

WIC Vendor e-Bulletin

April 2023

Welcome to the Washington State Department of Health WIC Vendor e-Bulletin. Please share this with all staff involved in WIC. **READ, INITIAL, and place in WIC Training binder.**

You can find a copy of this document and back issues of e-Bulletins on our DOH WIC website:

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

COMING SOON: WIC VENDOR RECONTRACTING



The end of the current WIC vendor agreement contract period is approaching. Below are some important dates to be aware of.

May 31, 2023: Details for reapplying will be emailed to WIC authorized store contacts. Let us know if your store contacts have changed.

June 1, 2023: Store owners or authorized representatives may begin the application process for the 2023-2026 contract period.

August 31, 2023: Reauthorization applications are due. Applications received after August 31, 2023, may not be processed in time for the October 1, 2023, contract start date.

September 30, 2023: All current contracts for Washington WIC authorized vendors expire at 11:59 PM.

October 1, 2023: A signed contract must be in effect to continue accepting WIC transactions.

FARMERS MARKET NUTRITION PROGRAM CHANGES

What's NEW? Beginning **June 1, 2023**, you may notice that some WIC Cards include a Quick Response (QR) code sticker attached. The QR code stickers are used to redeem Farmers Market Nutrition Program (FMNP) benefits at authorized farmers markets and farm stores.

What is changing? The WIC FMNP is changing from paper vouchers to electronic benefits. Participants will be provided with a QR code for scanning by authorized growers at farmers markets and farm stores. In addition to supporting farmers market transactions, these QR codes will access a participant's WIC Cash Value Benefits (CVB), allowing the use of CVB to purchase fresh fruits and vegetables at markets and farm stores.

Impact: The FMNP changes have no impact on WIC transactions at grocery stores. You may notice a QR code sticker on WIC cards.



WIC Vendor e-Bulletin

April 2023

FORMULA RECALL – GERBER GOOD START® SOOTHEPRO™ POWDER

Gerber announced a [voluntary recall](#) of **Good Start® SoothePro™ powder** in specific lot numbers and container sizes due to possible contamination.

This recall does not affect liquid concentrate, ready-to-feed (RTF) formulas, other Gerber formulas, or other WIC approved formulas.

Call Gerber at 1-800-777-7690 for answers to any formula specific questions.

SIZE	LOT	USE BY
12.4 oz	300357651Z	04 JUL 2024
12.4 oz	300457651Z	05 JUL 2024
12.4 oz	300557651Z	06 JUL 2024
12.4 oz	300557652Z	06 JUL 2024
12.4 oz	300757651Z	08 JUL 2024
12.4 oz	300857651Z	09 JUL 2024
12.4 oz	301057651Z	11 JUL 2024
12.4 oz	301057652Z	11 JUL 2024
12.4 oz	301157651Z	12 JUL 2024
19.4 oz	301557652Z	16 JUL 2024
30.6 oz	301357652Z	14 JUL 2024
30.6 oz	301457652Z	15 JUL 2024
30.6 oz	301557651Z	16 JUL 2024

INFANT FORMULA RETRACTION PLAN

WIC temporarily added almost 100 formulas in response to the February 2022 infant formula recall. The USDA has directed WIC to return to contracted formulas and Washington WIC is phasing out these temporary formulas in groups to meet the USDA waiver deadlines. We are now in Phase 3, which began March 1, 2023.

Dates for the final two phases are **May 1, 2023, and July 1, 2023.**

Visit the [WIC Approved Infant Formula](#) page of our website or scan the QR code to view a complete list of approved formulas and their effective dates.



WE ARE HERE TO HELP WIC STORES AND WIC CUSTOMERS



Has your store encountered an issue with a WIC transaction?

Please contact us within 15 days of the occurrence or as soon as possible. We achieve better outcomes when situations are reported promptly. Provide all available detailed information such as the product, receipt copy, and issue details of what occurred via email at WICRetailManagement@doh.wa.gov or call (800) 841-1410 Ext. 2.

Our goal is to help solve, rule out a POS or product issue, and determine how to avoid similar issues in the future.

WIC Vendor e-Bulletin

April 2023

WIC SHOPPER APP HIGHLIGHT: FIND A WIC CLINIC NEAR ME

Want to find your local WIC clinic? Knowing where your local WIC clinic is and how to contact them can help WIC customers. For example, if you have a specialty formula in stock that customers are slow to purchase, contacting the local WIC clinic can result in a WIC customer looking for that formula.

Use the [WICShopper app](#) to locate all WIC clinics across Washington State with just the touch of a button.

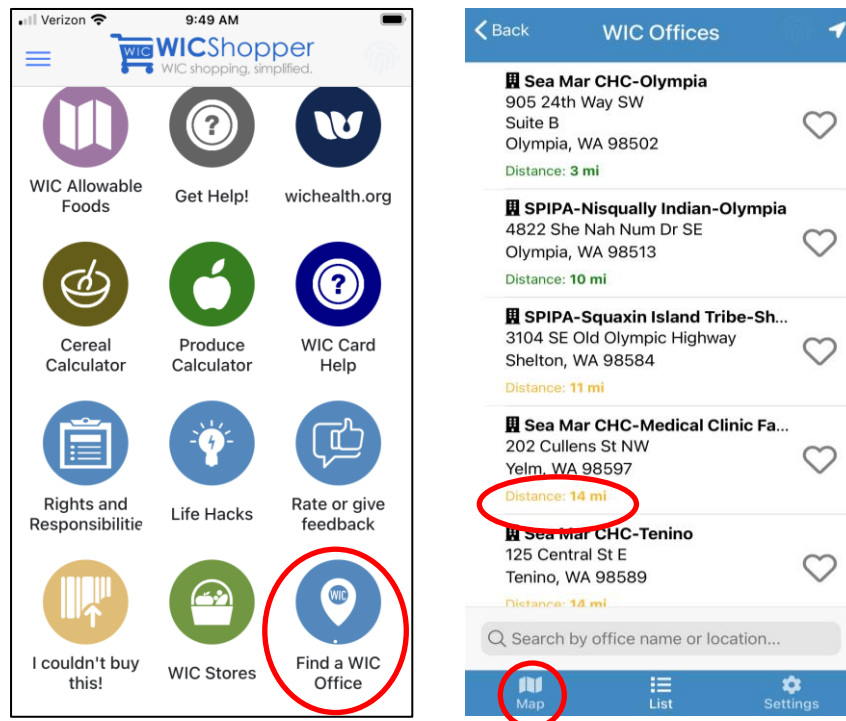
Turn on location services to find clinics closest to your present location.

Select: **Settings menu**; Choose: **Privacy & Security**; Find: **Location Services** and turn it on.

Users have the option to view clinics in a “list” view or “map” view.




The WICShopper app is a recommended tool for participants and store staff alike. Plus, it’s easy to use and free to download.


To learn more about the WICShopper app visit <https://doh.wa.gov/you-and-your-family/wic/shopping-wic/wicshopper-app>



HOW TO INSTALL THE APP:

Download **WICShopper** from your app store.

WASHINGTON  Select **Washington**.

WIC Vendor e-Bulletin

April 2023

PRODUCE MAPPING

Why does a WIC participant's produce selection not ring up as WIC approved?

New produce is delivered to stores all the time. Each new brand of packaged produce may have a different UPC from the one before. A produce item or UPC not yet mapped in the store's Point of Sale (POS) system may not be purchased with WIC benefits, even if it is a WIC approved food.

What can stores do?

Contact corporate or POS provider to report the new produce item for mapping upon arrival.

Promptly mapping new produce will prevent issues at the check stand.

Please scan the QR code or visit the "Produce Mapping" section of our WIC Vendor webpage at <https://doh.wa.gov/you-and-your-family/wic/wic-vendors> for additional information.



RECENTLY ADDED PRODUCTS

Visit [962-975-WICVendorAuthorizedProductList.xlsx \(live.com\)](#) on our website or scan the QR code and open the "WIC Authorized Product List for Vendors (Excel)" to view a complete list of Washington WIC Authorized Foods. Selecting the "UPCs Added in the Past Month" tab at the bottom of the spreadsheet will provide a list of most recently added items.



WIC TRANSACTION 50-ITEM LIMIT

Large WIC purchases may cause a transaction to be declined at the register. A maximum number of 50 unique items may be purchased in a single WIC EBT transaction, as identified by their UPC or PLU. This is not new and rarely happens. Separating the large order into two transactions should prevent the WIC purchase from declining.

For example: If a participant buys 10 cucumbers, this is one unique item because they're all the same cucumbers using the same PLU.

If a participant buys 10 cucumbers, 6 different baby food varieties, and 4 Similac Advance Powder 12.4 oz formulas, this equals 8 unique items.

Further information can be found in the Food and Nutrition Services (FNS) WIC Electronic Benefits Transfer (EBT) [Operating Rules](#) (OR) Section 4.7.1(c)(1).

WIC Vendor e-Bulletin

April 2023

INVITATION FOR PUBLIC COMMENT ON WIC SERVICES

Some of the best suggestions for improving WIC come from store staff that interact with WIC families who purchase over \$81 million in WIC approved foods every year.

You can help improve WIC services by providing input by **June 5, 2023**, using the email below. There are just three questions. Please tell us how we can make it easier for you to support the WIC program in your community.



Help shape the future of Washington WIC!

We'd love to hear your thoughts about WIC and our services.

- What do you like about WIC?
- What would you like to change about WIC?
- Are we missing anything in the services families or stores receive from WIC?

Comment period ends June 5, 2023

To learn more, go to:

[Contact WIC | Washington State Department of Health](#)



Contact us at:

E-mail: WICStatePlan@doh.wa.gov

Mail: WIC Director
Washington State WIC Nutrition Program
P.O. Box 47886 Olympia, WA 98504-7886

Phone: Call 1-800-841-1410; press 0 for the operator

WIC Vendor e-Bulletin

April 2023

ORDERING VENDOR SUPPLIES

Vendors may request WIC Vendor supplies by completing the Vendor Supply Order Form here <https://fortress.wa.gov/doh/opinio/s?s=WICVendSupp> on the WIC Vendor Training Information webpage, by scanning the QR code, or send an email to WICRetailManagement@doh.wa.gov.



Vendor Training Guides, WIC Shelf Tags (blue), Shopping Guides in several languages, Wisdom Activities, Employee Training Records, WIC Accepted Here Window Clings, and more.



Please fill out the contact information accurately so your items may be sent and received promptly.



Thank you for your continued partnership and hard work providing food and excellent customer service to our WIC Shoppers.

CONTACT US

Washington State Department of Health

Office of Nutrition Services, WIC Vendor Management
(800) 841-1410 Ext. 2

WICRetailManagement@doh.wa.gov

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

WIC Foods: WaWICFoods@doh.wa.gov

Complaints: 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 does not 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. DOH 963-117 July 2023

