

NEW JERSEY WIC AUTHORIZED VENDOR - TROUBLESHOOTING RESOURCE

Problem/Question	The Contact for Assistance	Contact information
Question regarding Vendor authorization	NJ WIC State Agency Vendor Unit	NJ.WICVendor@doh.nj.gov 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: https://wic.nj.gov/VendorWeb/
Questions related to the eWIC POS system readiness	NJ WIC State Agency Vendor Unit	NJ.WICVendor@doh.nj.gov or 609-292-9560
Questions about Stand-Beside terminal(s)	<ol style="list-style-type: none"> Solutran NJ WIC State Agency Vendor Unit <p>If Solutran <i>has not</i> addressed your issue/question, contact the NJ WIC State Agency Vendor Unit.</p>	Retailcert@Solutran.com Solutran: Solutran Retail Support Helpline 1-866-730-7746 or NJ.WICVendor@doh.nj.gov or 609-292-9560
Questions about Integrated POS System(s)	<ol style="list-style-type: none"> POS provider NJ WIC State Agency Vendor Unit <p>If your POS provider <i>has not</i> addressed your issue/question, contact the NJ WIC Vendor Unit.</p>	Vendor should contact their POS Provider or NJ.WICVendor@doh.nj.gov 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	NJWICFoodList@doh.nj.gov 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"> NJ WIC Local Agency NJ eWIC IVR System 	New Jersey WIC operates offices across the state. To find your WIC Local Agency contact information, Click here: https://www.state.nj.us/health/fhs/wic/participants/find-wic/index.shtml or NJ eWIC IVR customer service 833-715-0794

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