

**Connecticut WIC Program  
Retailer Bulletin  
September 2018**

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**For Authorized Vendors utilizing CDE as their equipment provider.**

CDE has updated information regarding customer service assistance. Enclosed is an updated flyer with instructions to call for assistance with equipment or questions about your contract.

CDE tiene información actualizada sobre la asistencia de servicio al cliente. Adjunto es un folleto actualizado con instrucciones para pedir ayuda con el equipo o preguntas sobre su contrato.

**Changed your email address or sold your store?** Send any new information to [ctwic@ct.gov](mailto:ctwic@ct.gov).

**¿Cambió su dirección de correo electrónico o vendió su tienda?** Envíe cualquier información nueva a [ctwic@ct.gov](mailto:ctwic@ct.gov).

Please review this bulletin with all store employees handling WIC transactions. Initial below and keep for your own records in your WIC folder. **DO NOT SEND BACK TO WIC.** Revise este boletín con todos los empleados de la tienda que manejan las transacciones de WIC. Sus iniciales a continuación y guárdelo para sus propios registros en su carpeta de WIC. **POR FAVOR NO ENVIAR DE VUELTA A WIC.**

**Initial here: Iniciales aquí:**

\_\_\_\_\_ **Owner/Dueño** \_\_\_\_\_ **Manager/Administrador** \_\_\_\_\_ **Asst. Manager/Asst. De Admin.** \_\_\_\_\_ **Staff/Personal**

When you have questions or concerns, please contact the State WIC Office via email at/ Cuando tenga preguntas o inquietudes, comuníquese con la Oficina Estatal de WIC por correo electrónico al: [ctwic@ct.gov](mailto:ctwic@ct.gov), 1-800-741-2142, 860-509-8084. Website: [www.ct.gov/dph/wic](http://www.ct.gov/dph/wic).

**This institution is an equal opportunity provider.  
Esta institución es una proveedora para igualdad de oportunidades.**



Hello Connecticut WIC Retailer,

Thank you for choosing goEBT to process your WIC transactions.

To get started, please go to our website [www.mywicsupport.com](http://www.mywicsupport.com) to:

- Watch the video about setting up your Vx570 terminal, pin pad, and scanner
- Download a helpful set up guide and quick reference guide for using your equipment

To schedule training for using your new equipment, please call **1-800-277-5165** and **press the number 1**.

For assistance Monday thru Friday, 8:00am EST–6:00pm EST, please call **1-800-277-5165** and **press the number 1**.

For after-hours, weekends, and holidays, please call **1-855-222-0508**.

We look forward to speaking with you soon.

The goEBT Support Team