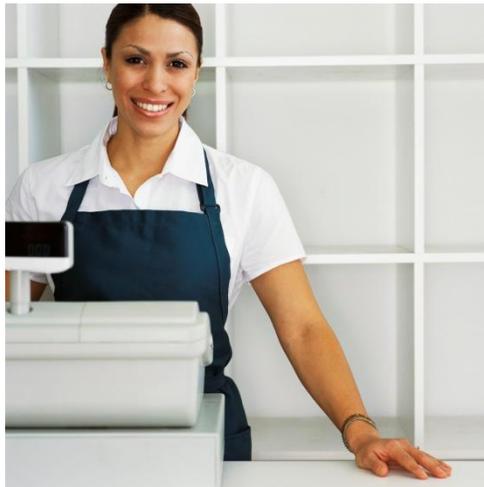


WIC Program Cashier Training Self-Paced Manual

With Manager Overview

WIC and Nutrition Services
Missouri Department of Health and Senior Services



WIC TRAINING GUIDE

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Missouri Department of Health and Senior Services
WIC and Nutrition Services

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The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a food and nutrition program benefiting pregnant, postpartum and breastfeeding women, infants and children under age 5 with low to moderate incomes.

MISSION STATEMENT

To improve the nutritional health status of financially eligible women, infant, and children in Missouri who are at nutritional risk by providing nutrition education, supplemental foods, and referrals to health care.



Manager Overview

The Cashier Self-Paced Training Manual was developed as a tool for your store to use while training your store personnel regarding WIC check transactions. The purpose is to guide your store on how to remain in compliance with the Missouri WIC program and WIC Vendor Manual. This benefits the Missouri WIC program and your store by decreasing the number of violations found during routine monitoring visits and WIC Vendor complaints. Most importantly, it benefits the WIC customer by ensuring they are receiving the correct food items that have been authorized to meet their nutritional needs.

MISSOURI WIC CHECK REDEMPTION PROCEDURES

Proper collection and completion of the WIC checks by the cashier in your store will ensure efficient and accurate payment of WIC claims submitted to the Department for reimbursement. The Department will reimburse only valid WIC checks. Invalid and/or altered WIC checks will not be paid.

When a WIC customer is redeeming a WIC check, there are several steps the cashier must complete: review the WIC check, ensure the proper WIC approved foods are purchased and record the necessary vendor's information on the check. Some WIC customers may choose to redeem more than one 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 a separate receipt. The following steps will help your store redeem WIC checks properly.

1. REVIEW THE WIC ID FOLDER

When presented to your cashier, a VALID WIC ID FOLDER must contain the WIC customer's signature. A WIC customer should have signed in the "Head of Household (Guardian) Signature" or "Proxy Signature" block located on the WIC ID folder before coming to the store. If the WIC ID Folder is not signed you may ask for photo identification in the form of a Missouri identification card or driver's license. If the WIC customer does not have either form of photo identification, give the WIC check back to the WIC customer and refer them back to the local WIC provider.

If the WIC customer has photo identification, record their name, identification or driver's license number and birth date on the back of the WIC check. It is important that the WIC customer name in the "Head of Household (Guardian) Signature" or "Proxy Signature" block and the signature they place in the "Participant's Signature" block matches.

2. REVIEW THE WIC CHECK

When presented to your cashier, a VALID WIC CHECK must contain the following information:

- PARTICIPANT NUMBER
- PARTICIPANT NAME
- AGENCY NUMBER
- PHONE NUMBER: This is the phone number for the Local WIC Provider that issued the WIC check.
- FIRST-DATE-TO-USE: The first day the check can be used by the customer, or accepted at the store.

- **AUTHORIZED FOOD CATEGORIES/QUANTITIES/DOLLAR MAXIMUMS:** The check is valid only for the purchase of the WIC authorized foods printed on it.
- **LAST-DATE-TO-USE:** The last day the customer may use the check and the store can accept.

Do Not Accept any WIC check that does not have all seven (7) 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.

REMEMBER:

- DO NOT ACCEPT CHECKS BEFORE THE FIRST-DATE-TO-USE.
- DO NOT ACCEPT CHECKS AFTER THE LAST-DATE-TO-USE.
- DO NOT ACCEPT CHECKS MISSING THE FIRST OR LAST-DATE-TO-USE.
- DO NOT ACCEPT CHECKS WITH AN ALTERED FIRST OR LAST-DATE-TO-USE OR ANY OTHER ALTERATIONS TO THE CHECK.
- DO NOT ACCEPT CHECKS WITH INFORMATION WRITTEN IN PENCIL.

For specific examples, refer to the Manual, which follows this Manager Overview.

3. SORTING AND VERIFYING WIC-APPROVED FOODS

The Missouri WIC Program authorizes specific nutritious foods and allowable quantities that a store can sell. A WIC Approved Food List is provided to each store to assist the cashier with identification of the current WIC Approved Foods. WIC checks can only be redeemed for the specific WIC Approved food items and quantities listed on the check. These food items are issued to WIC participants to address specific nutritional deficiencies. **DO NOT** substitute any item listed 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. Therefore, your store **must** not force WIC customers to purchase every item authorized on the WIC check.

Once the cashier has reviewed the WIC check, proceed with the following steps.

- GROUP THE WIC FOODS TOGETHER:** WIC foods should be rung up separately from other foods.
- SORT WIC FOODS BY FOOD ITEM:** Group the juices together, cereal together, cheese together, etc.
- VERIFY ALLOWABLE BRANDS:** Check the WIC Approved Foods List or Brochure near your register. Food item BRANDS must match exactly.
- VERIFY ALLOWABLE QUANTITY:** Check the allowable quantity printed on the check. Food item SIZE must match exactly what is listed on the WIC Approved Foods List/Brochure and the WIC check.

4. CASHIER COMPLETION OF WIC 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:

- a. **ENTER THE “DATE USED”.** Remember the date must fall ON or BETWEEN the First and Last-Date-To-Use.
- b. **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 the customer selects items that exceed the maximum price shown in the “Maximum Purchase Price Must Not Exceed” box, the vendor has three (3) options:

- If you have an item that was not WIC approved, was in excess of the quantity that was authorized or if there was tax added, you can circle the item on the receipt and deduct that amount from the total sales amount. Draw one line through the total sales amount on the receipt and write the correct amount next to the printed amount on the receipt and initial the change. Then on the WIC check, draw one line through the written amount and write the correct amount **ABOVE** it and initial the change.
- If all of the items purchased are WIC approved and authorized on the check and the transaction still goes over the printed amount on the check, you can lower your price below the “Maximum Purchase Price Must Not Exceed” amount by drawing one line through the written amount on the WIC check and write the corrected amount **ABOVE** it and initial the change. Draw one line through the total sales amount on the receipt and write the correct amount next to the printed amount on the receipt and initial the change.
- If all of the items purchased are WIC approved and the transaction still goes over the printed amount on the check, you can send the check to the state WIC office on an appeal explaining why the transaction exceeded the check amount. **If the check is improperly redeemed, but there are extenuating circumstances, you may send the check to the state WIC office on the Approval Request for Non-Paid WIC Checks form (WIC-77). The form is located in Appendix F of the WIC Vendor Manual.**
- WIC customers **must** be allowed to purchase all authorized items, even if the total amount of the sale exceeds the “Maximum Purchase Price Must Not Exceed” amount on the WIC Check”.

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

c. HAVE THE CUSTOMER SIGN THE WIC 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. Remember, do not accept a check that has been pre-signed. If the check has been pre-signed, draw a single line through the signature, then have the customer sign the check again. 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 signature(s) on the WIC ID Folder.

d. ENTER THE WIC VENDOR NUMBER

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

For specific DO'S & DON'TS for Cashiers, refer to the Manual that follows this Manager Overview.

Remember that you should **NOT SUBSTITUTE WIC FOOD ITEMS.**

Only allow the purchase of the approved WIC food items printed on the WIC check. Failure to follow this rule will cause your store to be found in violation of the *WIC Vendor Agreement.*

You may accept all valid Missouri WIC checks from the **First-Date-To-Use** through the **Last-Date-To-Use**, regardless of which Local WIC Provider issued the checks.

e. NO SEPARATE CASH REGISTERS FOR WIC CUSTOMERS

Separate cash registers for WIC customers are not permissible as it is a form of discrimination. Discrimination is not permitted by Federal Regulation or the WIC Vendor Agreement.

f. COMPANY DISCOUNT CARDS, IN STORE SALES/PROMOTIONS AND RETAILER AND MANUFACTURER’S COUPONS

WIC customers are encouraged to use “cents off” coupons. If a WIC customer presents to your cashier a cents off coupons, your cashier must take cents off the Total Sales Amount.

g. CONTRACT INFANT FORMULA AND FORMULA EXCHANGES

The Missouri WIC Program has a competitive bid contract with a particular manufacturer of infant formula. The primary contract infant formulas for the Missouri WIC Program are Enfamil Infant ®, Enfamil Prosoabee (Soy) ®, and Enfamil Gentlease ®. No other formulas may be sold unless the WIC check clearly specifies another brand.

If the vendor does not have the quantity of the formula prescribed on the check, the vendor should allow the WIC customer the quantity that is in the store and then complete a Partial WIC Formula Redemption Form. The WIC customer should be advised to take the form back to the Local WIC Provider within ten (10) days where a new check will be issued for the remaining formula. The WIC customer also has the option of going to another WIC vendor to redeem their checks or to return to your store when you have the full quantity authorized on the WIC check.

No formula purchased with WIC checks may be returned for cash. If there is a problem, refer the customer to the Local WIC Provider.

MISSOURI FRUIT AND VEGETABLE CHECK REDEMPTION PROCEDURES

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. 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.

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 Fruit and Vegetable 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 Fruit and Vegetable check must contain a Participant Number, Participant Name, Agency Number, Phone Number, FIRST-DATE-TO-USE, LAST-DATE-TO-USE, “fresh and/or frozen fruits or vegetables” in the Food Section and the maximum dollar amount:

Do Not Accept any Fruit and Vegetable check that has been altered. Cashiers may accept the Fruit and Vegetable 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. 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.

4. CASHIER COMPLETION OF FRUIT AND VEGETABLE CHECK

After sorting and verifying the fruits and vegetables, 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:

- a. **ENTER THE “DATE USED”.** Remember the date must fall ON or BETWEEN the First and Last-Date-To-Use.
- b. **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 WIC 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 shown 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 64-1968 611		DOLLARS CENTS 6.00
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 DATE USED LAST DATE TO USE 03/31/2015
VALID ONLY FOR THE PURCHASE OF:				
QTY	DESCRIPTION			
\$6.00	FRESH AND/OR FROZEN FRUITS/VEGETABLES			
	XXX END OF ORDER XXX			
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 64-1968 611		DOLLARS CENTS 4.50
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 DATE USED LAST DATE TO USE 03/01/2015
VALID ONLY FOR THE PURCHASE OF:				
QTY	DESCRIPTION			
\$6.00	FRESH AND/OR FROZEN FRUITS/VEGETABLES			
	XXX END OF ORDER XXX			
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. For example: Fruit and Vegetable check, cash, credit, etc..

c. HAVE THE CUSTOMER SIGN THE FRUIT AND VEGETABLE 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. Remember, do not accept a Fruit and Vegetable check that has been pre-signed. If the check has been pre-signed, draw a single line through the signature, then have the customer sign the check again. 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 signature(s) on the WIC ID Folder.

d. 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 “regular” 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 guideline sheet 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.

FREQUENTLY ASKED QUESTIONS (FAQs)

1. WHAT IS AN INVALID WIC CHECK?

When one or more of the following applies, the check is invalid:

- NO FIRST-DATE-TO-USE.
- NO LAST-DATE-TO-USE.
- NO VENDOR NUMBER.
- NO SIGNATURE IN THE PARTICIPANT'S SIGNATURE BOX.
- THE CHECK HAS BEEN ALTERED.
- THE CHECK WAS ACCEPTED BEFORE THE FIRST-DATE-TO-USE.
- THE CHECK WAS ACCEPTED AFTER THE LAST-DATE-TO-USE.

WARNING: THE VENDOR WILL NOT BE PAID FOR ACCEPTING INVALID CHECKS. THERE IS NO APPEAL FOR ACCEPTING AN INVALID CHECK.

2. ARE WIC CHECKS LIKE PERSONAL CHECKS?

Your cashier should treat each WIC check like you would in accepting a personal check. That is, all the designated information must be present on the check before acceptance. Only the person named in the "Head of Household (Guardian) Signature" or "Proxy Signature" listed on the WIC Identification Folder may redeem the check. Forging the recipient's signature or validation information on WIC checks can result in your store being disqualified from the WIC Program.

3. CAN I SUBSTITUTE ITEMS?

NO! There is not to be any substitution, IOU or Rain Checks for WIC approved food items. If your store is out of the approved WIC food, three (3) choices exist: one (1) the customer takes the check to a different WIC approved store, two (2) the customer does not get that specific food item, or three (3) the WIC customer returns to your store when the food item is in stock and completes the WIC transaction at that time. 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 on the WIC check. Your store **must** not force WIC customers to purchase every authorized item. 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.

4. WHY THE "STORE BRANDS"?

Store Brands meet the same nutritional standards as the nationally advertised brands. By using the Store Brands, the WIC Program pays for a nutritionally equivalent, lower cost food product. As a result, the program is able to serve more Missourians in need of WIC assistance.

5. WHAT HAPPENS IF I MAKE A MISTAKE ON THE WIC CHECK?

When an incorrect price is entered on the check and you realize this at the register, just draw a single line through the incorrect price and write the correct price above the incorrect price and initial. DO NOT scribble over the incorrect price or use "white out" to cover up the incorrect price and then write the correct price over it.

For further instructions and more detail, please read the manual that follows. Your cashiers should read and follow the instructions for completing the manual, including the exercises that test their knowledge in the Cashier Training Module Workbook.

This completes the Manager Overview.