

**NEW JERSEY WIC AUTHORIZED VENDOR - TROUBLESHOOTING RESOURCE**

<b>Problem/Question</b>	<b>The Contact for Assistance</b>	<b>Contact information</b>
Question regarding Vendor authorization	NJ WIC State Agency Vendor Unit	<a href="mailto:NJ.WICVendor@doh.nj.gov">NJ.WICVendor@doh.nj.gov</a> or 609-292-9560
Questions about how to become a NJ WIC authorized store location	Go to NJ WIC Vendor Portal	Interested in becoming a NJ WIC Authorized Vendor? Stores representatives must go to the NJ WIC Vendor Portal to submit an Initial Retailer Assessment form. Found here: <a href="https://wic.nj.gov/VendorWeb/">https://wic.nj.gov/VendorWeb/</a>
Questions related to the eWIC POS system readiness	NJ WIC State Agency Vendor Unit	<a href="mailto:NJ.WICVendor@doh.nj.gov">NJ.WICVendor@doh.nj.gov</a> or 609-292-9560
Questions about <b>Stand-Beside terminal(s)</b>	<ol style="list-style-type: none"> <li>Solutran</li> <li>NJ WIC State Agency Vendor Unit</li> </ol> <p>If Solutran <i>has not</i> addressed your issue/question, contact the NJ WIC State Agency Vendor Unit.</p>	<a href="mailto:Retailcert@Solutran.com">Retailcert@Solutran.com</a> <b>Solutran:</b> Solutran Retail Support Helpline 1-866-730-7746 or <a href="mailto:NJ.WICVendor@doh.nj.gov">NJ.WICVendor@doh.nj.gov</a> or 609-292-9560
Questions about <b>Integrated POS System(s)</b>	<ol style="list-style-type: none"> <li>POS provider</li> <li>NJ WIC State Agency Vendor Unit</li> </ol> <p>If your POS provider <i>has not</i> addressed your issue/question, contact the NJ WIC Vendor Unit.</p>	<b>Vendor should contact their POS Provider</b> or <a href="mailto:NJ.WICVendor@doh.nj.gov">NJ.WICVendor@doh.nj.gov</a> or 609-292-9560
Questions or problems related to the APL or food items or submissions for APL consideration	NJ WIC State Agency APL team	<a href="mailto:NJWICFoodList@doh.nj.gov">NJWICFoodList@doh.nj.gov</a> or Use the NJ WICShopper app or 609-292-9560
Questions or problems related to a participant's NJ eWIC card	Refer the participant to contact: <ol style="list-style-type: none"> <li>NJ WIC Local Agency</li> <li>NJ eWIC IVR System</li> </ol>	<b>New Jersey WIC operates offices across the state. To find your WIC Local Agency contact information, Click here:</b> <a href="https://www.state.nj.us/health/fhs/wic/participants/find-wic/index.shtml">https://www.state.nj.us/health/fhs/wic/participants/find-wic/index.shtml</a> or <b>NJ eWIC IVR customer service</b> 833-715-0794

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Questions or concerns about the MARL prices	NJ WIC State Agency Vendor Unit	<a href="mailto:NJ.WICVendor@doh.nj.gov">NJ.WICVendor@doh.nj.gov</a> <b>or</b> 609-292-9560
Questions about eWIC transactions	<ol style="list-style-type: none"> <li>1. POS provider</li> <li>2. Solutran, if it is a stand beside terminal)</li> <li>3. NJ WIC State Agency Vendor Unit, if it is about WIC related policies</li> </ol>	<p><b>Vendor should contact their POS Provider</b></p> <p align="center"><b>or</b></p> <p><b>Solutran:</b> <a href="mailto:ebtservices@solutran.com">ebtservices@solutran.com</a> Solutran Retail Support Helpline 1-866-730-7746</p> <p align="center"><b>or</b></p> <p><a href="mailto:NJ.WICVendor@doh.nj.gov">NJ.WICVendor@doh.nj.gov</a> or 609-292-9560</p>
Problems with a rude WIC participant or a WIC participant that may be committing fraud	NJ WIC State Agency	<p><a href="mailto:WIC.Complaints@doh.nj.gov">WIC.Complaints@doh.nj.gov</a> 609-292-9560</p> <p><b>To File a complaint against a WIC participant:</b> <a href="https://www.nj.gov/health/fhs/wic/vendors/">https://www.nj.gov/health/fhs/wic/vendors/</a></p>
Requests for 'eWIC Accepted Here' signage or questions about other WIC signage	NJ WIC State Agency Vendor Unit	<p><a href="mailto:NJ.WICVendor@doh.nj.gov">NJ.WICVendor@doh.nj.gov</a> or 609-292-9560</p>
Requests for additional Vendor training or training materials	NJ WIC State Agency Vendor Unit	<p><a href="mailto:NJ.WICVendor@doh.nj.gov">NJ.WICVendor@doh.nj.gov</a> or 609-292-9560</p>