<http://health.nv.gov/WIC.htm>



## Important Reminder



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

**Cultural Competency** is the ability of individuals and systems to respond respectfully and effectively to people of all cultures, classes, races, ethnic backgrounds, sexual orientations, and faiths or religions in a manner that recognizes, affirms, and values the worth of individuals, families, tribes and communities, and protects and preserves the dignity of each. Furthermore, cultural competency is a developmental process that evolves over an extended period of time.

(Cross, Bazron, Dennis & Issac, 1989).

## Vendor Information

### J.P. MORGAN

#### IMPORTANT NUMBERS TO HAVE!!

J.P. Morgan Help Desk Phone Numbers

For Equipment Issues Call 1-800-266-1033

For Information regarding Contract issues, concerns, change in banking, ordering additional WIC EBT equipment operations manuals, fact sheets, quick reference guides, or stickers call  
1-800-350-8533

If participants have card issues please refer them to the toll free number on the back of their cards.

#### IMPORTANT THINGS TO REMEMBER!!!

**New contracts-** Vendor applications will be shipped out this month. Each WIC Vendor location is required to complete this application in order to be considered for contract renewal. If your application is not received by July 24, 2009 your store will not be able to serve WIC participants after September 30, 2009. The State of Nevada WIC Program has not lifted the current moratorium, therefore only applications from existing vendors will be considered at this time. Once the application has been accepted and a store inspection completed, the 2010-2013 Vendor contract will be sent to your corporate headquarters for signature and approval.

**All Vendors-** are required to have the signage provided by J.P. Morgan posted. You are required to have a small EBT Accepted here sticker at each lane that has the new WIC EBT Equipment so that the cardholder can recognize which lanes to use. You are also required to have the larger WIC Accepted here signs posted at the entrance to your stores. All Vendor locations will be inspected prior to the renewal of any contracts. Your stores will not pass inspection if you do not have the signs in place. If you need additional signs please contact J.P. Morgan at 1-800-350-8533.

**All Vendors-** are required to accept all forms of WIC benefits until further notice. If equipped, you must keep your SVS equipment functioning until the State of Nevada comes to remove it.



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

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

## Cashier Training

### Cashier Do's and Don'ts



- **DO!**- Provide WIC participants with their WIC EBT transaction receipts. The WIC EBT transaction receipt lets the card holder know what items were purchased and what the remaining balance is on their WIC EBT card.
- **DON'T!**- Ask participants to provide you with their WIC EBT PIN NUMBERS. It is a violation of your WIC EBT contract to ask participants to provide you with their WIC EBT card PIN number. You must have the J.P. Morgan WIC EBT equipment placed so that the participant is able to enter their own PIN number.
- **DO NOT!**- Direct WIC participants to the self checkout lane. Nevada WIC cannot be accepted in the self checkout lanes.



**At the time of installation, J.P. Morgan provided all vendors with a training video on how to operate the EBT equipment. Be sure that all cashiers take the time to review this training video. If you did not receive the video or need additional copies, please contact J.P. Morgan at 1-800-350-8533.**

## Cashier Question



**Q** What is the difference between Similac Advance and Similac Advance Early Shield 12.9 ounce cans of powdered formula?



**A** They are the same product. Similac Advance is being replaced by Similac Advance Early Shield. Similac Advance has been discontinued. Both Advance and Advance with Early Shield have the same UPC numbers on the can for a smooth transition. The Similac Advance with Early Shield 1 quart ready to feed will however have a new UPC code.

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

Nevada State WIC Program

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Or e-mail to [kmolina@health.nv.gov](mailto:kmolina@health.nv.gov) or [khernandez@health.nv.gov](mailto:khernandez@health.nv.gov)

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