

Hello **WIC Vendor Staff**,

Please use this newsletter to stay up to date on all the upcoming changes to the Alaska Supplemental Nutrition Program for Women, Infants, and Children (WIC). If you have any questions, comments, or concerns, don't hesitate to reach out using the contact information provided at the end of this newsletter.

Sincerely,  
Your WIC Vendor Management Unit

### 3. Remember: Manual Entries Are Not Accepted

Alaska WIC does not allow manual entry of card numbers. All transactions must occur via approved WIC EBT equipment.

### 4. Prevent Loss of Sales

If your equipment cannot process WIC transactions and the issue cannot be quickly resolved, please post signage for customers and let the VMU know right away. We may be able to assist in expediting repairs or temporarily redirect participants.

## EQUIPMENT TROUBLE?



If your store is having issues with WIC equipment (eWIC terminals, stand-beside devices, or integrated systems), please follow these steps:

### 1. Contact Your POS Provider Immediately

For technical support or equipment repairs, vendors must first contact their assigned POS or integrated system provider.

- Make sure to record the date, time, and nature of the issue.
- Request a ticket or reference number for the service call.

### 2. Notify Alaska State WIC Vendor Unit (VMU)

After contacting your POS provider, please inform the Alaska WIC VMU — by phone or email—so we are aware of the issue and can offer support if needed.

*Call us if you need additional training! For equipment trouble, trouble, reach out to FIS at 1-800-237-2169. Or contact your POS service provider for assistance.*

## SUCCESSFUL VOIDS

VOIDS usually occur before the transaction is completed.

Most systems will print or generate a void confirmation receipt. Save this for audit and reconciliation purposes.

After a transaction is complete, you'll need to contact the state WIC VMU to run a manual void.

For stand-beside devices, a void can only be completed on the LAST transaction. Here are the steps to complete a void:

1. Push the purple **MORE** button.
2. Push **F2** for "VOID LAST".
3. Read the details shown on the screen for the last purchase.
4. Hit **F1** to void the shown transaction.
5. Only one receipt will print confirming the void.

If you cannot make a successful void, please call us! We may be able to help.

## KEEPING UP WITH MSRs

To remain authorized as a WIC Vendor, stores must consistently maintain the minimum stock requirements (MSRs) of WIC-approved foods. Here are some helpful tips to stay in compliance:

Know what is required for your store's Peer Group. Review the Alaska WIC MSR list regularly to ensure quantities and sizes for all WIC approved foods are available on your shelves.

Use shelf labels. Labeling helps staff restock correctly and makes it easier to check compliance. In need of shelf labels? Reach out—we have some for you!

Track inventory regularly. Designate a member of your team to monitor WIC stock weekly—especially with high turnover items like milk, cereal, and infant formula.

Have strategic ordering practices. Order WIC foods in advance and in sufficient quantity. Build a buffer for unexpected demand or supplier delays!

Build a relationship with your distributor. Communicate with your distributor or wholesaler about WIC-required items. Make sure they're familiar with what you need and can reliably supply compliant products and package sizes.

Notify WIC if you learn of any shortages of specific foods, especially infant formula, milks, or eggs.

If you reduce store hours, limit the number of customers in the store, or temporarily close, please let us know as soon as the decision has been made, and how long you expect changes to last.

## RECALL CENTER

Although FDA reported a recall on 7/13/2025 for mushrooms due to potential *Listeria Monocytogenes* (*Listeria*), there have been ZERO reports of mushroom recalls for Alaska.

## SHELF TAGS AND DECALS

Identifying WIC-approved items on store shelves can vary across Alaska—and in some stores, it may not happen at all!


If your store doesn't currently label WIC-approved products, don't worry. While it's not a requirement, it is considered a best practice. Clear labeling helps WIC participants shop with confidence and reduces confusion at checkout.

## INTERESTED IN ADDING SIGNAGE?

WIC vendors are welcome to contact us to request window/door decals, checkstand signage, and shelf tags to help highlight WIC-approved items throughout the store.

## CONTACT US

### STATE OF ALASKA WIC

 Phone: (907) 465-3100 option #2 for WIC

 Email: [doh.dpa.wic.vendor@alaska.gov](mailto:doh.dpa.wic.vendor@alaska.gov)

### VACANT

Vendor Management Assistant

### A'isha Jackson

Vendor Management Assistant

[Aisha.Jackson@alaska.gov](mailto:Aisha.Jackson@alaska.gov)