



What is WIC?

WIC is a supplemental nutrition program that is designed to improve the nutritional health of income eligible pregnant, breastfeeding and postpartum women, infants, and children up to five years old. WIC is a federally-funded program and provides participants with nutritious foods, nutrition and breastfeeding education, and referrals to health care and social programs.

The WIC Program provides supplemental foods to participants. Supplemental foods means those foods containing nutrients determined by nutritional research to be lacking in the diets of pregnant, breastfeeding, and postpartum women, infants and children and foods that promote the health of the population served by the program, as indicated by relevant nutrition science, public health concerns, and cultural eating patterns. WIC is available to eligible participants without regard to race, color, national origin, sex, age, or disability.



Information about the New IRS Requirements

New IRS reporting requirements have been added to the Internal Revenue Code by the *Housing and Economic Recovery Act of 2008* requiring payment settlement entities to report to the IRS, for each merchant, the gross amounts for all payments card transactions made on or after January 1, 2011 via form 1099-K. In order to comply and to avoid IRS mandatory withholding of 28% of the merchants daily gross payment, each merchant must provide J.P. Morgan their Tax ID information.

Your Action Is Required!

You must provide J.P. Morgan with a completed and signed Form W-9 by either secure e-fax or mail at:
Fax: 1- 866-427-6301 (secure electronic fax)

Mailing address:

J.P. Morgan EFS
Retail and Field Support
P.O. Box 30078
Tampa, FL 33630-3078

Visit the J.P. Morgan EFS Retailer Web site www.ebtreailerinfo.jpmorgan.com to download a Form W-9, or review instructions for completion.

Call the J.P. Morgan General Retailer Help Desk at 800-350-8533 for questions regarding this requirement.

THE IN'S AND OUT'S OF UPC'S

In order to have a UPC added for a WIC approved item you must do the following:



1. Complete the UPC form 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: product name, manufacturer, size, and UPC barcode. This may require more than one copy per item. If you are unable to read the barcode, 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 jevins@health.nv.gov or fax to 775-684-4246.

UPC request forms can be printed online at <http://health.nv.gov/PDFs/WIC/upcrequest0909.pdf>

If your copy is dark, please lighten it up so it is readable. Faxes may come in darker than they appear to you.

If you have a question regarding UPC's please contact Jaimie Evins at 775-684-4256.

Adding UPC's: It Takes Time

When requesting to add a UPC to the database, please keep in mind that it is not an overnight process. Due to the time intensive process and the size of the UPC database, it is only updated once a month. Each time it is updated, the file must be sent to JP Morgan; they keep it for a day to do a data review, then send the file to Fidelity National Information Services (FIS). At this point the file is ready to be downloaded to each terminal device. Each device dials in to schedule a download time. This process can take up to two weeks for all devices to be updated. We greatly appreciate your patience and understanding when requesting that a UPC be added to the database.



NEVADA WIC EBT VENDOR UPC REQUEST FORM

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

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

Fax To: NV State WIC Program (775) 684-4246 OR E-mail To: Data Manager jevins@health.nv.gov

Vendor Information		
Vendor Name:		Store Number:
Address:		WIC Vendor Number:
		Phone Number:
City:	ZIP Code:	Fax Number:
Product Information		
Food Item: (Example: Milk, Cheese, Tuna, etc)		Item Price:
		Package Size: (Example: 5 oz)
Food Item Name: (Example: Starkist Chunk Light)		
UPC Code: (include all numbers)		
Copy of UPC Code sent: YES NO (Please Circle One)		
Copy of Label of food item sent: YES NO (Please Circle One)		
Authorized person who completed this form: (PLEASE PRINT)		
Authorized Signature:		Date:

STATE USE ONLY		
Date Received:	Received By:	
Date Reviewed:	Reviewed By:	
Decision:	Approved	Not Approved
Reason:	Review Pending	
Date UPC Entered:	Entered By:	
Category:	Sub Category:	Vendor Peer Group:

Cashier Training



Cashiers are responsible for knowing which items such as milk, eggs, and pineapple or orange juice are the least expensive available in your store.

Although the higher priced products may scan, they are not the least expensive product available in your store at the time the participant is shopping.

The item will scan because the UPC codes have to be in the database for those vendors that may only carry one brand. Several of the rural vendors carry the more expensive name brands because that is all that is available to them.

You are **NOT** in compliance with your contract if you are selling items that are not the least expensive **when specified**.



You must scan every item that a participant brings to the register. You are not expected to know every item that is available, however you cannot just tell a participant “No” because you do not think the item is WIC approved. Scan the item and if it does not go through, tell the participant what the error message is.



On several occasions participants have been told they cannot purchase items that ARE WIC approved. Some reasons for this error may be: the Cashier did not know it was WIC approved product and/or did not scan it to verify; the participant did not have enough ounces left on their card; and/or it was the size they were attempting to purchase not the brand.









When in doubt always refer to your Authorized WIC Foods Card. Stores are required to have the current card at each register equipped to complete WIC EBT transactions.

Vendors need to remember the following:

- * Check that the formula on shelves has not expired. Selling expired formula to a participant is a violation.
- * All stores are required to meet the minimum stocking requirements at all times.
- * If specific WIC items are needed to fulfill WIC participant’s prescriptions, your store will be notified by the State Agency of which items from the WIC Approved Food List you must stock within 48 hours.
- * Stores are **REQUIRED** at all times to have at least one register open that accepts WIC transactions. It can be embarrassing for WIC participants to have to find a cashier to check out. We want our WIC clients to experience good customer service in all aspects of the program.
- * Make sure to clearly mark your whole grains. This includes approved tortillas, brown rice, and whole grain breads.



Nevada and ITCN Approved Foods List

WIC FOODS	DETAILS
 Fruits and Vegetables	<ul style="list-style-type: none"> Any brand and variety of fresh, frozen, or canned fruits and vegetables Whole, cut, or mixed fruit and vegetables, except white potatoes. Orange yams and sweet potatoes are allowed. Organic is allowed <p>NOT ALLOWED</p> <ul style="list-style-type: none"> No dried fruits and vegetables No added sugar, fats, or oils No added sauce or creamed or pickled vegetables No added rice, meat, pasta, white potatoes or noodles No breaded or battered vegetables, no fruits and vegetables from the salad bar, no fruit baskets, no party vegetable trays, and no ornamental or decorative fruits or vegetables such as chili peppers on a string, garlic on a string, gourds, painted pumpkins, and no french fries, tater tots, hashbrowns, etc.
 Whole Grain Bread	<ul style="list-style-type: none"> NO Organic NO Light Bread NO Buns or Rolls Loaf of Bread 16 ounce packages only Whole grain must be the first ingredient listed on the packaging.
 Brown Rice	<ul style="list-style-type: none"> NO Organic NO Bulk NO Ready to Serve NO Boil in a Bag 16 ounce bags or boxes allowed Instant, Quick, or Regular Cook Time Short or Long Grain
 Tortillas	<ul style="list-style-type: none"> NO Organic Whole Wheat and Corn Only 16 ounce packages only Whole grain must be the first ingredient listed
 Tofu	<ul style="list-style-type: none"> NO Organic Plain, calcium-set tofu, which is: Firm or medium Refrigerated, water-packed only Brands: Asumaya House Premium
 Soy Beverage	<ul style="list-style-type: none"> Pacific Ultra Soy, Plain, shelf stable Pacific Ultra Soy, Vanilla, shelf stable Quart size (32 oz container) 8th Continent Soymilk, Original Half Gallon (64 oz container)
 Canned Sardines	<ul style="list-style-type: none"> ANY BRAND 3.75 ounce can or larger Packed in water, oil, mustard, or ketchup No Added Seasonings
 Baby Food Fruits and Vegetables	<ul style="list-style-type: none"> NO Organic ANY BRAND Step 2 Only Single Fruits or combinations of fruits in 3.5-4 ounce containers Single Vegetables or combinations of vegetables in 3.5-4 ounce containers






<p>Baby Foods Meats</p>	<ul style="list-style-type: none"> • NO Organic • ANY BRAND • Step 1 or Step 2 • Added broth or gravy allowed • MEATS <ul style="list-style-type: none"> Beef Chicken Ham Lamb Turkey Veal
<p>Milk</p>	<p>Least expensive brand of these types of unflavored, pasteurized non-organic milk in quarts, half gallons and gallons:</p> <ul style="list-style-type: none"> • Whole (3.5%), reduced (2%), low fat (1%) or skim (non-fat) Vitamin A and D fortified • Acidophilus and lactobacillus • Lactose-free and lactose-reduced (e.g. Lactaid) • Fluid Shelf Stable • Dry Vitamin A and D fortified • Evaporated milk • Fresh or Evaporated Goat's Milk
<p>Cheese</p>	<p>Any brand of these types (or combination of the listed types) of non-organic cheese in 16 ounce package only:</p> <ul style="list-style-type: none"> • Cheddar • Colby • Longhorn Style • Jack • Mozzarella (regular or string) • Processed American <p>Cheese may be:</p> <ul style="list-style-type: none"> • Blocked, sliced, or mixed • Regular, Reduced Fat, Low Fat, or Fat Free • NO Individually wrapped slices
<p>Eggs</p>	<ul style="list-style-type: none"> • Least Expensive Brand • Grade AA • Dozen only • Chicken Eggs Only • Large (substitution of Medium size eggs is allowed only when large eggs are not available) <p>Hardboiled eggs will remain authorized for participants that have inadequate storage/cooking.</p>
<p>Dried beans, peas, or lentils</p>	<ul style="list-style-type: none"> • Any brand • 16 ounce bag
<p>Peanut Butter</p>	<p>Any brand of these types of non-organic peanut butters in 16 to 18 ounce containers :</p> <ul style="list-style-type: none"> • Creamy • Chunky • Extra chunky • Salted or unsalted
<p>Cereal</p>	<p>12 ounce boxes or larger 36 ounce box maximum</p> <p>Cold:</p> <ul style="list-style-type: none"> • Mom's Best Naturals <i>Oats & Honey Blend</i> • Malt O Meal <i>Honey & Oat Blenders</i>

(WG) - Whole Grain



	<p><i>Honey & Oat Blenders w/Almonds</i> <i>Frosted Mini Spooners (WG)</i> <i>Strawberry Cream Mini Spooners (WG)</i> <i>Crispy Rice</i></p> <ul style="list-style-type: none"> • General Mills Cheerios Regular (WG) • General Mills Multi Grain Cheerios (WG) • General Mills Kix • General Mills Honey Kix (WG) • General Mills Chex <i>Wheat (WG)</i> <i>Corn</i> <i>Rice</i> • Kellogg's Corn Flakes • Kellogg's Frosted Mini-Wheats Regular or Bite Size (WG) • Post Banana Nut Crunch (WG) • Post Grape Nuts (regular only) (WG) • Post Honey Bunches of Oats <i>Honey Roasted</i> <i>Almonds</i> <i>Vanilla Clusters (WG)</i> • Quaker Oats Life (regular only) (WG) <p>Hot:</p> <ul style="list-style-type: none"> • Malt O Meal <i>Original Hot Wheat Cereal</i> <i>All Natural Creamy Hot Wheat Cereal</i> <i>Farina Hot Wheat Cereal</i> • Mom's Best <i>Naturals Quick Oats (WG)</i> • Quaker Oats Oatmeal (WG) <i>Instant Mix n Eat, regular flavor only</i> • Nabisco Cream of Wheat (Any cooking time except instant) • Nabisco Cream of Wheat Whole Grain (WG)
<p>Infant Formula</p>	<ul style="list-style-type: none"> • Formula with iron (unless specified otherwise). Must be exact item on printed Shopping List.
<p>Infant Cereal</p>	<p>8 ounce boxes of Dry Gerber or Beechnut infant cereal. (unless otherwise specified on the Shopping List)</p> <p>May be: <i>Whole Wheat (WG), Multi-Grain, Barley, Rice, Oatmeal, or Mixed</i></p> <p>NO organic, single serving or added fruit.</p>
<p>Juice - 64 ounce bottles or carton, single strength</p> <p>Note: This container size is for children only</p>	<p>100% Fruit Juice</p> <p>Apple Juice:</p> <ul style="list-style-type: none"> • Seneca Apple (Red Label only) • Tree Top Apple (Green Label only) • Juicy Juice Apple Raspberry • Juicy Juice Apple Banana • Juicy Juice Apple • Langer's Apple Juice <p>Grape:</p> <ul style="list-style-type: none"> • Welch's White Grape • Welch's Purple Grape • Juicy Juice Grape • Juicy Juice White Grape • Langer's Red Grape

	<ul style="list-style-type: none"> • Langer's White Grape <p>Orange and Pineapple:</p> <ul style="list-style-type: none"> • Least Expensive Brand <p>Vegetable</p> <ul style="list-style-type: none"> • V8 <p>Other Flavors:</p> <ul style="list-style-type: none"> • Juicy Juice Cherry • Juicy Juice Berry • Juicy Juice Strawberry Banana • Juicy Juice Kiwi Strawberry • Juicy Juice Orange Tangerine • Juicy Juice Punch • Langer's Mixed Berry 	
<p>Juice – 11.5 or 12 ounce cans, frozen or “pourable” concentrate</p> <p>Frozen and pourable juices reconstitutes to 48 fluid ounces.</p> <p>Note: This container size is available to women only.</p>	<p>100% Fruit Juice</p> <p>Apple Juice:</p> <ul style="list-style-type: none"> • Seneca (Red Label only) • Tree Top (Green Label only) • Juicy Juice Apple • Langer's Apple Juice <p>Grape:</p> <ul style="list-style-type: none"> • Welch's White Grape • Welch's Purple Grape • Welch's White Grape Cranberry • Welch's White Grape Raspberry • Welch's White Grape Pear • Welch's White Grape Peach <p>Orange and Pineapple:</p> <ul style="list-style-type: none"> • Least Expensive Brand <p>Other Flavors:</p> <ul style="list-style-type: none"> • Juicy Juice Berry • Juicy Juice Punch • Langer's Spring Blend • Langer's Summer Blend • Langer's Autumn Blend • Langer's Winter Blend 	
<p>Tuna</p>	<p>Any Brand Chunk Light</p> <ul style="list-style-type: none"> • Packed in water • 5 ounce cans or larger • Must be light tuna 	

Cashier Training-Baby Foods

Participants are purchasing jarred baby foods that are not WIC approved.



When a participant brings multiple jars of baby food to the register, you must scan **each jar**. We are finding that cashiers are counting the number of jars and entering the number into the POS machine and scanning 1 UPC code allowing participants to purchase Mac N Cheese, Chicken and Rice, etc.

We have witnessed cashiers coming across a jar of infant food that will not scan, so they will scan a jar they previously scanned AND give the participant the jar of unapproved food.

We have also noticed that some vendors are requiring WIC participants to separate their jarred baby foods by flavor so that they can just scan one UPC code and then enter the number of jars. Participants are not required to separate their jarred baby foods.

To remain in compliance with your contract, you must scan each individual jar ensuring that participants are not purchasing unapproved flavors of jarred baby foods.

CASHIERS MUST INDIVIDUALLY SCAN EACH JAR

WIC EBT CARD PROCESSING

Ring up WIC foods separately from other foods.

DO NOT ask the participant for their PIN (Personal Identification Number) number. The participant must enter their own PIN number.

DO NOT disallow a food item based on the Balance Inquiry. Try to scan the food item, if it scans the participant is allowed to get it.

YOU MUST provide Least Expensive Brand AVAILABLE when Least Expensive Brand is specified.

DO NOT charge sales tax

DO NOT give Refunds or Rain Checks.

Always give the cardholder a receipt which reflects the correct quantities of WIC items purchased.

Never ask the participant to pay the difference between the requested price and the maximum price paid by the WIC program, (this is not the same as pay the difference for the Cash Value Benefit)

Deduct for any coupons.

The customer is not required to buy all of the foods listed on their shopping list or balance inquiry. The buyer cannot buy more than the amounts listed; however, they may use the store's "buy one, get one free" offers like other customers.

In the case of a "buy one, get one free" offer, the item being bought with the WIC Food Instrument must be a WIC-approved food and the "free" item must be on the Food List as well.

Cash Value Benefit Processing



1. Cash Value Benefits (CVB) are a dollar amount placed on the participant's card for purchasing WIC Approved fruits and vegetables only.
2. Participants may purchase any variety of fresh whole or cut fruit, and/or vegetables (except white potatoes) using their CVB.
3. Participants are allowed to PAY the Difference if they exceed their CVB amount.
4. The amount that exceeds their benefit will print out on the EBT receipt as PAYMENT DUE.
5. This payment can be made via cash, debit card, credit card, or Food Stamps (SNAP).
6. A confirmation receipt will print before the transaction is sent showing the PAYMENT DUE. At this point the participant can decide to make the payment or return a portion of their fruit and vegetable purchase. Use the LIST function to remove the fruits and/or vegetables from the purchase.



OFFLINE MANUAL AUTHORIZATIONS

1. If your WIC POS equipment is unavailable you can do a Manual Authorization for up to 2 cans of formula. The Manual Authorizations are only allowed to be used for formula.
2. The Manual Authorization will only go through if the participant has a sufficient balance available.
3. The Offline Manual Authorization phone number is located on your POS terminal and on the back of the participants WIC EBT card.
4. You must call the number and obtain an authorization number. If an authorization number is not received for the transaction at the time of purchase, the vendor is liable for the amount of the purchase and will not be reimbursed for the purchase.
5. Prepare the J.P. Morgan EFS Offline WIC Authorization form (all stores are supplied these forms free of charge. The authorization form is a two part yellow and white form with a unique number printed in the upper right hand corner)
6. Complete all sections of the Authorization form except for the authorization number section, the amount and the signatures. The authorization number and the signatures will be filled in after the telephone call to the J.P. Morgan Offline WIC Manual Authorization telephone number, if the transaction is approved.
7. **It is important to know the UPC of the formula that you are requesting for manual purchase. This should be written in on the WIC EBT Offline Manual Authorization form in the space provided on the bottom right-hand of the document.**
8. Customer Service will ask for the vendor's seven digit unique WIC Vendor ID number; You will then be asked to enter the six-digit J.P. Morgan EFS Offline Manual Authorization form number (from the upper right corner); enter the participant's entire WIC EBT card number; and the UPC numbers for the items that are being requested for purchase.
9. J.P. Morgan EFS Customer Service will then approve or deny the purchase. If the purchase is approved, Customer Service will give the caller an authorization number for the purchase. The authorization number must be written on the J.P. Morgan Offline WIC Authorization form. Fill in the exact authorized unit quantity, then both the participant and the cashier are to sign the voucher in the areas marked. The vendor should verify the signature on the back of the card against the signature on the signed authorization form.
10. Verify that the correct date and time are entered.
11. Give the cardholder the top copy (white). The bottom copy (yellow) is retained by the vendor. You are required to keep the yellow copy for 3 years as specified in the J.P. Morgan EFS Vendor Agreement.
12. The J.P. Morgan EFS Manual Authorization must be cleared within 5 days.
13. Once the POS terminal is returned to full functionality, the offline authorization must be cleared electronically through the POS terminal.

J.P. MORGAN EFS OFFLINE WIC AUTHORIZATION		No.123456
<p>Important! Authorizations must be cleared on the POS device within 5 calendar days of the purchase or funds will not be reimbursed.</p>		
Transaction Date, Time	_____ / _____ / _____ : _____	Cleared Date, Time
WIC Vendor Number	_____ / _____ / _____	
Store Name (Please Print Legibly)	_____	
Address	_____	
City / State / Zip	_____	
Phone Number	_____	
Authorization Reason	_____	
Supervisor / Clerk Signature	_____	
UPC #1	_____	City _____
Requested Price \$	_____	Approved Price \$ _____
UPC #2	_____	City _____
Requested Price \$	_____	Approved Price \$ _____
Card Number	_____	
Cardholder Name (Please Print Legibly)	_____	
Cardholder Signature	Date	_____ / _____ / _____
<p><i>By signing this authorization, I believe that WIC benefits are available for the full amount of this transaction.</i></p>		
\$ Purchase Amount	_____	Authorization Number _____
<p>Presentation of this authorization by the WIC Vendor is prohibited if the phone authorization was denied.</p>		
<p><small>WHITE - Cardholder Copy; YELLOW - WIC Vendor Copy</small></p>		

IMPORTANT REMINDERS FOR CASHIERS

- ✓ WIC purchases are tax exempt.
- ✓ DO NOT give change, cash or refunds.
- ✓ Rain checks cannot be given for WIC foods.
- ✓ Allow only authorized WIC foods. The item must scan into the POS machine.
- ✓ Accept coupons if presented.
- ✓ Always refer to your Authorized WIC Foods Card.
- ✓ Only Allow Least Expensive Brand AVAILABLE when least expensive brand is specified.
- ✓ Never ask a participant for their PIN number.



Quaker has changed box sizes of Life cereal. They have been added to the database and should be included in the next update to the stores.

Participants are complaining that vendors are not allowing them to purchase whole grains. Participants are allowed to purchase whole grains such as whole grain breads and tortillas as well as brown rice.

The yellow WIC approved shelf tags are NOT optional, they are a requirement of all WIC vendors as stated in the vendor contracts. Vendors can be suspended and/or terminated from the program if the WIC Approved items are not marked in your stores. All old WIC shelf tags are to be removed. Only the yellow WIC approved tags are allowed.



Make sure to visit our website!
http://health.nv.gov/WIC_VendorInfo.htm

We want to hear from you!
Send or e-mail your questions to:
Nevada State WIC Program
4126 Technology Way #102
Carson City, NV 89706
Or e-mail to kmolina@health.nv.gov
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In accordance with Federal law and the U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, and or disability.

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

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