

WIC Cashier Training Self-Paced Manual

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Introduction

This Self-Paced Manual contains information about the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). This program provides nutritious foods, contributes to more full-term babies, and ensures healthy children free of chronic nutrition-related diseases. As an authorized WIC Vendor, you and your store play an important role in helping to improve the health of women, infants and children in Missouri. When WIC checks are redeemed properly, WIC participants receive the correct foods and your store is reimbursed by the WIC Program. Both the WIC participant and your store then 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 refer to the separate Self-Check Workbook for a learning activity to help you review the information you have just read. The questions that appear in the Self-Checks may be answered in an “open book” fashion. Feel free to go back and reread any section or look at any notes you may have made.

Common Terms

Authorized Foods – The types and brands of food items that have been approved to meet the nutritional needs of the individual WIC participant.

Authorized WIC Vendors – A full service grocery store, full service grocery store/pharmacy combination or a pharmacy that has been approved by the state WIC office to accept Missouri WIC checks in exchange for authorized WIC food items.

Fruit and Vegetable Check – A WIC food instrument issued by a Local WIC Provider that is used by WIC participants to buy fresh and/or frozen fruits and/or vegetables at authorized WIC vendors. The Fruit and Vegetable checks are processed by banks like a regular check. The Fruit and Vegetable checks have a maximum dollar amount value that cannot be exceeded.

Local WIC Provider – The health department or private nonprofit health agency group that has WIC clinic sites and provides WIC services in a particular area of the state.

Participant – A pregnant, breastfeeding or postpartum woman, infant or child under 5 years of age who receives supplemental food items from the state WIC program.

Proxy – An individual who has been designated by a head of household or guardian to pick up WIC checks and to redeem WIC checks for the participant at authorized WIC vendors.

WIC Check – A WIC food instrument issued by a Local WIC Provider that is used by WIC participants to buy authorized WIC food items at authorized WIC vendors. The WIC check is processed by banks like a regular check. WIC checks list the amount, size and type of food items that WIC participants can purchase.

WIC Clinic – This is where WIC Program certification, nutrition education and WIC checks are issued and referrals to health care services takes place.

WIC ID Folder – The WIC Identification Folder must be presented to the store personnel by the participant or proxy when redeeming the WIC checks. The folder must list the participant, head of household/guardian and/or proxy's signatures. The signature on the folder should be compared to the signature on the WIC check.

WHAT IS WIC?

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), which is funded primarily by the United States Department of Agriculture. The National WIC Program was established in 1972 and helps provide nutritious foods as well as nutrition education, referrals, and other services for people who qualify for the program.

The Missouri Department of Health and Senior Services administers the program in this state through Local WIC Providers. Local WIC Providers are located throughout the state. You should learn where the WIC clinics in your area are and their phone numbers. They can answer many questions about the WIC Program for you and your WIC customers. Some of them are open after regular 8-5 working hours. For any general questions, you may call the state office of the WIC Program at **1-800-392-8209**.

Who Is A WIC Participant?

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

- Be a pregnant, breastfeeding, or postpartum woman, or be a child under age 5.
- Live in the State of Missouri and the geographical area served by the local WIC clinic.
- Be within the income guideline, which is 185% above the poverty guidelines published in the Federal Register. (As an example, a family of four (4) in 2014 can make up to \$44,123 annually and be eligible to receive WIC Program services, including WIC checks for the purchase of food items.)
- Have one or more nutritional health risks as determined by a nutritionist or health professional at the WIC clinic.

You may know someone on the WIC program now or someone that has been on the WIC program in the past. There are approximately 143,000 WIC participants served in Missouri per month.

What Do WIC Participants Receive?

WIC participants receive checks for nutritious foods at the WIC clinic. The checks indicate specific types and quantities of certain foods. WIC participants also receive nutrition information, breastfeeding support, free immunizations, and referrals to other health care agencies from the WIC program.

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

WIC Approved Foods

- **Milk** (Any brand of unflavored fluid milk that is Vitamin A & D fortified in quart, half-gallon and gallon size containers. The WIC check will have whole only, skim thru 1% (includes skim, ½%, and 1%), 1 % only, 2% only or skim only printed on the check.)
- **Evaporated Milk** (store brands only, whole and reduced/low fat variety, 12 oz. can)
- **Powdered Milk** (store brands only, 8 quart size)
- **Cultured Buttermilk** (any brand, quart size)
- **Lactose Free Milk** (all brands, half-gallon size only, whole and reduced/low fat variety)
- **Goat Milk** (Meyenberg brand only, variety and size will be printed on the WIC check)
- **Soy Beverage** (8th Continent Original and Vanilla Soymilk and Great Value Original Soymilk in half-gallon containers only.)
- **Tuna** (any brand, 5.0 oz. cans, water packed only, no albacore or white tuna)
- **Salmon** (any brand, 5.0 oz. cans, water packed only)
- **Sardines** (any brand, tomato sauce, mustard sauce and water packed only, 3.75 oz. can, no olive oil, or soybean oil packed, other flavors, smoked or fish steaks)
- **Eggs** (dozen package, large, white, Grade A or AA only)
- **Cheese** (store brands only: American, Cheddar, Colby, Colby-Jack, Monterey Jack and Mozzarella. Block cheese in 8 or 16 oz. sizes only. Low fat and reduced fat varieties are allowed. No sliced cheese, except for store brand American that is not individually wrapped.)
- **Yogurt** (approved brands only, 32 oz. containers, low fat or nonfat only of approved varieties)
- **Tofu** (Azumaya and NaSoya brands only, 16 oz. blocks only.)
- **Dried Beans or Peas** (store brands only, including mixed dried beans and peas, 16 oz. packages, unseasoned only)
- **Canned Beans** (Bush's Best Beans brand of Butter, Garbanzo, Kidney, Navy, Pinto and Red Beans, Fat free refried, unseasoned only, in 16 oz. cans)
- **Peanut Butter** (store brands only, 16-18 oz. jar, regular, smooth or creamy only)
- **Cold Cereal** (approved brands only, 12 oz. to 36 oz. sizes in bags or boxes)
- **Hot Cereal** (approved brands only, up to 36 oz. sizes boxes)
- **Juices** (approved brands and flavors only, 12 oz. frozen concentrate, and 64 oz. containers of ready to serve, 100% juice fortified with Vitamin C)
- **Tortillas** (approved brands only, 16 oz. package size only, no flour or hard corn tortillas)

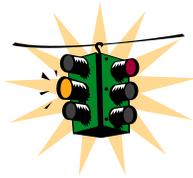
- **Whole Grain Breads** (approved brands only, 16 oz. package size only, no breads without the main ingredient being whole grain)
- **Brown Rice** (store brands only, 16 oz. packages only, no instant varieties or individual servings or pouches)
- **Fresh Fruits & Vegetables** (any variety of approved whole, halved, quartered, sliced or cut fresh fruits and vegetables. Organic fresh fruits and vegetables are allowed. It also includes all potatoes, fresh garlic, fresh ginger and bagged lettuce and salad greens.)
- **Frozen Fruits & Vegetables** (any brand, size or type of packages of frozen fruits and vegetables. Organic frozen fruits and vegetables are allowed. Frozen fruits may contain fruit juice, water or artificial sweeteners. Any kinds of beans and peas, regular or lower-sodium, frozen vegetables, and plain frozen vegetables, plain frozen steamed vegetables or plain vegetable mixtures.)
- **Infant Formula** (primary contract infant formula only; type and size printed on WIC check)
- **Infant Cereal** (Beech-Nut and Gerber brands only, 8 or 16 oz. size, plain, no fruit mixes)
- **Infant Fruits & Vegetables** (Beech-Nut and Gerber brands only of approved varieties in 4 oz. jars only, no two-pack or multi-packs, organic or ARA/DHA enhanced.)
- **Infant Meats** (Beech-Nut and Gerber brands only of approved flavors in 2.5 oz. jars only, single ingredient meats or poultry with added broth or gravy only. No mixed meats or vegetables, no two-pack or multi-packs, organic or ARA/DHA enhanced.)

When a special infant formula is authorized on a WIC check, the special infant formula will be computer printed on the WIC check.

Your store manager should give you the WIC Approved Foods List that is mailed out by the state WIC office. Brochures with pictures of the WIC foods are also available for both WIC customers and store personnel to help identify WIC foods.

WIC participants have individual nutritional needs so you may see different food items and quantities on the WIC checks. WIC foods are carefully selected to meet nutritional requirements for WIC participants. This is why substituting other non-WIC food items for WIC approved food items is not allowed.

WIC Approved Foods will be the ones sold for your store and will be tagged on the shelf with red and white labels from WIC that say “WIC Authorized”. You may want to keep a list of the WIC Approved Foods near your register to become familiar with them.



STOP

Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #1.

WIC CHECKS

What Are WIC Checks?

The WIC check is the “prescription” issued to a WIC participant by the WIC clinic. It is similar to a personal check and should be treated just as carefully. All the designated information must be present on the check before acceptance. The name *printed* on the check is the person the foods are intended for. Sometimes the name printed on the check and the name in the “Participant’s Signature” box will be different. This usually occurs when a parent or guardian is signing for a child. When the food recipient and the participant are the same person, the printed name and the written name will be the same. Only the person named on the “Head of Household (Guardian)” or “Proxy Signature” lines in the WIC Identification Folder may redeem the check.

Both you and the WIC participant should be familiar with the check and the information on it. A WIC participant receives instructions on how to use the checks at the WIC clinic. This is an example of a WIC check.

PARTICIPANT # 01234567		LAST NAME DOE	FIRST NAME JANE	AGENCY # 30399	PHONE # 573-642-6881	25225210	
 MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES WIC PROGRAM			SECURITY STATE BANK HOWARD LAKE, MN 55349		DOLLARS	CENTS	FIRST DATE TO USE 03/01/2015
PAY TO THE ORDER OF ANY AUTHORIZED MISSOURI WIC VENDOR ONLY VALID ONLY FOR THE PURCHASE OF/ALLOW ALL FOOD LISTED BELOW:			75-1248 919		MAXIMUM PURCHASE PRICE MUST NOT EXCEED		DATE USED
			PAY EXACTLY		15.84		LAST DATE TO USE 03/31/2015
QTY	DESCRIPTION						
1	GALLONS MILK: SKIM THRU 1% (WHITE)						
1	DOZEN EGGS – LARGE, WHITE						
1	1 LB DRY BEANS OR 16-18 OZ PEANUT BUTTER OR 4 – 16 OZ CAN BEANS						
1	11.5 – 12.0 OZ FROZEN JUICE APPROVED TYPES						
XXX END OF ORDER XXX							
						VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE DATE  PLACE MISSOURI WIC STAMP ABOVE PARTICIPANT'S SIGNATURE SIGN HERE	

It should contain:

1. Participant Number
2. Last Name
3. First Name
4. Agency Number
5. Agency Phone Number
6. First and Last-Date-To-Use
7. The approved foods, size and quantity.
8. Maximum price (in the box “Maximum Purchase Price Must Not Exceed”)

Redeeming the Check

As store personnel, part of your job is to provide good customer service. All customers, WIC and non-WIC, should be treated in the same courteous way. Below are some common ways to help make your contacts with customers an enjoyable experience.

- a. Treat all customers the way you would want to be treated if you were the customer.
- b. Smile and greet the customer when they walk up to the register.
- c. If a customer speaks to you about a problem, help resolve the problem when possible or ask for assistance from another store employee quietly.
- d. If a WIC customer has an unapproved food item, politely explain to them that it is an unapproved food item, and then ask them, or help them, to find an item that is on the approved food list.
- e. Be familiar with the vendor complaint process and when it is appropriate to file a complaint regarding a WIC customer. The Vendor Concern form is located in Appendix E of the WIC Vendor Manual.

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 necessary information is recorded on the check, and the checks are accepted in the correct time frame. Some WIC customers may choose to redeem more than one (1) WIC check during a single visit to your store. **Do not ring up the food items and checks together on a single receipt.** Each WIC check is to be treated as a separate transaction and should have separate receipts. The following steps will help you do your job to redeem WIC checks properly. You must first check to see that these four (4) items are reviewed when a WIC check is presented to you:

1. CHECK FOR AUTHORIZED SIGNATURE.

The WIC customer must have a WIC Identification Folder with them and the WIC participant, Head of Household (Guardian) or Proxy should have signed the WIC Identification Folder before coming to the store. If the folder is not signed, you may ask for photo identification in the form of a Missouri identification card or driver's license. If the participant/head of household/guardian/proxy has the photo identification, have them sign the folder, compare the signatures and record their name, the identification or driver's license number and birth date on the back of the check. It is important that the WIC customer name in the "Head of Household (Guardian) Signature" or "Proxy Signature" block and the signature on the form of identification matches. If the signatures do not match, or the participant/head of household/guardian/proxy does not have either form of photo identification, or if they do not have their WIC ID folder with them, give the check back to the WIC customer and refer them back to the local WIC provider.

2. CHECK FOR THE FIRST AND LAST DATE TO USE.

The date the check is accepted for payment must be **on** or **after** the **First-Date-To-Use** and **on** or **before** the **Last-Date-To-Use**. The check is not valid before the First-Date-To-Use or after the Last-Date-To-Use. The date used must fall on or between these two dates.

3. CHECK FOR THE FOOD ITEMS AND THEIR QUANTITIES.

The check is valid only for the purchase of the authorized foods printed on it. No substitutions for other types of foods are allowed.

4. CHECK FOR THE MAXIMUM PURCHASE PRICE.

The “MAXIMUM PURCHASE PRICE MUST NOT EXCEED” is clearly printed on the check. This is the maximum amount your store will be paid.

If all four (4) items are on the check, and the dates printed are current, then the check is valid.

Grouping, Sorting and Verifying WIC Foods

After you have reviewed the WIC check to make sure that it is valid, the next step is to group, sort and verify that the food items are WIC approved food items that the WIC customer has selected and brought to the cash register. The approved WIC food items should be separated from non-WIC approved food items.

1. GROUP WIC FOODS TOGETHER.

Example:

Ms. Jones brings six, two (2)-dozen Large Grade A eggs, one (1)-pound of cheddar cheese, one (1)-18 oz. jar of creamy peanut butter, three (3)-12 oz. boxes of hot cereal, two (2) gallons of skim milk, one (1) 16 oz. package of Bunny whole wheat bread, two (2) packages of diapers, one (1)-12-pack of soda, and a package of hot dogs to your line.

Before you begin ringing up the WIC foods, separate them from the rest of the items she has. This means you will separate out the juice, eggs, cheese, peanut butter, cereal, milk and bread.

Example:

All her WIC eggs should be grouped together...

All her WIC cheese should be grouped together...

All her WIC peanut butter should be grouped together...

All her WIC hot cereal should be grouped together...

All her WIC milk should be grouped together...

All her WIC whole wheat bread should be grouped together...

2. SORT WIC FOODS BY FOOD ITEMS.

Example:

Ms. Jones has selected all allowable WIC foods.

1. The Large Grade A eggs are authorized.
2. The cheddar cheese is authorized.
3. The 18-oz. jar of creamy peanut butter is authorized.
4. The hot cereal is authorized.
5. The skim milk is authorized.
6. The 16 oz. Bunny whole wheat bread is authorized.

Ms. Jones' WIC check authorizes her to purchase the \ two (2)-dozen eggs, the one (1) pound of cheddar cheese, the 18-oz. jar of creamy peanut butter, the 36 ounces of cereal, the two (2) gallons of milk and the 16 oz. package of Bunny whole wheat bread. However, since diapers, soda, and hot dogs are not WIC approved food items, she will have to use some other form of payment for those items.

3. VERIFY APPROVED BRANDS AND SIZES.

You can assure that the foods are allowable WIC items by checking the Missouri Approved Food List or the 'WIC Approved Food' brochure. (There should be one near your register.)

4. VERIFY APPROVED QUANTITY.

The total quantity *should not exceed* what is printed on the WIC check. The WIC program strongly encourages the WIC customer to get all items on the WIC check but they are not required to purchase every item authorized on the WIC check. Your store **must** not force WIC customers to purchase every item authorized on the WIC check.

Completion of WIC Checks

After sorting and verifying WIC foods, the following things should be written on the WIC check.

1. **ENTER THE DATE THE CHECK IS REDEEMED IN THE DATE USED BOX.**

Today is 10/19/15, which falls between 10/01/15 and 10/31/15, so Ms. Jones' WIC check is valid today.

2. **ENTER THE TOTAL AMOUNT OF THE SALE IN THE DOLLARS AND CENTS BOXES. (Minus taxes, company discount cards, in store sales/promotions and retailer and manufacturer's coupons.)**

The amount paid to your store must not exceed the authorized amount in the "Maximum Purchase Price Must Not Exceed" column. If the customer selects items that exceed the maximum price complete the transaction.

Never ask the customer to take less than the amount authorized or ask them to purchase a cheaper brand and never take cash for the difference in price.

3. **HAVE THE CUSTOMER SIGN THE CHECK.**

The WIC customer signature is to be requested at the end of the WIC transaction and has to be compared to the signatures listed on the WIC ID Folder. Do not accept a check if the Head of Household (Guardian), Proxy or the Participant's Signature are not the same name(s) as listed on the WIC Identification Folder. Any time a check has been pre-signed, you may have the customer sign the check again. **Do not accept an unsigned WIC Identification Folder.** You may ask for photo identification in the form of a Missouri identification card or driver's license. If the participant has the photo identification, record their name, identification or driver's license number and birth date on the back of the check. If the participant does not have either form of photo identification, give the check back to the WIC customer and refer them back to the local WIC provider.

If the person presenting the WIC check has the WIC ID Folder, but his/her signature is not listed as an authorized person on the folder, do not accept the WIC check or complete the transaction. You will need to give the WIC check back to the WIC customer and refer them back to the local WIC provider.

Example:

Mary Jones signs on the "Head of Household (Guardian) Signature" line in the WIC ID Folder, but her husband Thomas Jones has presented the check and is not listed as a Proxy in the WIC ID Folder. If you accept the check with Thomas Jones' signature, your store would not be paid for this WIC check because the names are different.

A receipt is not given to a WIC customer. You need to keep the receipt with the check and give it to store personnel. The receipt will be used during the check processing prior to the check being deposited in the bank. Receipts are kept at the store and may be requested during an on-site monitoring visit.

4. **ENTER THE WIC VENDOR NUMBER.**

This may be done later by store personnel with the vendor stamp that is provided to your store by the state WIC office.

So.....redeeming WIC checks properly isn't too difficult, is it? Just remember this: there are four (4) things that make a WIC check valid when it is presented to you at your register. Then there are four (4) steps to sort and verify WIC foods.

REVIEW: When it is presented to you, a valid check has...

1. First/Last-Date-To-Use.
2. Authorized Signature on the WIC ID Folder.
3. Approved Food Items/Quantities.
4. Maximum Pricing (Maximum Purchase Price Must Not Exceed).

REVIEW: To sort and verify WIC foods...

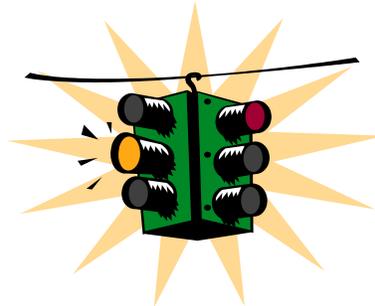
1. Group WIC foods together
2. Sort WIC foods by food items
3. Verify allowable brands
4. Verify allowable quantity

At the time of sale, a valid check receives...

- * Date Used
- * Total Sales Amount
- * Participant's Signature
- * Vendor Number

Remember:

Be sure that all foods purchased are WIC approved food items and that the amounts do not exceed maximum quantities and total prices do not exceed maximum purchase price allowed. Your store will not be reimbursed for invalid checks. 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 state WIC office for payment.



STOP

Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #2-A.

Note: A list of **Do's and Don'ts** for cashiers can be found in Attachments A and B of this manual.

MISSOURI FRUIT AND VEGETABLE CHECK REDEMPTION PROCEDURES

Redeeming the Fruit and Vegetable Check

WIC customers receive WIC checks to purchase fresh and frozen fruits and vegetables. These checks will be the same color and format as the “regular” WIC checks that are being printed through our new data system. The food item description on these checks will state “fresh and/or frozen fruits or vegetables”. The maximum dollar value amount on these checks can be for \$4, \$6, \$8, \$10 or \$15. WIC customers are to redeem these checks separately from the “regular” WIC checks. Below is a sample fruit and vegetable check.

PARTICIPANT # 60056689	LAST NAME DAY	FIRST NAME DORIS	AGENCY # 12345	PHONE # 573-555-9876
 MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES WIC PROGRAM		UNITED COMMUNITY BANK MARIETTA, GA 64-1568 611	DOLLARS VOID	CENTS
PAY TO THE ORDER OF ANY AUTHORIZED MISSOURI WIC VENDOR ONLY		MAXIMUM PURCHASE PRICE MUST NOT EXCEED 6.00		FIRST DATE TO USE 03/01/2015
VALID ONLY FOR THE PURCHASE OF:		DATE USED 03/31/2015		LAST DATE TO USE 03/31/2015
QTY \$6.00	DESCRIPTION FRESH AND/OR FROZEN FRUITS/VEGETABLES XXX END OF ORDER XXX		VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE DATE	
			VOID	
			PLACE MISSOURI WIC STAMP ABOVE PARTICIPANT'S SIGNATURE	
			VOID	

Stores have the option of allowing more than one (1) check to be used in a single Fruit and Vegetable transaction if their cash register systems allow it. If more than one (1) check is used for a single transaction the store must record all check numbers on the receipt.

Only Fruit and Vegetable checks **may be combined into** a single transaction **regular WIC checks may not**. If the Fruit and Vegetable checks are redeemed separately, each check will have a separate receipt. The receipts are to be retained by the store. The following steps will help your store redeem WIC checks properly.

1. REVIEW THE WIC ID FOLDER

Cashiers are to follow the same steps in reviewing and verifying the WIC ID folder as with regular WIC checks.

2. REVIEW THE FRUIT AND VEGETABLE CHECK

When presented to your cashier a VALID WIC CHECK must contain Participant Number, Participant Name, Agency Number, Phone Number, FIRST-DATE-TO-USE, “fresh and/or frozen fruits or vegetables” in the Food Section, the maximum dollar amount, and LAST-DATE-TO-USE:

Do Not Accept any WIC Check that does not have all items listed or has been altered. Cashiers may accept the WIC check beginning on the FIRST-DATE-TO-USE through the LAST-DATE-TO-USE printed on the face of the check.

3. SORTING AND VERIFYING FRUITS AND VEGETABLES

During these transactions, cashiers are to ring up the fresh fruits and vegetables that are being presented first and then ring up frozen fruits and vegetables up to the maximum value of the check. For example, if a WIC customer presents a ten (10) dollar check and the total amount of fresh fruits and vegetables is \$7.25, the remaining balance of \$2.75 can be used to purchase fresh or frozen fruits and vegetables if they choose.

If not, only \$7.25 would be written as the total sale amount on the check as show on the screen. The maximum value of the check should never be automatically written on the check unless the total sale amount is equal to the maximum value of the check.

WIC customers are not required to purchase **both** fresh and frozen fruits and vegetables. If they choose to buy **only** fresh **or only** frozen fruits and vegetables that is acceptable. If they choose to purchase **only** fruits **or only** vegetables that are either fresh **and/or** frozen, that is also acceptable.

CASHIER COMPLETION OF FRUIT AND VEGETABLE CHECK

After sorting and verifying the WIC foods, the cashier must complete the transaction by writing information on the check. The cashier should enter the date of the transaction and the total sale amount on the check at the time of transaction. It is very IMPORTANT that this information is legible and complete.

IN INK (BLUE OR BLACK), CLEARLY:

1. ENTER THE “DATE USED”. Remember the date must fall ON or BETWEEN the First and Last-Date-To-Use.

2. ENTER THE TOTAL AMOUNT OF THE TRANSACTION IN THE DOLLARS AND CENTS BOXES (MINUS TAXES).

The amount paid to your store will not exceed the authorized amount in the “Maximum Purchase Price Must Not Exceed” box. If more than one (1) check is included in the transaction the total sale amount will be divided between the checks being redeemed. Such as the customer presenting two (2) six (6) dollar checks and the total sale amount is \$10.50. The cashier would write a total sale amount of \$6.00 on one check and the remaining balance of \$4.50 on the second check as show below.

PARTICIPANT # 60056689	LAST NAME DAY	FIRST NAME DORIS	AGENCY # 12345	PHONE # 573-555-9876
 MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES WIC PROGRAM		UNITED COMMUNITY BANK MARIETTA, GA 04-1068 611	DOLLARS 6.00	CENTS _____
PAY TO THE ORDER OF	ANY AUTHORIZED MISSOURI WIC VENDOR ONLY		PAY EXACTLY	MAXIMUM PURCHASE PRICE MUST NOT EXCEED 6.00
VALID ONLY FOR THE PURCHASE OF:			FIRST DATE TO USE	03/01/2015
			DATE USED	
			LAST DATE TO USE	03/31/2015
QTY	DESCRIPTION			
\$6.00	FRESH AND/OR FROZEN FRUITS/VEGETABLES			
	XXX END OF ORDER XXX			
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE DATE				
VOID				
PLACE MISSOURI WIC STAMP ABOVE PARTICIPANT'S SIGNATURE				
VOID				

PARTICIPANT # 60056689	LAST NAME DAY	FIRST NAME DORIS	AGENCY # 12345	PHONE # 573-555-9876
 MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES WIC PROGRAM		UNITED COMMUNITY BANK MARIETTA, GA 64-1969 611	DOLLARS CENTS 4.50	FIRST DATE TO USE 03/01/2015
PAY TO THE ORDER OF ANY AUTHORIZED MISSOURI WIC VENDOR ONLY	VALID ONLY FOR THE PURCHASE OF:		MAXIMUM PURCHASE PRICE MUST NOT EXCEED 6.00	DATE USED 03/31/2015
QTY \$6.00	DESCRIPTION FRESH AND/OR FROZEN FRUITS/VEGETABLES XXX END OF ORDER XXX			VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE DATE
VOID				PLACE MISSOURI WIC STAMP ABOVE PARTICIPANT'S SIGNATURE
VOID				

If the total sale amount exceeds the maximum amount of the Fruit and Vegetable check(s), the WIC customer has four (4) options.

1. The WIC customer has the option of removing an item(s) to reduce the sale price below the maximum value of the check(s).
2. The WIC customer can redeem another Fruit and Vegetable check to pay for the difference.
3. The WIC customer can pay for the difference using their EBT/SNAP card. No sales tax is calculated on the difference. IE: Check Value is \$6.00. The total sale amount is \$7.50. The difference is \$1.50. No sales tax is calculated for the \$1.50.
4. The WIC customer can pay for the difference by using cash, check, debit or credit card. Sales tax **must be** calculated on the difference. IE: Check Value is \$6.00. Total Sale Amount is \$7.50. The difference is \$1.50. Sales tax must be calculated for the \$1.50.

The WIC customer should never be **required** to pay any amount of the sale that exceeds the maximum value of the check(s). The WIC customer should not be given cash, a rain check or store credit if the total is less than the maximum value of the check(s). If they wish to purchase an item that exceeds the maximum value of the check(s) that item should be rung up separately and paid for with other funds as described above. For example: Fruit and Vegetable check, cash, credit, etc..

3. HAVE THE CUSTOMER SIGN THE WIC CHECK

The WIC customer signature is to be requested at the end of the WIC transaction and is to be compared to the signatures listed on the WIC ID Folder. If the check has been signed, draw a single line through the signature, then have the customer sign the check above the "Participant's Signature" again. Remember, do not accept a check that has been pre-signed. Do not accept a check if the WIC ID Folder does not have a "Head of Household (Guardian) Signature" or a "Proxy Signature" **or** if the "Participant's Signature" is not the same as the signatures on the WIC ID Folder.

4. ENTER THE WIC VENDOR NUMBER

This is done later by stamp prior to the check being deposited into the vendor's bank.

Please note that these checks will also be processed in the same manner by the banking contractor and can be rejected for the same non-fatal and fatal check errors and the current WIC checks. Vendors are required to maintain receipts for these checks in addition to receipts for other WIC checks.

WIC customers will be provided a shopping guide to assist in their shopping for fruits and vegetables at the store. Some WIC customers may need assistance in learning how to accurately weigh fresh fruits and vegetables.

WIC FORMULA

What is Primary Contract Infant Formula?

The Missouri WIC Program has a competitive bid contract with a particular manufacturer of infant formula. The formulas that this company makes are the primary contract infant formulas for the WIC Program. No other infant formulas may be substituted unless the WIC check clearly specifies another brand. Currently, the competitive bid contract is for Enfamil Infant, Enfamil Gentlease and Enfamil Prosobee (Soy). These are the primary contract infant formulas for the WIC Program at this time and will be the brands listed on most checks. The primary contract infant formula brands may be changed from time to time. Your store will be notified when this happens. The reason the WIC Program uses primary contract infant formula is because it receives a rebate amount on every can of primary contract infant formula purchased. The additional money received from this contract allows for the participation of thousands of women and children who would otherwise not be served.

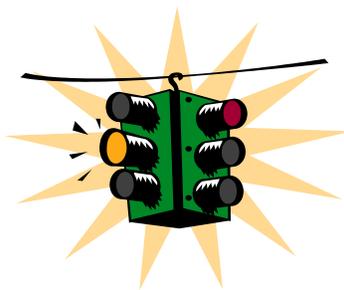
What about Infant Formula Exchanges?

Sometimes a WIC customer may need to exchange infant formula if it is expired, 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 with the WIC check.

Remember:

A WIC customer may only exchange WIC infant formula that has expired, spoiled or become contaminated. No infant formula purchased with WIC checks can be returned for cash or exchanged for another infant formula. If you do not know whether the infant formula was purchased with WIC checks, you should follow your regular store exchange policy.

If there is a problem with a WIC customer wanting to exchange infant formula or wanting to exchange infant formula for cash or other items at your store, please refer the customer to their local WIC provider.



STOP

Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #2-B.

Note: A list of **Do's and Don'ts** for cashiers can be found in Attachments A and B of this manual.

Other Food Restrictions

In addition to types and brands of WIC approved foods, some other restrictions apply.

Fluid Milk

NOT AUTHORIZED:

- milk in pint containers
- flavored milk (such as chocolate or strawberry-flavored milk)
- high calcium fortified milk
- organic milk
- special brands
- substitutions
- glass bottles

Evaporated Milk

NOT AUTHORIZED:

- sweetened condensed milk (such as Eagle Brand® or Milnot®)
- cans smaller than 12 ounces
- evaporated “filled” milk

Cheese

NOT AUTHORIZED:

- cheese foods or spreads (such as Cheese Whiz®, Velveeta®, etc.)
- flavored, imported or deli cheese
- deli or deli sliced cheese
- shredded, grated or string cheese
- cholesterol-reduced, low salt or “lite” cheese
- additives or flavoring
- organic cheese products
- individually wrapped slices
- any package that is individually weighted (Only 8 oz. or 16 oz. packages allowed.)

Note: If your store has a “Deli” or “meat market” section, WIC customers may NOT select cheese from the deli or meat market.

Whole Grain Bread

NOT AUTHORIZED:

- sizes larger or smaller than 16 oz. packages
- organic breads
- added seasonings, powdered sugar, nuts or fruits
- wraps, flatbreads, buns or rolls
- artificial sweeteners

Tortillas

NOT AUTHORIZED:

- flour or hard corn tortillas
- added sugar, fat, oils, salt, nuts or fruits
- added seasonings or flavorings
- organic

Brown Rice

NOT AUTHORIZED:

- instant varieties
- organic grains
- added seasoning or flavors
- individual servings or pouches

Peanut Butter

NOT AUTHORIZED:

- any brand of peanut butter containing jelly, honey, marshmallow, chocolate or candy pieces
- “reduced-fat”, peanut “spreads”, crunchy
- low fat
- organic

Eggs

NOT AUTHORIZED:

- medium, extra large or jumbo eggs
- fertile eggs
- brown eggs
- ungraded eggs
- cartons of 6 eggs or 18 eggs
- low cholesterol
- organic or free range
- specialty eggs

Juice

NOT AUTHORIZED:

- 46 oz. cans or plastic bottles of ready to serve
- 11.5 oz. shelf stable concentrates
- glass bottles
- blended juices
- national brands
- individual serving size containers/packages

Note: Among allowable fruit and vegetable juices, WIC customers are free to choose any mix of flavors they desire—one can of apple juice, one of orange juice, one of grapefruit juice, etc., up to the allowable maximum number listed on their WIC checks.

Dried Beans and Peas

NOT AUTHORIZED:

- beans with seasoning packets or additives
- bulk beans
- organic beans

Infant Cereal

NOT AUTHORIZED:

- cereal with fruit or fruit flakes
- 6 oz. individual serving jars of infant cereal
- organic
- jars or cans
- ARA/DHA enhanced

Infant Fruits

NOT AUTHORIZED:

- mixed fruits
- added sugars, starches, or salt
- organic
- two-pack packages or multi-packs
- ARA/DHA enhanced

Infant Vegetables

NOT AUTHORIZED:

- mixed vegetables
- added sugars, starches, or salt
- organic
- two-pack packages or multi-packs
- ARA/DHA enhanced

Infant Meats

NOT AUTHORIZED:

- mixed meats or vegetables
- added sugars, starches, or salt
- organic
- two-pack packages or multi-packs
- ARA/DHA enhanced

Tuna

NOT AUTHORIZED:

- albacore or solid white tuna
- tuna packed in oil
- reduced or low salt/sodium tuna
- foil packages
- added flavoring, sauces or ingredients
- individual or snack pack servings

Sardines

NOT AUTHORIZED:

- olive oil packed or other flavors
- foil pouches or individual servings
- added flavorings, sauces or ingredients
- smoked sardines
- fish steaks

Salmon

NOT AUTHORIZED:

- Red, Sockeye, Wild Alaska or Pink Atlantic salmon
- foil pouches or individual servings
- added flavorings, seasoning or sauces
- smoked salmon

Cold Cereal

NOT AUTHORIZED:

- individual size servings
- boxes or bags smaller than 12 ounce size

Hot Cereal

NOT AUTHORIZED:

- cereal with fruit or flavoring

Canned Beans

NOT AUTHORIZED:

- flavorings or seasonings
- peppers, onions or other added ingredients
- bean soups
- organic

Fresh Fruits & Vegetables

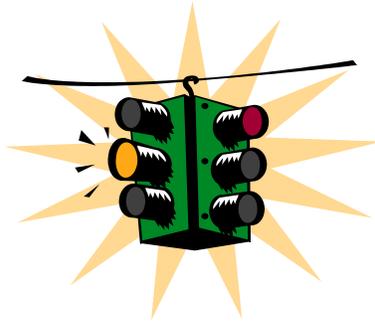
NOT AUTHORIZED:

- fruits with added sugar or caramel
- buffet containers or party trays of sliced fruits or vegetables
- bagged lettuce or salad greens with salad dressings, cheese, croutons or other ingredients
- fruit or vegetable baskets
- breaded, creamed or sauced vegetables
- vegetable-grain (pasta or rice) mixtures
- fruits or vegetables available on a salad bar
- salads or individual deli servings
- dried fruits or fruit roll-ups
- powdered or dried herbs or spices used for seasoning
- nuts, fruit-nut, or vegetable-nut mixtures
- ornamental or decorative fruits or vegetables (pumpkins, gourds, Indian corn, etc.)
- baked goods with fruits (e.g. blueberry muffins, fruit pies or pumpkin pies)
- pickled ginger
- The following herbs and spices: anise, basil, bay leaves, caraway, chervil, chives, cilantro, dill, fenugreek, horseradish, lemon grass, marjoram, mint, oregano, parsley, rosemary, sage, savory, tarragon, thyme, vanilla bean

Frozen Fruits & Vegetables

NOT AUTHORIZED:

- fruit with added sugar
- vegetables with added sugar, fat, oils, salt or flavorings
- single serving packs or packages with added sauces, flavors, or other ingredients
- French fries, tator tots, potato rounds, diced potatoes, shredded/diced hash browns or hash brown patties with added oils, seasonings or sugars
- breaded, seasoned or flavored vegetables
- packages of vegetables containing pasta, rice or other ingredients
- packages of vegetables containing cheese, sauces or gravies
- packages containing meat, poultry or fish



STOP

Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #3.

What About...?

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

1. *What Happens if I Make a Mistake on a WIC Check?*
2. *What Happens if a WIC Customer Chooses Not to Get a Food Item on the Check?*
3. *What Happens if My Store is Out of a WIC Food Item?*
4. *Will I be checked by the WIC Program?*

Let's go over what to do in these situations so that your store is not penalized for improper redemption of WIC checks. If you have other questions about situations you may encounter with WIC customers and/or WIC checks, be sure to ask your store manager.

1. What Happens if I Make a Mistake on a WIC Check?

When an incorrect price is entered in the Dollars and Cents boxes and you realize this at the register, just draw a single line through the incorrect information and write the correct information above and initial the change.

Please **do not** scribble over the incorrect information or use “white out” to cover up the incorrect information and then write the correct information over it

2. What Happens if a WIC Customer Chooses Not to Get a Food Item on the Check?

There may be times when a WIC customer decides not to purchase a certain food on the check. When this happens, complete the transaction by ringing up the food items they want to purchase. Your store **must** not force WIC customers to purchase every item authorized on the WIC check. Charging the WIC Program for items the WIC customer has not received is considered as fraud in the federal regulations and would result in a mandatory disqualification from the program.

3. What Happens 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 they can choose to purchase what you have in stock, come back later or go to another store. You may not issue rain checks or IOUs for out-of-stock items.

4. Will I be checked by the WIC Program?

A number of stores are monitored by the State WIC Office each year. The monitors may identify themselves as a WIC Staff member or a contracted investigator will pose as a WIC customer and check to see if you and your store know the WIC rules. Some of the things they will check for are:

- A. **Overpricing:** Monitors will double-check prices entered on the check to be sure they agree with shelf prices. Overpricing can result in a **TERMINATION** of your store. Meaning your store will not be a WIC authorized store.
- B. **Wrong infant formula:** Monitors may attempt to purchase infant formula that is not listed on the check. If they are allowed to purchase the non-approved infant formula, your store will be found to be in violation of its *WIC Vendor Agreement*.
- C. **Wrong brands of other types of WIC Wrong foods:** Monitors will try to buy the unauthorized brands of cereal, juice, and cheese. If you let them buy wrong brands of these foods, your store could be found in violation of the *WIC Vendor Agreement*.

Remember:

1. Always obtain the signature of the WIC customer at the end of the WIC transaction and verify the signature with the WIC ID Folder.
2. Enter the correct price at the time of sale.
3. Never sell an infant formula not listed on the check.
4. Check WIC foods to be sure the brands selected are allowable.

This concludes the WIC Cashier Training Self-Paced Manual. For more information, please refer to the WIC Vendor Manual or contact the state WIC office.

WIC Cashier Training Guide

Attention Use this master to make photocopies for trainees.

Cashier Name: _____

Store Name: _____

Store Location: _____

Vendor Number: _____

Self Check #1

WIC Basics

What I now know about WIC.

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.
2. WIC is administered in Missouri by
 - A. Missouri Department of Social Services.
 - B. Missouri Department of Health and Senior Services.
 - C. Missouri Department of Agriculture.
3. For a person to qualify for WIC benefits, which requirement do they NOT have to meet?
 - A. Be a pregnant, postpartum or breastfeeding woman, infant, or child.
 - B. Have a nutritional need.
 - C. Be at or below 185% of the Federal Poverty Guidelines.
 - D. Be a single parent.
4. Which of the following statements is true about WIC foods?
 - A. WIC foods are nutritious.
 - B. WIC foods can be substituted for any food items in your store.
 - C. Authorized WIC food items are the same for every WIC customer.
5. Which of the following foods can be purchased with a WIC check?
 - A. Brown Rice
 - B. Hawaiian Punch
 - C. Crunchy Peanut Butter

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 A & B.

Attention Use this master to make photocopies for trainees.

Cashier Name: _____
Store Name: _____
Store Location: _____
Vendor Number: _____

Self Check #2-A

WIC Checks

What I now know about WIC checks and how they are redeemed.

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

1. ____ A WIC check with a “Last-Date-To-Use” of 01/31/2014 can be redeemed any day after that date.
2. ____ WIC checks are similar to personal checks and should be redeemed just as carefully.
3. ____ A WIC check with a “First-Date-To-Use” of 9/01/2014 and a “Last-Date-To-Use” of 9/30/2014 can be redeemed either on or any day between those dates.
4. ____ Even though the WIC check lists six (6) cans of juice, a WIC customer can substitute six (6) cans of pears if they don't want the juice.
5. List the four (4) items that should be reviewed during a WIC transaction.
 - A. _____
 - B. _____
 - C. _____
 - D. _____
6. List the four (4) steps you should follow to sort and verify WIC foods.
 - A. _____
 - B. _____
 - C. _____
 - D. _____

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

7. ____ If Mrs. Smith brings a package of diapers to your line along with her WIC foods, you should separate out the diapers before you begin to ring up the WIC foods.
8. ____ WIC customers can select any brands and sizes of cold cereal that they want.
9. ____ Total quantity really doesn't matter as long as the foods are WIC approved food items.

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 B, WIC Checks.
--

Attention Use this master to make photocopies for trainees.

Cashier Name: _____
Store Name: _____
Store Location: _____
Vendor Number: _____

Self Check #2-B

WIC Checks

More things I now know about WIC checks and how they are redeemed.

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

1. ____ If the “Authorized Signature” is Jane Doe and the person redeeming the check is a male who signs as John Doe, you may accept the check if he proves he is married to Jane.
2. ____ A WIC customer should never pay you the difference when the price for WIC food items goes over the maximum price allowed on a WIC check.
3. ____ You can accept a check that has been signed twice. Just have the customer sign again below the “Participant Signature” box.
4. List the three (3) steps you should follow to complete the WIC check correctly.
 - A. _____
 - B. _____
 - C. _____

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

5. If you know that infant formula was purchased with a WIC check, it cannot be returned for _____.
6. WIC customers can purchase _____ and _____ fruits and vegetables with their Fruit and Vegetable WIC checks.
7. A WIC customer _____ redeem more than one Fruit and Vegetable WIC check during a single WIC transaction.

<p>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 B, WIC Checks and Section C, WIC Formula.</p>
--

Attention Use this master to make photocopies for trainees.

Cashier Name: _____
Store Name: _____
Store Location: _____
Vendor Number: _____

Self-Check #3

Other Food Restrictions

On the following questions, please circle the correct answer.

1. Which cheese is authorized?
 - A. Individually-wrapped slices.
 - B. Cheddar cheese.
 - C. Velveeta cheese.
2. Which of the following kinds of milk can be purchased with WIC checks?
 - A. Skim, 1%, 2%, Whole.
 - B. Chocolate.
 - C. Dairy-Ease®.
3. Which juices can be purchased with WIC checks?
 - A. Enough 11.5 or 12 oz. cans of frozen juice to equal the number listed on the check.
 - B. V-8 Vegetable Juice.
 - C. Six (6) 32 oz. glass jars of grapefruit juice.
4. Which kind of eggs are allowable WIC items?
 - A. Brown eggs.
 - B. Large eggs.
 - C. Ungraded eggs.
 - D. None of the above.
5. What kind of a tuna can be purchased with WIC checks?
 - A. Albacore tuna.
 - B. Oil-packed tuna.
 - C. Any brand of water-packed, chunk, solid or grated tuna.
6. When is sales tax not calculated during a Fruit and Vegetable check transaction?
 - A. If paying for the overage with EBT/SNAP or a Fruit and Vegetable check
 - B. If paying for the overage with cash or check
 - C. If paying for the overage with debit or credit card

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 D, Other Food Restrictions.

Attachment “A”

Do’s For Cashiers

- ❖ Treat WIC customers with the same courtesy extended to all customers.
- ❖ Obtain signature of WIC customer **at the end** of the WIC transaction. Ensure that names match.
- ❖ Make sure that the check has all the information required by the State.
- ❖ Provide only the approved foods in brands and quantities authorized.
- ❖ Enter Date Used on the check.
- ❖ Legibly enter the total sale amount of the transaction in the Dollar and Cents box.
- ❖ Allow the full purchase of authorized WIC approved foods even if total sale amount exceeds maximum purchase price on check. **This does not include the Fruit and Vegetable checks.**
- ❖ Direct questions or problems regarding WIC customers to your Local WIC Agency.
- ❖ Accept “cents off” retailer/manufacturer's coupons, discount cards, in-store sales prices for WIC-approved foods if your store accepts them from other customers.
- ❖ Redeem the WIC infant formula checks only for the designated infant formula prescribed on the checks.

Attachment “B”

Don'ts for Cashiers

DO NOT:

- ❖ Discriminate against a WIC customer on the grounds of race, color, creed, political beliefs, national origin, sex, age or disability.
- ❖ Deny WIC customers the use of coupons if your store accepts them.
- ❖ Give WIC customers cash.
- ❖ Issue rain checks or IOUs.
- ❖ Charge WIC customers more than other customers. Overcharging can result in your store being disqualified from the WIC program.
- ❖ Charge WIC customers money for WIC foods or ask a customer to pay for food.
- ❖ Charge the WIC program for food items that the WIC customer did not receive.
- ❖ Require a WIC customer to purchase every item authorized on the WIC check.
- ❖ Refuse to allow them the full purchase of the authorized items if the sale amount is higher than the maximum purchase price listed on the WIC check.
- ❖ Sell unauthorized foods or quantities nor exchange WIC food for cash.
- ❖ Substitute infant formulas. Issue ONLY the infant formula specified on the check.
- ❖ Accept expired checks or checks without proper information.
- ❖ Accept altered checks, or checks damaged to the point they cannot be read.
- ❖ Staple or tape receipts to checks.
- ❖ Accept pre-signed checks without an additional signature in your presence.
- ❖ Accept out-of-state cards or checks.
- ❖ Bill or attempt to collect from WIC customers any charges from any checks submitted to the State for reimbursement but not paid in whole or in part by the State.
- ❖ Issue a receipt to a WIC customer for the foods that were purchased with the WIC check.

Attachment “C”

COMMON WIC REDEMPTION ERRORS

Food Description	Allowed	Not Allowed
Quart Whole Milk	Quart size of Whole Milk	Quart size of Skim, ½%, 1% or 2%
Quart Skim thru 1%	Quart size of Skim, ½% or 1%	Quart size of Whole Milk or 2%
Half Gallon Whole Milk	Half Gallon size of Whole Milk	Quart size of Whole Milk Half Gallon size of Skim, ½%, 1%, 2%
Half Gallon Skim thru 1%	Half Gallon size of Skim, ½% or 1%	Quart size of Skim, ½% or 1% Quart size of Whole Milk or 2% Half Gallon size of Whole Milk or 2%
Gallon Whole Milk	Gallon size of Whole Milk	Quart size of Whole Milk Quart size of Skim, ½%, 1% or 2% Half Gallon size of Whole Milk Half Gallon size of Skim, ½%, 1%, 2%
Gallon Skim thru 1%	Gallon size of Skim, ½% or 1%	Quart size of Whole Milk or 2% Quart size of Skim, ½% or 1% Half Gallon size of Whole Milk or 2%
11.5 oz or 12 oz frozen	11.5 or 12 oz frozen	64 oz. juice container
64 oz. container	64 oz. container	46 oz can or 12 oz frozen