

# Vendor eBulletin

October 2023

Please review and distribute this Washington State Department of Health WIC Vendor e-Bulletin to all store employees who may interact with WIC participants, WIC foods, or WIC staff. You can find this e-Bulletin and past issues on our DOH WIC vendor webpage:

<http://www.doh.wa.gov/YouandYourFamily/WIC/WICVendors>.



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learn more

**READ, INITIAL, and PLACE in your WIC Vendor Training binder.**



## WIC VENDOR RECONTRACTING

**Congratulations to 660 WIC vendors for successfully completing the reauthorization process in Washington!**

**The new WIC Vendor contract period is October 1, 2023, through September 30, 2026.**

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Woo hoo!  
Well done  
Hooray!

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## \*\*NEW\*\* CANNED FRUITS AND VEGETABLES ADDED

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As of October 2, 2023, WIC participants may purchase select canned fruits and vegetables (F & V) with their Cash Value Benefits (CVB). We added over 300 canned F & V and anticipate more will be added as “I couldn’t buy this” reports are received through the WICShopper mobile app.

Please work with your POS provider to ensure the Approved Products List (APL) is uploaded frequently, if not nightly. This ensures your POS system will allow WIC products to be purchased each time WIC foods are added or removed. For a complete list of Washington WIC foods, the [“Approved Product List \(Excel\)”](#) document can be found on our [WIC Vendor webpage](#) or by scanning the QR code.



scan to view  
the APL

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## INFANT FORMULA THEFT

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Infant formula is a common target for theft due to its high demand and value. Many stores are locking up formula to prevent shoplifters from taking these products. The extra security measures also help stop people from bulk-buying the product, leaving some shelves empty. As a reminder, stores are required to always have nine (9) cans of Similac Advance Powdered Formula 12.4 oz. available for WIC customers.

For these reasons, WIC encourages all stores to keep formula in a secure area. If you decide to place or are currently placing formula in a secure area other than the aisle where baby items are found, we suggest putting a sign up for customers of where to locate infant formula.

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## COMING SOON: NEW WIC SHOPPING GUIDE

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We are excited to announce the Washington WIC Shopping Guide has been updated and will be available soon.

Shopping Guides will be printed in 17 languages. Each store will be shipped English and Spanish versions of the guide. Additional guides may be requested using the [Vendor Supply Order Form](#).

You can now view the Shopping Guide online at [WIC Shopping Guide | Washington State Department of Health](#) or by scanning the QR code in 17 languages.



scan for  
Shopping  
Guide

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## WIC VENDOR TRAINING DOCUMENTATION

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WIC Vendor Training documentation is a contract requirement that could result in a penalty if not kept and available as requested. Whether some is kept in a folder or online, it must be available to review if requested. Training documentation may include the review of quarterly e-Bulletins, the WIC Annual Training Document, and staff interactive training, for example.

Please keep all WIC training documentation for the current contract period and if a new contract just started, also keep one year of the previous contract period.

### Contract Language:

**7.1.6** Upon request, make all records related to the WIC Program available for inspection and audit by the Department, USDA Food and Nutrition Services, and the Comptroller General of the United States at any reasonable time and place.

**10.1.6** Maintain records identifying when training took place, and which staff were trained, for staff trained by store representatives for the duration of the contract period.

## WICSHOPPER APP: COOKING MATTERS

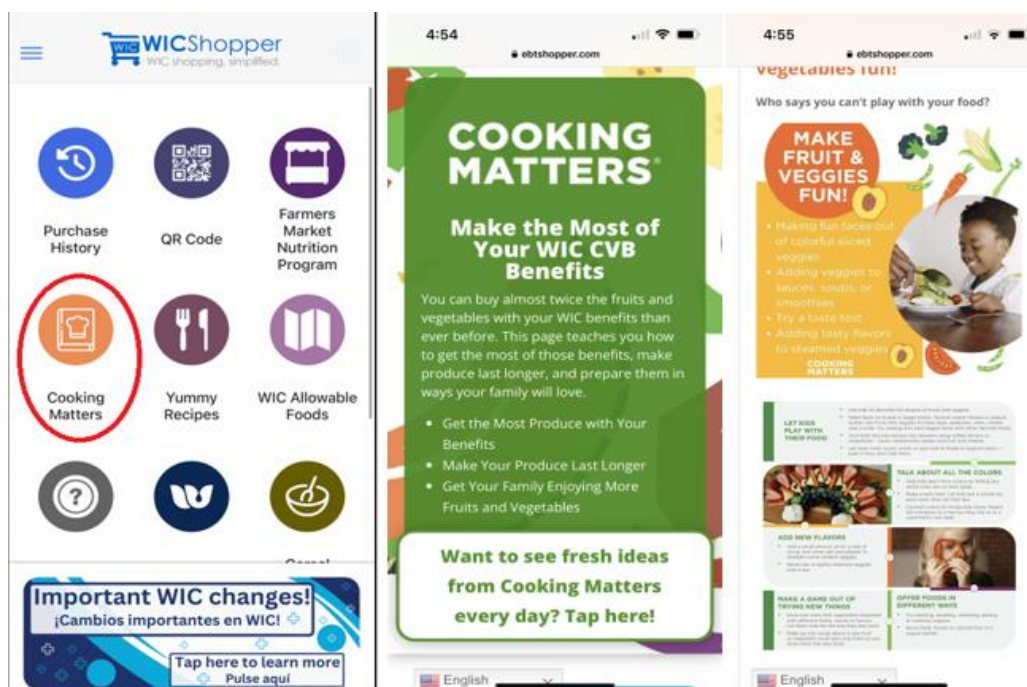


You may agree with the 96% of WIC participants that use the WICShopper app for a better shopping experience. Tools are easy to use, and the download is free in the App Store™ and Google Play™.



scan to  
learn more

The “Cooking Matters” icon brings up a selection of helpful tips on how to best utilize WIC foods. One example includes fun ways to use fruits and vegetables to appeal to kids, such as making faces with food on the plate or making smoothies.



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## WIC VENDOR MANAGEMENT TEAM

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The Washington State WIC Vendor Management Team's goal is to build strong relationships and provide support to stores so they may be successful WIC vendors.



Our three Vendor Management Specialists work directly with 660 authorized WIC stores and their employees, stores interested in becoming WIC vendors, and corporate offices.

We provide technical assistance and education, in person and online interactive vendor training, education buys, routine store monitoring, and provide supplies upon request.

Contact your Vendor Management Team by calling (800) 841-1410, option 2, or emailing [WICRetailManagement@doh.wa.gov](mailto:WICRetailManagement@doh.wa.gov).

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## WHO IS WIC ELIGIBLE?

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Washington State WIC offers multiple resources to help safeguard and improve the health of mothers and children up to age 5, for a greater opportunity to grow and thrive.

Eligibility depends on household size and income.

- WIC is a nutrition program for pregnant women, new and breastfeeding moms, and children under five.
- Dad, grandparents, and other caregivers of children under the age of five may also sign kids up for WIC.
- Foster children under age five and foster teens who are pregnant are eligible for WIC.
- If a person or family member is on Medicaid, Temporary Assistance for Needy Families (TANF), or Basic Food they may be eligible for WIC too.
- Many working families and military families are eligible for WIC.



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find WIC  
clinics

There are over 200 WIC clinics in Washington State. A person contacts a [local WIC clinic](#) for an assessment. If a clinic health worker determines the adult or child meets the nutritional risk criteria, the applicant becomes a participant and receives a customized food prescription benefit.

Food benefits issued to WIC participants are exchanged in authorized WIC stores for nutritious foods high in protein, calcium, iron, or vitamins A & C.

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## WIC SUPPLIES FOR YOUR STORE

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Vendor Training Guides, WIC shelf tags, WIC Shopping Guides, WIC Accepted Here window clings, and other supplies are available at no cost to WIC stores.

To request WIC Vendor supplies simply complete the [Vendor Supply Order Form](#) on the [WIC Vendor Training Information page](#) or by scanning the QR code. Provide complete and accurate contact information to receive requested supplies promptly.

Stores may also send an email to [WICRetailManagement@doh.wa.gov](mailto:WICRetailManagement@doh.wa.gov).



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*We are here for you!*

Washington State WIC is grateful to you for your dedication to providing nutritious foods for program participants and continuing to support the WIC program.

### CONTACT US

**Washington State Department of Health**  
Office of Nutrition Services, WIC Vendor Management  
(800) 841-1410 Ext. 2

[WICRetailManagement@doh.wa.gov](mailto:WICRetailManagement@doh.wa.gov)  
<https://www.doh.wa.gov/YouandYourFamily/WIC/WICVendors>

**WIC Foods:** [WaWICFoods@doh.wa.gov](mailto:WaWICFoods@doh.wa.gov)

**Complaints:** [www.doh.wa.gov/youandyourfamily/WIC/makeacomplaint](http://www.doh.wa.gov/youandyourfamily/WIC/makeacomplaint)

For all POS related issues contact your POS Provider

This institution is an equal opportunity provider. **Washington State WIC Nutrition Program doesn't discriminate.**

To request this document in another format, call 1-800-841-1410. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email [WIC@doh.wa.gov](mailto:WIC@doh.wa.gov).



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