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**CHEROKEE NATION®**  
**WIC PROGRAM**



**WIC Vendor Connection**

**Introduction**

The Cherokee Nation WIC Program is always looking for ways to improve communication and share information with our vendors. We have decided to implement a quarterly newsletter which you will hopefully find helpful in your efforts to provide quality service to our participants. I welcome any suggestions for future topics.

**Upcoming Events**

We will be holding a Vendor Advisory Meeting on Thursday, February 13th at 1:00 pm at the WIC Administrative Office in Tahlequah. The Vendor Advisory Committee is a forum for enhanced dialogue between Cherokee Nation WIC and our vendors. Vendors are encouraged to send a representative to participate in the meetings which are held at least twice annually. If you are interested in participating, please contact Tina Gonzalez, WIC Vendor Manager. Contact information is provided at the end of this newsletter.



## Vendor Tips

Scanning issues can be a real source of frustration for both participants and cashiers. When an item does not scan at the register as WIC allowed, it is important to take the following steps:

- **Check the available beginning balance to make sure that the participant has enough benefit to cover the transaction.** Sometimes items do not go through simply because there is not benefit available on the card for that item, Either the participant has already spent the allowable amount or that item was not issued to the card. Each participant is issued benefits depending on their need. An item may be WIC allowed but not issued on the card for that participant.
- **Refer to the Unified Food Card to make sure that the item is WIC allowable.** Size and Brand sometimes makes the difference on whether an item is allowable or not.
- **Call the WIC office with the item description and 12 digit UPC.** Cherokee Nation WIC uses the full 12 digits of the UPC so it is important to provide all of these numbers when inquiring about an item.

On site Cashier Training is available. Please contact the Vendor Manager for scheduling.

### Vendor Support Contact Information:

We are here to help! Please call with any questions or issues!

#### Vendor Manager

Tina Gonzalez

(918) 453-5589 or email [tina-gonzalez@cherokee.org](mailto:tina-gonzalez@cherokee.org)

#### Main Office

(918) 453-5589

#### Fax

(918) 458-4460

