

WIC CHECK TRANSACTION PROCEDURES FOR CASHIERS

“NO IDENTIFICATION FOLDER – NO TRANSACTION”

If the check has been **ALTERED** in any way, **STOP!** Do not accept that check. If the answers to any of the questions below are NO, correct the situation and continue. Decline the transaction if it cannot be corrected.

If there are **two or more** checks being used at the same time, handle them as separate transactions. Separate receipts must be generated for each check. WIC checks issued for fresh and frozen fruit and vegetables can be combined into a single sales transaction on one receipt. If doing so, put the check numbers on the receipt. It is not mandatory to combine fruit and vegetable checks.

NO substitutions, exchanges or refunds are allowed at any time.

NO money may change hands during a WIC transaction, except if a customer chooses to pay any amount over the maximum dollar amount value of a WIC check for fruit and vegetables.

1. VERIFY THE WIC CHECK:

- a. Is today's date within the First and Last Dates to Use?
- b. Is the check free of alterations? If no, do not accept the WIC check.

2. VERIFY THE FOODS:

- a. Are food items WIC approved types, brands, varieties, and sizes? If no, assist the customer in obtaining the correct items and continue the transaction.
- b. Are the quantities less than or equal to what is printed on the check? Verify cereal ounces do not exceed the limit indicated.

3. SCAN THE FOODS:

- a. Only scan WIC approved food items. Non-WIC items must be rung up separately.
- b. Scan sale prices and deduct any coupons, if applicable or presented.
- c. Total the sale **without tax**.

4. COMPLETE THE FOLLOWING AREAS ON THE CHECK USING **BLUE OR BLACK INK ONLY**:

- a. Enter today's date in the **DATE USED** box.
- b. Enter the total of the sales transaction in the **PAY EXACTLY** box **without tax**.

5. **HAVE THE WIC CUSTOMER SIGN THE CHECK USING BLUE OR BLACK INK ONLY**:

- a. If the customer signs in the wrong place, draw a single line through it, and ask the customer to re-sign the check.
- b. If the check is **pre-signed**, draw a single line through the signature, and ask the customer to re-sign the check.

6. **COMPARE THE SIGNATURE WITH THE SIGNATURES IN THEIR PARTICIPANT IDENTIFICATION FOLDER**:

- a. Does the signature you witnessed match one of the authorized signatures? If no, ask for a photo identification to verify the signature. Record identification information on back of the WIC check, such as type of identification used and expiration date.
- b. Place the check and receipt in the cash drawer. Do not give the receipt to the customer.

MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES
WIC and Nutrition Services
P.O. Box 570, Jefferson City, MO 65102-0570
(Telephone 800-392-8209)