



**KANSAS WIC
PROGRAM
CASHIER
TRAINING MANUAL**

Effective: October 2015

Kansas Department of Health & Environment
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Section 1

Introduction

This training manual contains information about the Special Supplemental Nutrition Program for Women, Infants, and Children up to age 5 (WIC). The WIC Program provides:

- Personalized nutrition information and support including breastfeeding support
- WIC checks to buy healthy foods
- Referrals for services that can benefit the entire family.

As an authorized WIC vendor, you play an important role in helping to improve the health of women, infants and children in Kansas. When WIC checks are redeemed properly, WIC customers receive the correct foods and your store is reimbursed by the WIC Program. Both the WIC customer and your store benefit.

Using this manual allows you to move at your own pace. Any time you wish to go back and review a section you may. At the end of each section there is a notice telling you to turn to the Self-Checks at the back of this manual for a learning activity to help you review the information you have just read. Feel free to go back and reread any section or look at any notes you may have made.

Common Terms

Authorized WIC Vendors – A full service grocery store that has been approved by the state WIC office to accept Kansas WIC checks in exchange for authorized food items

WIC Check – A live check issued by a Local Agency used by WIC customers to buy authorized WIC food items at authorized WIC vendors. WIC checks list the amount, size and type of food items that clients can purchase.

Fruit and Vegetable Check (FVC) - A fixed-dollar amount check which is used by WIC customers to buy fresh fruits and vegetables. The FVC is processed by banks like a regular WIC check. FVCs list the maximum dollar amount of fruit and vegetable items that the WIC client can use towards the purchase of approved fruits and/or vegetables.

Local Agency – The County Health Department that has WIC clinic sites and provides WIC services. This is where WIC certifications happen, nutrition education is provided and WIC checks are issued.

WIC Customer Identification – Proper identification is any type of photo identification, current or expired, from the United States or other countries or a WIC Program ID card (which has no photo). The ID may be presented to the store personnel by the customer or proxy when redeeming the WIC checks. A photo identification can be used to verify the identity of the person buying the WIC foods by comparing it to the name on the WIC check.

Who is a WIC Client?

For someone to be a WIC client, the following requirements have to be met:

- Be a pregnant, breastfeeding, or postpartum woman, or a child under age 5
- Live in Kansas
- Be within the income guidelines
- Have a medical or nutritional need

You may know someone on the WIC program now or someone that has been on the WIC program in the past. There are approximately 63,000 WIC clients in Kansas. Many working people are eligible for WIC and don't realize it.



Go to Self Check #1 (pg 17)

Section 2

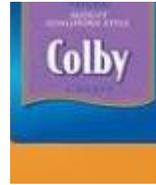
WIC Approved Foods

WIC clients receive checks for nutritious foods at the WIC clinic. The checks indicate specific types and quantities of certain foods. No substitutions may be provided for the foods listed on the WIC check. WIC clients also receive nutrition information, breastfeeding support, and referrals to other health care agencies from the WIC program.

The allowable foods that may be listed on a WIC check include:

- **Baby Food – Fruits and/or Vegetables** – single or mixed fruits or vegetables, 4 oz containers
 - **Cannot buy:** desserts, dinners, cobblers, delights, multi-packs or organic
- **Baby Food – Meats** – meats with broth or gravy, 2.5 oz containers
 - **Cannot buy:** dinners or organic
- **Infant Cereal** - any brand, 8 oz. box or larger:
 - Barley,
 - Mixed,
 - Oatmeal,
 - Rice,
 - Whole Wheat
 - **Cannot buy:** cereal with added fruit, formula, DHA/ARA or organic
- **Infant Formula** - type and size printed on WIC check ONLY
 - **Cannot buy:** any other brand, type or size
- **Milk – Store brand or Least Expensive** brand available – gallon, half gallon or quart as listed on WIC check
 - ◆ Nonfat (skim or 0%),
 - ◆ Low-Fat (1/2% or 1%),
 - ◆ Reduced Fat (2%),
 - ◆ Whole Milk
 - **Lactose Free** – quart or half gallon size
 - **Evaporated Milk** - 12 oz or 13 oz. can, fat content as listed on WIC check.
 - **Nonfat Dry Milk** - 3 or 8 quart size
 - **Cannot buy:** buttermilk, flavored milk, raw unpasteurized milk, non-dairy milk substitutes, rice milk, organic or almond milk
- **Eggs** - Store brand or Least Expensive brand available, dozen package, large, Grade A or AA only
 - **Cannot buy:** brown, free-range, specialty eggs (Eggland’s Best or EggsPlus) or organic

- **Cheese** - Store brand or Least Expensive brand available – 8 or 16 oz. packages
 - Pasteurized Processed American (sliced),
 - Cheddar (block),
 - Cojack (block),
 - Colby (block),
 - Monterey Jack(block),
 - Mozzarella(block)
 - Swiss(block)
 - **Cannot buy:** imported cheese, cheese food, product or spread, shredded cheese, cheese with added flavors, individually wrapped slices or organic



- **Juice - approved brands only**, 11.5 oz - 12 oz. concentrate, 64 oz. container ready to serve
 - **Orange Juice is any brand in the above sizes**
- See WIC Program Booklet for specific brands
 - **Cannot buy:** infant juice, organic or DHA added juice, refrigerated juice, no juice cocktails, drinks, or ades
- **Peanut Butter** – any brand, 16oz - 18 oz. jar
 - smooth/creamy
 - crunchy
 - **Cannot buy:** peanut butter spreads, peanut butter with added flavors or fortified peanut butter, natural or organic
- **Dried Beans or Peas** - any brand, including mixed dried beans and peas, 16 oz. packages
 - **Cannot buy:** soup mixes
- **Fish**
 - **Light Tuna, chunk** – Any Brand , 5 oz - 15 oz container, packed in water or oil
 - **Pink Salmon** – Any Brand , 5 oz - 15 oz container, packed in water or oil
 - **Cannot buy:** albacore tuna, tuna spreads, or any other type of salmon, lunch packs or fish with added flavorings
- **Canned Beans** – Any Brand, 15 oz - 16 oz can

<ul style="list-style-type: none"> ○ Black Beans ○ Black-Eyed Peas ○ Fat-free Refried Beans ○ Garbanzo or Chickpea Beans ○ Great Northern Beans ○ Kidney Beans 	<ul style="list-style-type: none"> ○ Lentils ○ Lima or Butter Beans ○ Navy Beans ○ Pinto Beans ○ Split Peas
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 - **Cannot buy:** green beans, baked beans, flavored beans, pork and beans or chili beans, beans containing added sugars, fats, meats or oils

- **Whole Grains**

- **100% Whole Wheat Bread/Rolls/Buns** – any brand, 12 oz, 16 oz, 20 oz, or 24 oz packages. Labels must display the words 100% Whole Wheat and whole wheat flour must be the first ingredient listed.
- **Whole Wheat Tortillas** – approved brands only, 16 oz packages
 - See WIC Program Booklet for specific brands
 - **Cannot buy:** any other brand
- **Soft Corn Tortillas** – any brand, 8 oz - 32 oz containers
- **Brown Rice** – any brand, 16 oz containers
 - Instant (14 oz)
 - Quick
 - Regular
 - **Cannot buy:** products with added sugar, salt, flavoring, fat or oil



- **Breakfast Cereal - approved brands only**, 11 oz – 36 oz. packages

- See WIC Program Booklet for specific brands
 - **Cannot buy:** any cereal or brand not listed or organic cereal

- **Soy Milk – approved brands only**, half gallon size only

- See WIC Program Booklet for specific brands
 - **Cannot buy:** any other size, container, type, flavor, or brand



- **Tofu – approved brands only**, 16 oz containers

- See WIC Program Booklet for specific brands
 - **Cannot buy:** any other brand or type, cubed

Azumaya Firm Tofu



WIC clients also receive Fruit and Vegetable Checks (FVC) that they may redeem for fresh fruits and vegetables. FVCs have a specific dollar amount listed that the client may use towards their purchase of fruits and vegetables. WIC customers may use cash, credit or Vision card to pay the difference if they purchase more fruits and vegetables than the amount listed on their FVC.

Allowable fruits and vegetables that may be purchased using a FVC include:

- **Fresh Fruits and Vegetables** – Any variety of fresh, bulk fruits and vegetables, including bagged salad mixes, bagged vegetables, cut fruits and vegetables
 - **Cannot buy:** Items from the salad bar, party trays, fruit baskets, decorative fruits or vegetable, nuts, herbs, spices, canned or frozen fruit or vegetables



Your store manager will give you a WIC Program Booklet. More information about approved WIC foods are in the booklet to help identify WIC foods.

WIC foods are carefully selected to meet nutritional requirements for WIC clients. This is why substituting other non-WIC food items for a WIC food is not allowed.

You will want to keep a WIC Program Booklet at your register to become familiar with the WIC program and foods.



Go to Self Check #2 (page 18)

Section 3

WIC Check

The WIC check is the food prescription issued to a WIC client. It is similar to a personal check and should be treated just as carefully. All the information listed below must be present on the check before you take it. The client name printed on the check is the person the foods are intended for. Only the person listed under the signature line may redeem the check.

This is an example of a WIC check.

KDHE - WIC Program, 1000 SW Jackson, Suite 220 Topeka, KS 66612-1274 - 1-800-332-6262 Pay to the order of any Authorized Kansas WIC Vendor Only		Payable through: United Community Bank 64-1968 611	Do not use before this date: 01/29/2015	1161217300
Clinic: Shawnee Co WIC Clinic 1-785-251-2170 Client: 11612840 Sandi Fry		Fill in actual purchase date: _____ (Month/Day/Year)		
AUTHORIZED FOOD - NO SUBSTITUTIONS Quantity Description 2 gallons 2% Reduced Fat Milk 1 11.5-12 oz containers Concentrated Juice 1 16 to 18 oz jar Peanut Butter		176 - 6 - Pregnant or Mostly BF	Do not use after this date: 02/28/2015	
		Cashier's Initials \$ _____ Pay Exactly	Not Negotiable Without Kansas WIC Vendor Stamp Here Vendor must deposit by: 03/30/2015	
		X _____ Sandi Fry Sign only after price is entered		

① → Pay to the order of any Authorized Kansas WIC Vendor Only
 ② → Clinic: Shawnee Co WIC Clinic 1-785-251-2170
 Client: 11612840 Sandi Fry
 ③ → AUTHORIZED FOOD - NO SUBSTITUTIONS
 Quantity Description
 2 gallons 2% Reduced Fat Milk
 1 11.5-12 oz containers Concentrated Juice
 1 16 to 18 oz jar Peanut Butter
 ④ → 1161217300
 ⑤ → Do not use before this date: 01/29/2015
 Do not use after this date: 02/28/2015
 ⑥ → Sandi Fry
 Sign only after price is entered

KDHE - WIC Program, 1000 SW Jackson, Suite 220 Topeka, KS 66612-1274 - 1-800-332-6262 Pay to the order of any Authorized Kansas WIC Vendor Only		Payable through: United Community Bank 64-1968 611	Do not use before this date: 07/16/2015	1120014685
Clinic: Allen County WIC Clinic 1-620-231-5411 Client: 12345678 Jane Smith		Fill in actual purchase date: _____ (Month/Day/Year)		
AUTHORIZED FOOD - NO SUBSTITUTIONS Quantity Description 1 gallons Fat Free, Skim, 0%, 1/2% or 1% Milk 36 ounces Cereal (11 ounce package or larger up to 36 ounces) 1 64 oz container Juice (no refrigerated juices) 1 dozen Large Eggs, grade AA or A		30T - 4B PB	Do not use after this date: 08/16/2015	
		Cashier's Initials \$ _____ Pay Exactly	Not Negotiable Without Kansas WIC Vendor Stamp Here Vendor must deposit by: 09/14/2015	
		X _____ Jane Smith Sign only after price is entered		

① → Pay to the order of any Authorized Kansas WIC Vendor Only
 ② → Clinic: Allen County WIC Clinic 1-620-231-5411
 Client: 12345678 Jane Smith
 ③ → AUTHORIZED FOOD - NO SUBSTITUTIONS
 Quantity Description
 1 gallons Fat Free, Skim, 0%, 1/2% or 1% Milk
 36 ounces Cereal (11 ounce package or larger up to 36 ounces)
 1 64 oz container Juice (no refrigerated juices)
 1 dozen Large Eggs, grade AA or A
 ④ → 1120014685
 ⑤ → Do not use before this date: 07/16/2015
 Do not use after this date: 08/16/2015
 ⑥ → Jane Smith
 Sign only after price is entered

It should contain these items printed on the check:

1. WIC Clinic where the check was issued with phone number;
2. Client information including WIC ID number and name;
3. The authorized foods, quantity and size;
4. WIC check number;
5. First and last dates of use;
6. Caregiver(s) name (person authorized to use the check).

Fruit and Vegetable Check (FVC)

A FVC is a check with a fixed-dollar amount used by WIC customers to buy fresh fruits and vegetables. The FVC is processed by banks like a regular WIC check. A FVC lists the dollar amount of fruit and vegetable items that can be put towards a customer's purchase of approved fruits and/or vegetables. The most common dollar amounts you will see will be \$8 or \$10.

This is an example of a FVC:

1		KDHE - WIC Program, 1000 SW Jackson, Suite 220 Topeka, KS 66612-1274 - 1-800-332-6262		1120014684	
2		Pay to the order of any Authorized Kansas WIC Vendor Only		Payable through: United Community Bank	
		64-1968 611		Do not use before this date: 07/16/2015	
		Clinic: Allen County WIC Clinic 1-620-231-5411		Fill in actual purchase date:	
		Client: 12345678 Jane Smlth		(Month/Day/Year)	
3		AUTHORIZED FOOD - NO SUBSTITUTIONS Quantity Description		Do not use after this date: 08/16/2015	
		4 dollars fresh only fruits and/or vegetables		28T-2-FF 9-12M	
		Cashier's Initials		Not Negotiable Without Kansas WIC Vendor Stamp Here	
		\$ Pay Exactly		Vendor must deposit by: 09/14/2015	
		X		Jane Smith Sign only after price is entered	

11200146849 061119684 2506277

It should contain these items printed on the check:

1. Local WIC Clinic with phone number;
2. Client information including WIC ID number, first and last name;
3. The maximum dollar amount allowed for fruits and vegetables;
4. WIC check number;
5. First and last date of use;
6. Caregiver(s) name (person authorized to use the FVC).

How to Complete a WIC Transaction

When a WIC customer is redeeming a check, there are several things you need to do to make sure the proper foods are purchased, the correct information is written on the check, and the checks are accepted in the correct time frame. Some WIC customers may choose to redeem more than one WIC check or FVC during a single visit to your store. **Do not ring up the food items together on one receipt. Each WIC is to be treated as a separate transaction and should have separate receipts.**

The following steps will help you process WIC checks and FVC's properly.

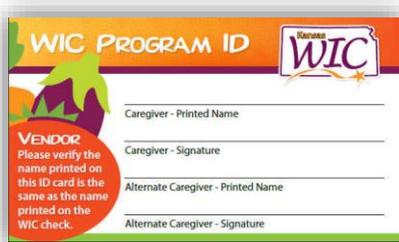
1. Check the dates of use

The WIC check can only be used on or between the dates printed on the check.

Do not use before this date:	07/16/2015
Fill in actual purchase date:	(Month/Day/Year)
Do not use after this date:	08/16/2015

2. Ask for identification

Ask for the proper identification from the WIC customer. Proper identification is any type of photo identification, expired or valid, from the United States or other countries or a WIC Program ID card (which has no photo). Compare the customer's name on the WIC check with the name on the identification provided.



3. Verify the WIC customer's selection of foods



A WIC check is valid only for the purchase of the authorized foods printed on it. No substitutions for other types of foods are allowed. No alterations to the food items listed or quantities are allowed.

Use the WIC Program Booklet as a guide; it answers questions about allowable WIC foods.

4. Ring up the WIC items.

5. Write in the date of the transaction, using only black ink pens.

6. Write in the amount of the transaction, using only black ink pens.

If you are working with a WIC check, write the total amount of the purchase in the box on the check.

If you are working with a FVC, write the amount of the purchase, up to the dollar amount listed on the FVC. Any amount over the printed amount on the FVC must be paid by the WIC customer. **The amount you write on the FVC should never be more than the amount printed on it.**

7. Write in your initials, using only black ink pens.

8. Have the WIC customer sign the check in the designated box.

The WIC customer is required to sign the check at the time of transaction. If the WIC check has already been signed, have the customer sign to the left of the signature line.

9. Return the customer's identification and offer them a receipt for their WIC purchase.



Go to Self Check #3 (pg 19)

Section 4

Example WIC Transaction

Ms. Jones brings the following items to your register:

2 containers of apple juice (64 oz),	1 bag of apples,
2 dozen Large Grade A eggs,	1 fresh pineapple,
1 pound of cheddar cheese,	1 bag of potatoes,
3 boxes of cereal,	2 packages of diapers,
3 gallons of skim milk,	1 package of hot dogs,
1 loaf of 100% Whole Wheat bread,	10 containers of baby food fruits (4 oz)

She has 2 WIC checks and a \$10 FVC.

Before you begin ringing up the WIC transaction, make sure the foods are separated by WIC check. This means the apples, pineapple and potatoes should be separated out for the FVC and the juice, eggs, cheese, cereal, milk and bread should be separated out for the other WIC checks. The non-WIC food items should be separated from any WIC foods.

Make sure to verify:

- Today's date falls on or between the dates listed on the check;
- Identification offered by Ms. Jones matches the name listed on all the checks;
- The food items brought to the cash register are WIC approved and listed on the checks.

The FVC Transaction

Ms. Jones has sorted all of her items so now you are ready to scan her items for the \$4 FVC.

You scan the bag of apples and the pineapple. The total comes to \$4.50. The FVC says \$4.00 fresh fruits and/or vegetables, what do you do now?

- **What do you enter in the Pay Exactly box?** Each FVC has a maximum dollar amount written on it. In this case, the maximum dollar amount is \$4.00, so 4.00 should be entered in the Pay Exactly box.
- **What about the remaining \$0.50 on the order?** After entering in the purchase amount you can begin the process of accepting the payment for the \$0.50 difference. Tax must be applied to the \$0.50 difference if Ms. Jones is paying with cash or credit/debit card. If Ms. Jones decides to pay the difference using her Vision card benefits or another FVC, then no tax will be applied to the \$0.50 difference. If Ms. Jones provides another FVC to pay for the difference then you will fill out the Pay Exactly on the second FVC with the \$0.50 remaining on the order. Change is never provided for a FVC transaction that does not total the amount printed on it.

The WIC Checks

After processing the \$4 FVC, you are ready to begin processing the first WIC check. WIC customers are encouraged to group WIC foods together by each check being used. It is best for you to ring up the items in the order they are listed on the WIC check.

First check authorizes:

- 1 64 oz container Juice
- 1 dozen Large Eggs, Grade A or AA
- 1 gallon Whole Milk
- 1 16-18 oz. jar peanut butter
- 16 ounces Whole Grains

Second check authorizes:

- 1 64 oz container Juice
- 36 ounces Cereal
- 2 gallons Whole Milk
- 1 pound Cheese
- 1 dozen Large Eggs, Grade A or AA

For the first check, you scan a container of juice, 1 dozen eggs, 1 gallon milk and one loaf of 100% Whole Wheat bread. The total comes to \$14.38.

- **What about the peanut butter that is listed on the check but Ms. Jones didn't pick up?** You can ask Ms. Jones if she wants the peanut butter, but if she says no, process her order without the peanut butter.
- **What do you enter in the Pay Exactly box?** Write the amount of the purchase. So with this check, you write 14.38.

For the second check, you scan 1 container of juice, 3 boxes of cereal (12 ounces each), 2 gallons Whole Milk, 1 pound cheese and 1 dozen eggs. The total comes to \$32.56.

- **What do you enter in the Pay Exactly box?** Write the amount of the purchase. So with this check, you enter 32.56.



Be sure that all foods purchased are WIC approved food items and that the amounts do not exceed maximum quantities. Your store will not be reimbursed for WIC checks when wrong foods were purchased. That is why it's up to you to make sure you accept only a valid check and that you complete the necessary information before a check is sent to the bank for payment.

Exchanging WIC Infant Formula

Sometimes a WIC customer may need to exchange infant formula if it is spoiled or contaminated. In these situations, the WIC customer will bring the infant formula item to the store and ask for an exchange. The WIC customer then receives a new can of infant formula of the same type and brand as what was initially purchased using a WIC check.



A WIC customer may only exchange WIC infant formula that is spoiled.

Infant formula purchased with WIC checks cannot be returned for cash or exchanged for a different formula.

If you do not know whether the infant formula was purchased with WIC checks, you should follow your store exchange policy.

If there is a situation with a WIC customer wanting to exchange infant formula for a different formula or wanting to exchange infant formula for cash or other items, DO NOT allow the exchange and please refer the WIC customer to their local WIC clinic so that certified professional can discuss the formula needs of the child and then change the formula that is on the check. **There should be no substitutions/exchanges of formula at the store.**



Go to Self Check #4 (pg 20)

Section 5

What if...?

As you worked through this manual, you may have asked yourself several questions, such as:

1. What if I make a mistake on a WIC check?
2. What if a WIC customer brings up a food item not listed on the check?
3. What if my store is out of a WIC food item?
4. What if the WIC customer doesn't have money to pay the difference with a FVC?

If you have other questions about situations you may encounter with WIC customers or WIC check processing procedures, ask your store manager, your Local WIC Clinic staff or State WIC staff.

1. What if I make a mistake on a WIC check or FVC?

When incorrect information is entered on a WIC check, draw a single line through it and write the correct information above or to the side and initial the change.

2. What if a WIC customer brings up a food item not listed on the check?

There may be times when a WIC client attempts to purchase food that is not listed on their check. Politely explain to the customer that the WIC check only pays for the items listed on the check but if they would like to purchase the food on their own that would be fine.

3. What if my store is out of a WIC food item?

If your store is out of an authorized WIC food item, you must tell the WIC customer to come back later or go to another store. **You may not issue rain checks or IOUs for out-of-stock items.**

4. What if the customer doesn't have money to pay the difference with a FVC?

The dollar amount listed on the FVC is the maximum allowed towards that customer's purchase of fruits and vegetables. If the customer doesn't have another form of payment, then items will have to be removed from the customer's order. In this situation, the total amount purchased must be equal or lower than the amount printed on the FVC.

Remember, a WIC customer does not get change if they do not spend the maximum amount allowed on a FVC.



Go to Self Check #5 (pg 21)

Self Check #1

Cashier Name: _____

Store Name: _____

Store Address: _____

On the following questions, please circle the correct answer.

1. WIC is a Special Supplemental Nutrition Program for
 - A. Senior Citizens.
 - B. Women and Children 2 to 10 years of age.
 - C. Women, Infants, and Children up to age 5.
2. The WIC Program provides:
 - A. Generic information
 - B. WIC checks to buy anything the WIC client wants, including diapers.
 - C. Referrals for services that can benefit the entire family.
3. Which of the following forms of ID is acceptable?
 - A. Kansas WIC Program Booklet
 - B. Expired Driver's License
 - C. Social Security card

Please write T for true and F for false on the following statements.

4. ____ WIC clients must live in Kansas.
5. ____ The State WIC Office provides all WIC services to all clients.
6. ____ There are approximately 63,000 WIC clients in Kansas.

How did you do? You may check the answer key at the end of this workbook. If you weren't able to answer questions correctly, please go back and reread Section 1 .

Self Check #2

Cashier Name: _____

Store Name: _____

Store Address: _____

Please write T for true and F for false on the following statements.

1. _____ Whole Grain bread is ok if the WIC customers WIC check says they can have 32 oz of Whole Wheat Bread/Rolls/Buns, Brown Rice, Whole Wheat/Soft Corn Tortillas.
2. _____ Kansas WIC Program Booklets should be kept at every register for cashiers to use.

On the following questions, please circle the correct answer(s).

3. Which of the following foods can be purchased with a FVC?
 - A. A bag of salad mix
 - B. A mixed bag of apples and oranges
 - C. A fruit tray with chocolate dip
4. Which of the following statements is true about WIC foods?
 - A. WIC foods are nutritious.
 - B. Sizes of WIC foods can be substituted for any size of the same food item in your store.
 - C. Authorized WIC food items are the same for every WIC customer.
5. Which cheese is WIC approved?
 - A. Individually-wrapped slices.
 - B. Best Choice Cheddar cheese.
 - C. Velveeta cheese.
6. Which of the following kinds of milk can be purchased with WIC checks?
 - A. Skim, 1%, 2%.
 - B. Lowfat Chocolate.
 - C. A and B.
7. Which juices can be purchased with WIC checks?
 - A. 64 oz containers of juice or 11.5-12 oz frozen or concentrate juice to whichever is listed on the check.
 - B. V-8 Vegetable Juice.
 - C. 64 oz containers of refrigerated juices

How did you do? You may check the answer key at the end of this workbook. If you weren't able to answer questions correctly, please go back and reread **Section 2**.

Self Check #3

Cashier Name: _____

Store Name: _____

Store Address: _____

Please write T for true and F for false on the following statements.

1. ____ Receipts are given to WIC customers.
2. ____ WIC checks are similar to personal checks and should be processed just as carefully.
3. ____ A WIC check with a “Do not use before date” of 10/05/2015 and a “Do not use after date” of 11/05/2015 can be redeemed on or any day on or between those dates.
4. ____ Even though the WIC check lists 1 container of 64 oz of juice; a WIC customer can substitute 2 cans of frozen concentrate if they don't want the bigger containers.
5. ____ The FVC lists quantities of specific foods just like a WIC check.
6. ____ Black ink is the only color of ink that should be used to write on WIC checks.
7. ____ Total quantity doesn't matter as long as the foods are approved WIC food items.
8. ____ WIC customers must present a current and valid photo ID for the WIC transaction.

Fill in the blanks.

9. Fill in the steps needed to complete a WIC transaction.

Step 1 ____ Check the dates of use _____

Step 2 _____

Step 3 _____

Step 4 ____ Ring up the WIC items _____

Step 5 _____

Step 6 _____

Step 7 ____ Write in your initials, using only black ink pens _____

Step 8 _____

Step 9 _____

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread **Section 3**.

Self Check #4

Cashier Name: _____

Store Name: _____

Store Address: _____

Please write T for true and F for false about the following statements.

1. ____ If the WIC check lists Jane Doe for signature and the person redeeming the check signs as John Doe, you may accept the check if he proves he is married to Jane.
2. ____ WIC customers never pay cash in addition to their regular WIC check.
3. ____ If a WIC check is given to you already signed, refer the customer back to their Local Agency WIC program to get completely new checks.
4. ____ WIC customers cannot pay the difference on a FVC if the transaction amount rings up for more than the amount printed on the FVC. They must take food off their order.
5. ____ If a WIC customer chooses to pay the difference on the FVC with cash or credit/debit card tax must be added to the difference.
6. ____ Before you begin ringing up the WIC transaction, make sure all the foods are separated by WIC check.
7. ____ When a WIC customer doesn't bring up all the items listed on their check, you should stop the order immediately and have them go get all items.

For the following statements, fill in the blanks with the appropriate answer.

8. A WIC customer may return infant formula if it is spoiled. The WIC customer then receives a new can of infant formula of the _____ type and brand as that returned.
9. If you know that infant formula was purchased with a WIC check, it cannot be returned for _____.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section 4 .
--

Self-Check #5

Cashier Name: _____

Store Name: _____

Store Address: _____

On the following questions, please circle the correct answer.

1. What if I make a mistake on a WIC check or FVC?
 - A. Scribble through the mistake and correct it
 - B. Use white-out on the check.
 - C. Draw a single line through it and write the correct information above or to the side.
2. What if a WIC customer brings up a food item not listed on the check?
 - A. Just go ahead and scan it.
 - B. Tell them they can't have it.
 - C. Politely explain to the customer that the WIC check only pays for the items listed on the check but if they would like to purchase the food on their own that would be fine.
3. What if my store is out of WIC food item?
 - A. Give the WIC customer a rain check for the item.
 - B. If your store is out of an authorized WIC food item, you must tell the WIC customer to come back later or go to another store.
 - C. Give the WIC customer an IOU for the item.
4. What if the customer doesn't have money to pay the difference with a FVC?
 - A. Void the entire transaction and ask them to leave.
 - B. Items will have to be removed from the customer's order.
 - C. Just give them the food for free.
5. If a WIC customer doesn't use all the money listed on the FVC you can...
 - A. Give the customer the change from the printed amount and their transaction total.
 - B. Tell them to go get more food.
 - C. Write the amount of the transaction on the FVC. Do not provide change to the WIC customer.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread **Section 5**.

Answer Key

WIC Cashier Training Guide

SELF CHECK #1

1. C
2. C
3. B
4. T
5. F
6. T

SELF CHECK #2

- | | |
|----------|------|
| 1. FALSE | 5. B |
| 2. TRUE | 6. A |
| 3. A, B | 7. A |
| 4. A | |

SELF CHECK #3

- | | |
|--|---|
| 1. TRUE | STEP 5 Write in the date of the transaction,
using only black ink pens |
| 2. TRUE | |
| 3. TRUE | STEP 6 Write in the amount of the
transaction, using only black ink
pens |
| 4. FALSE | |
| 5. FALSE | |
| 6. TRUE | STEP 8 Have the WIC customer sign the
check in the designated box |
| 7. FALSE | |
| 8. FALSE | |
| 9. STEP 2 Ask for Identification
STEP 3 Verify the WIC customer's selection
of foods | STEP 9 Return the customer's identification
and offer them a receipt for WIC
purchase |

SELF-CHECK #4

1. FALSE
2. TRUE
3. FALSE
4. FALSE
5. TRUE
6. TRUE
7. FALSE
8. SAME
9. CASH OR CREDIT.

SELF-CHECK #5

1. C
2. C
3. B
4. B
5. C