

Delaware WIC Program

Cashier Training Handbook



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Public Health

WIC Program

INTRODUCTION

On the following pages, you will find the January 1, 2010 - December 31, 2012 Cashier Training Handbook for the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).

BACKGROUND

WIC is a federally funded program, which is, administered at the federal level by the Food and Nutrition Service (FNS), United States Department of Agriculture. The State of Delaware, Division of Public Health, is responsible for the administration of the Delaware WIC Program (hereafter referred to as the WIC State Agency). The WIC State Agency office is responsible for all the operations of the program in accordance with federal and state rules, regulations and guidelines.

The primary purpose of the WIC Program is to make health and nutrition services available to eligible individuals. Under the WIC Program, authorized health professionals prescribe nutritious supplemental foods and teach nutrition education to pregnant, postpartum, and breastfeeding women, infants, and children to their fifth birthday.

WIC participants receive food instruments (vouchers) to enable them to purchase WIC approved foods at local retail grocery stores. The voucher has a prescription for specific foods selected for the nutritional need of the individual with amounts listed on the front of the voucher.

CASHIER TRAINING HANDBOOK AREAS

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NOTE: If you have any suggestions or comments, please send them to the Vendor Unit at the following address:

**Delaware WIC Program
Blue Hen Corporate Center
655 Bay Road, Suite 4B
Dover, DE 19901
ATTN: Vendor Unit**

The WIC Transaction



How do I cash a voucher?

You must:

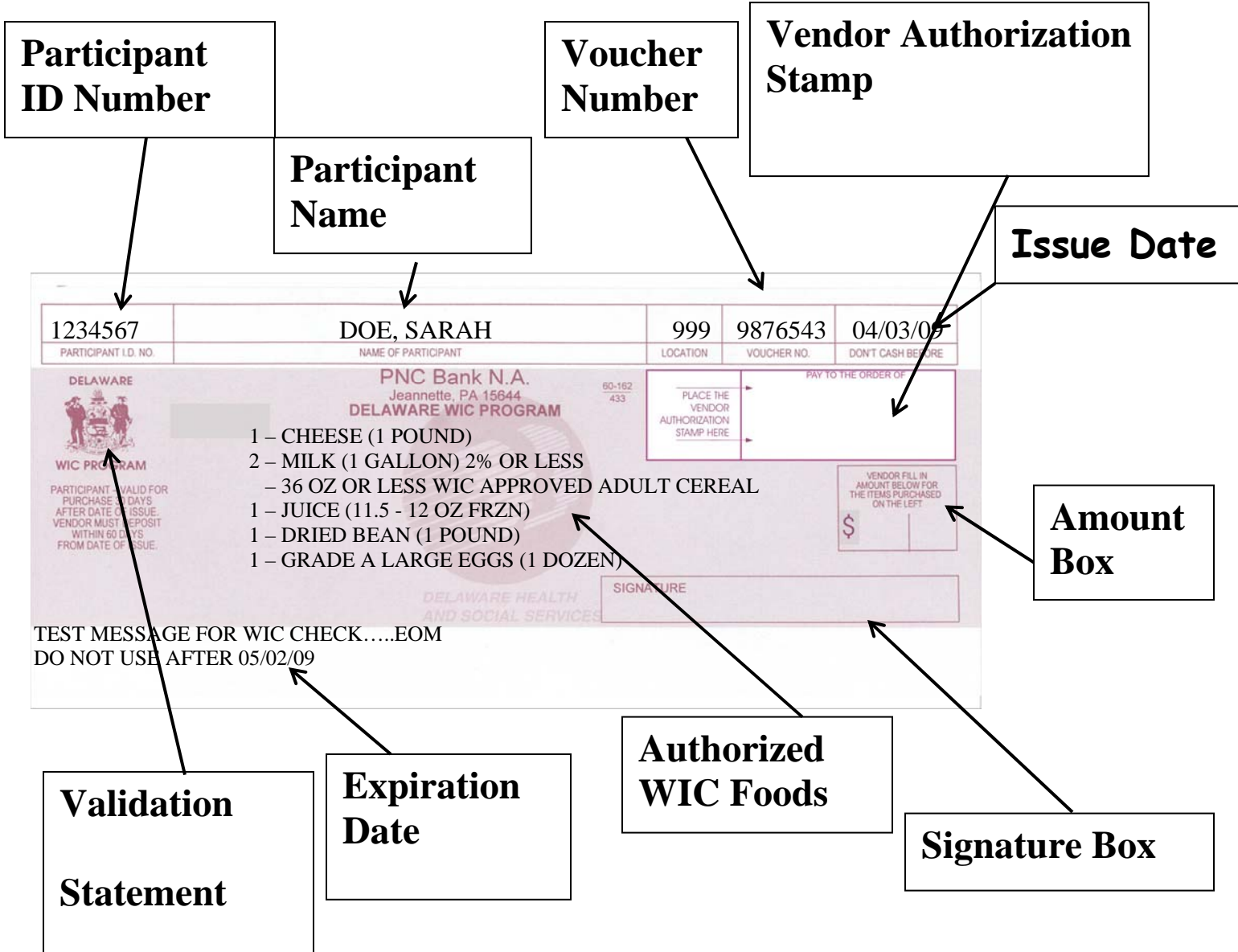
- Ask the WIC participant or proxy for her/his WIC ID folder, food instruments and cash-value voucher(s).
- Verify the transaction date is **on or after the *Don't Cash Before*** listed in the upper right corner of the WIC food instrument and cash-value vouchers.
- Verify the transaction date is **on or before the *Do Not Use After*** listed in the lower left corner of the WIC food instrument and cash-value vouchers.
- Check the name and ID number on the food instruments and cash-value vouchers to match the information on the WIC ID folder.
- Check the food items that are being purchased with each voucher against the list of authorized WIC foods.
- Ring up the WIC foods being purchased for each food instrument and cash-value voucher.
- Write the total actual cost of WIC foods, in ink, in the amount box.
- Verify dollar amount does not exceed dollar amount on the cash-value voucher.
- Have the participant or proxy sign each voucher **after** you have written the amount on the food instrument and cash-value voucher.
- Verify that the signature on the voucher is one of the signatures listed on the WIC ID folder.
- Endorse the back of the voucher. (Options: Write your WIC vendor ID number **or** use a stamp that has your store name **or** run the voucher through the cash register.)
- Use the vendor stamp in the designated area on the front of the WIC voucher(s).

Remember to:

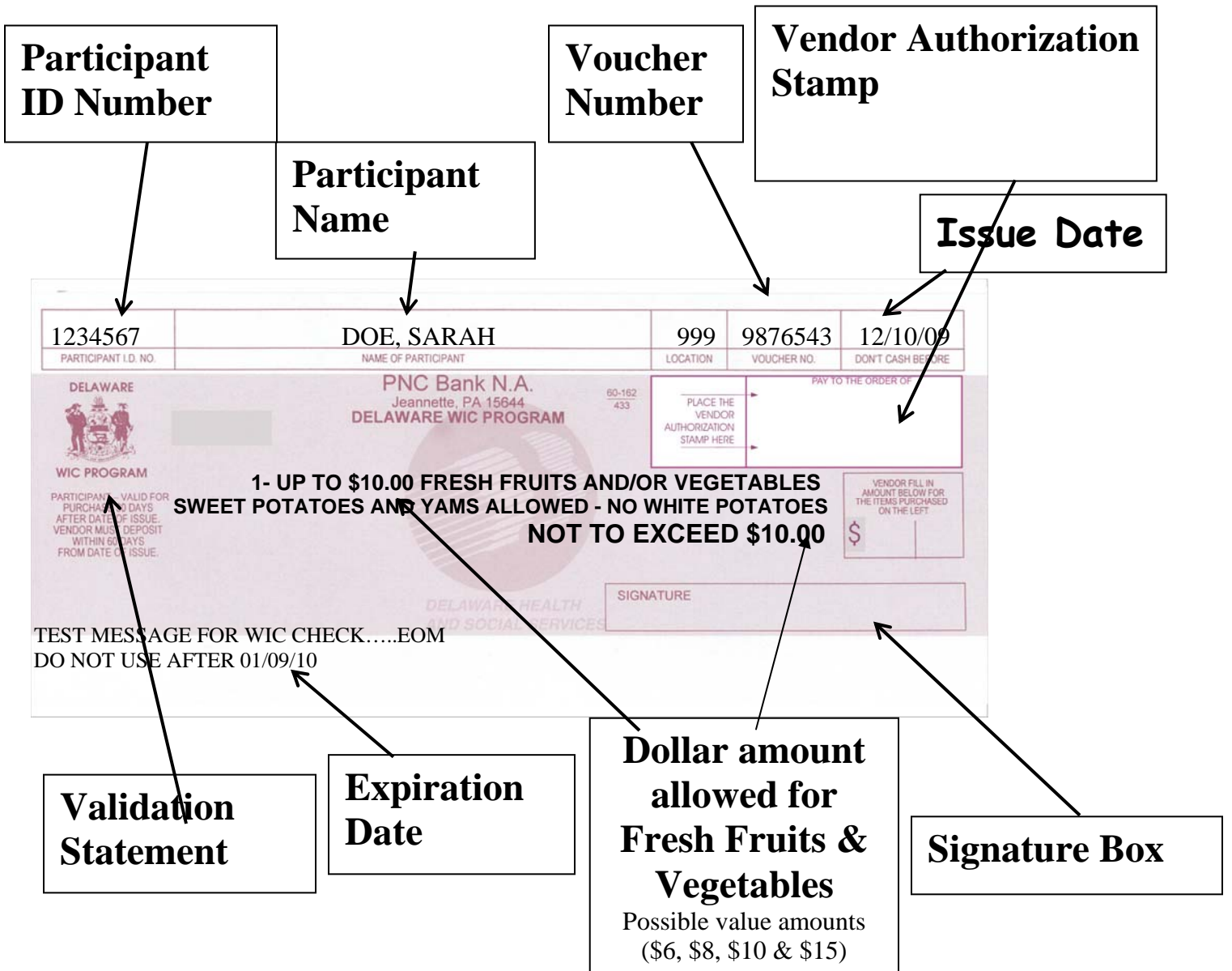
- Separate the WIC approved foods from the regular groceries.
- Not give the WIC participant or proxy any cash as a part of the WIC transaction.
- Not give the WIC participant or proxy a rain check for any items that are not available.
- Endorse the back of the voucher.

Use the vendor stamp in the designated area on the front of the WIC voucher(s). Have a designated person (other than the person stamping the vouchers) review all vouchers for accuracy before depositing.

Authorized WIC food voucher




Authorized WIC cash value voucher



Voucher Stamping (example)

Please stamp 'em right

1234568	DOE, SARAH	999	9876562	02/03/09
PARTICIPANT I.D. NO.	NAME OF PARTICIPANT	CATEGORY	VOUCHER NO.	DON'T CASH BEFORE

 <p>DELAWARE WIC PROGRAM</p>	<p>PNC Bank N.A. Jeannette, PA 15644 DELAWARE WIC PROGRAM</p> <p>60-162 433</p>	<p>60-162 433</p>	<p>PAY TO THE ORDER OF</p> <p>AB00</p>
			<p>1- Up to \$8.00 FRESH Fruits and/or Vegetables</p> <p>SWEET POTATOES AND YAMS ALLOWED - NO WHITE POTATOES</p> <p>***NOT TO EXCEED *\$8.00***</p>


PARTICIPANT - VALID FOR PURCHASE 30 DAYS AFTER DATE OF ISSUE. VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM DATE OF ISSUE.
 XXXXXXXXXXXXXXXXXXXXXXXX
 DO NOT USE AFTER 03/02/09

SIGNATURE

1. Stamp it in the center of the rectangle
2. Make sure your ink pad has enough black ink (not too much, not too little)
3. Make sure to apply the right pressure to avoid unwanted spots or marks around the number
4. This is the only place where the stamp should go.
5. Have a designated person (other than the person stamping the vouchers) review all vouchers for accuracy before depositing them in the bank
6. Only the Vendor Stamp provided by WIC can be used. Handwritten numbers cannot replace the rubber stamp.

Simple Altered Voucher (example)

2345678	DOE, SARAH	999	9944227	11/17/09
PARTICIPANT I.D. NO.	NAME OF PARTICIPANT	LOCATION	VOUCHER NO.	DON'T CASH BEFORE

 <p>DELAWARE WIC PROGRAM</p> <p>PARTICIPANT - VALID FOR PURCHASE 30 DAYS AFTER DATE OF ISSUE. VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM DATE OF ISSUE.</p>	<p>PNC Bank N.A. Jeannette, PA 15644 DELAWARE WIC PROGRAM</p> <p>60-162 433</p>	<p>PLACE THE VENDOR AUTHORIZATION STAMP HERE</p>	<p>PAY TO THE ORDER OF</p>
			<p>1 - MILK (1 GALLON) 2% OR LESS 1 - MILK (1/2 GALLON) 2% OR LESS - 36 OZ OR LESS WIC APPROVED ADULT CEREAL 1 - JUICE (64 OZ BOTTLE) 1 - PEANUT BUTTER (18 OZ) 1 - GRADE A LARGE EGGS (1 DOZEN)</p>

TEST MESSAGE FOR WIC CHECK.....EOM
DO NOT USE AFTER: 12/16/09

DELTAWARE HEALTH AND SOCIAL SERVICES

SIGNATURE *Sarah Doe*

↑ Above is one example of a Simple Altered Voucher. In this example, the participant found a dozen eggs in the cart after the cashier rang up the other WIC food items. The cashier corrected the amount on the voucher.

1. What is the difference between a simple altered voucher and a complex altered voucher?

Simple Altered Voucher is a voucher that a food item has been added to; a food item has been subtracted from, has an incorrect total, or has illegible numbers on it.

Complex Altered Voucher is a voucher that is unsigned, is damaged, has numerous corrections in total, has been accepted with a handwritten alteration, has been accepted after the expiration date, or has been accepted before the date of issuance.

2. How do I correct a simple altered voucher?

For the simple altered voucher, mark a line through the incorrect dollar amount and write the correct amount somewhere visible on the voucher. The WIC participant must initial the corrected amount. The corrected voucher can then be deposited with the vendor's daily receipts.

AUTHORIZED WIC FOOD INFORMATION GUIDELINES
 2010 - 2012 Agreement Period
 Delaware WIC Program

INFANT CEREAL - GERBER BRAND
Varieties: Rice, Barley, High Protein, Oatmeal, Mixed, Whole Wheat
 NO cereal mixed with fruit or fruit bits

INFANT VEGETABLES - GERBER BRAND 7 oz. package (2-pk)
Varieties: 2nd Foods All vegetables
 NO DHA, organic, dinners, or graduates

INFANT FRUIT - GERBER BRAND 7 oz. package (2-pk)
Varieties: 2nd Foods All fruits
 NO DHA, organic, desserts or medleys

INFANT MEAT - GERBER BRAND 2.5 oz. jar
Varieties: 2nd Foods All meats with gravy and broth
 NO organic, dinners, graduates or sticks

INFANT FORMULA - CONTRACT BRANDS (below)
Varieties: Milk Base - Similac Advance Early Shield
 13 ounce can, concentrate & 12.9 oz. powder
Varieties: Soy Base - Isomil Advance with Iron
 13 ounce can, concentrate & 12.9 oz. powder

MILK - STORE BRAND, gallon, 1/2-gallon & quart
Varieties: Fortified with vitamin D, not flavored
 Applies to whole, reduced fat (2%), low fat (1%), skim, fat free ONLY

CHEESE - STORE BRAND, 1 lb package
Varieties: Pasteurized American, Natural Cheddar, Mozzarella
 NO - cheese food, product or spread
 NO - Velveta, Cheez Whiz, Kraft Singles
 NO - imported, low sodium, low fat cheese products
 NO - grated, shredded, sticks, deli or 8 oz pkgs

DRIED BEANS - STORE BRAND, 1 lb pkg
Varieties: Any mature variety
 NO beans mixed with spices or meat

PEANUT BUTTER - STORE BRAND, 18 oz jar
Varieties: Creamy or Crunchy
 NO - jelly or marshmallow added, NO squeeze tubes or reduced fat

EGGS - STORE BRAND, one dozen size
Varieties: Large, White Only

BREAD - STORE BRAND, one pound size (16 oz. only)
Varieties: 100% Whole Wheat Only

CEREAL (CHILD/ADULT) - BRANDS LISTED ONLY
Varieties: Cold
 General Mills - Cheerios
 General Mills - Multi-Grain Cheerios
 General Mills - Kix
 General Mills - Corn Chex
 General Mills - Rice Chex
 General Mills - Wheat Chex
 General Mills - Wheaties
 Kellogg's - Corn Flakes
 Kellogg's - Crispix
 Kellogg's - Product 19
Varieties: Hot
 Nabisco - Cream of Wheat
 Quaker - Instant Oatmeal (regular/original flavor)
 NO - individual serving packages for COLD CEREALS
 Cream of Wheat - blue box only, no individual serving pkgs
 Instant Oatmeal - individual serving packages only

JUICE - BRANDS LISTED ONLY
Varieties: 64 oz. bottled, unsweetened
 All Varieties - Juicy Juice 100% juice (Harvest Surprise-not allowed)
 All Varieties - Old Orchard 100% juice
 Orange - STORE BRAND, unsweetened
 Apple - Lucky Leaf
 Apple - Musselman's
 Apple - Seneca (red label)
 NO - calcium/fiber fortified juice
 NO - juice drinks, juice ades, juice beverages
 NO - sweetened juices
Varieties: 11.5-12 oz. frozen concentrate, unsweetened
 Orange - STORE BRAND, unsweetened
 Apple - Seneca (red label)
 Apple - America's Choice
 Apple - Food Lion
 Apple - Pathmark
 All Varieties - Old Orchard 100% juice (must have green tear strip)
 All Varieties - Welch's 100% juice (must have yellow tear strip)
 NO - juice drinks, juice ades, juice beverages
 NO - sweetened juices
 NO - calcium/fiber fortified juice

TORTILLAS - STORE BRAND, 1 LB PACK (16 OZ.)
Varieties: 100% Whole Wheat Only

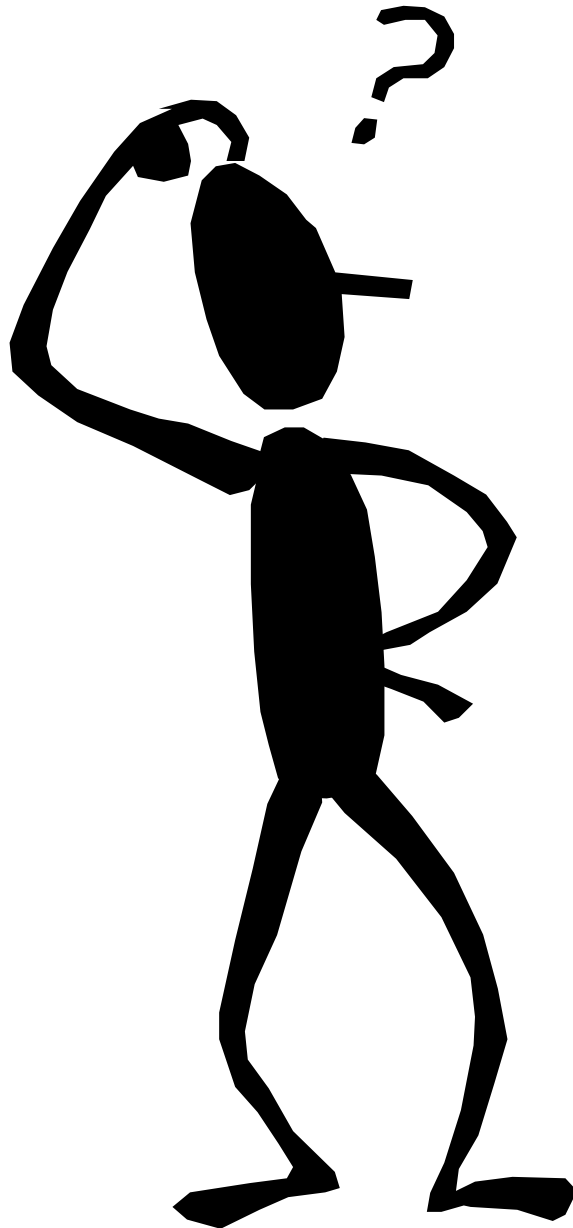
SPECIAL AUTHORIZED WIC FOODS
 1-Buttermilk
 2-Lactose Milk (i.e., Lactaid)
 3-Powdered Milk
 4-Evaporated Milk
 5-UHT Milk (i.e., Parmalat)
 5-Infant formulas not listed
 6-Special Kosher authorized foods

TUNA - STORE BRAND, 5.65 oz. can
Varieties: Chunk Light, Water Packed
 NO - albacore, low sodium, solid pack
 NO - diet or dietetic, select, fancy, white

SALMON - STORE BRAND, 7.5 oz. can
Varieties: Water Packed with skin and bones
 NO - skinless, boneless, low sodium, solid pack
 NO - diet or dietetic

FRESH FRUIT AND VEGETABLES, produce section
Varieties: All fresh fruit and vegetables
 NO - white potatoes (i.e., Idaho, Russet, Golden, Red, etc.)
 NO - frozen, canned or prepackaged with dips/dressings

General Questions



General Questions

1. Who do I call if I have a questions or problems?

You need to contact the WIC State Agency office with any questions or problems and ask to speak to someone in the Vendor Unit. The phone number is 1-800-222-2189 or (302) 739-4614.

2. Why can't I call the clinic nearest to my store and ask them questions?

Clinic personnel do not have any authority to deal with vendor service issues.

3. What is the mailing address of the Vendor Unit?

All mail should be addressed to: Delaware WIC Program, Blue Hen Corporate Center, 655 Bay Road, Suite 4-B, Dover, DE 19901. It is best to mark envelopes "ATTN: VENDOR UNIT".

4. Should the WIC participants identify themselves?

The WIC participants are instructed to identify themselves. Sometimes the WIC participants forget to identify themselves. It is a good idea for you to ask the customer if they have any coupons, food stamps or WIC vouchers before you start to ring up the sale.

5. What are a voucher and/or a food instrument?

A voucher and/or a food instrument are the form of payment used by the Delaware WIC Program. It contains specific supplemental foods and quantities prescribed by a Nutritionist.

6. Do I have to endorse the back of the voucher before it is deposited?

Yes, you must endorse the back of the voucher. It is up to you whether you a) write your WIC vendor ID number, b) use a stamp that has your store name or c) run the voucher through the cash register.

7. What color is a voucher?

A WIC voucher is mauve and white with black printing.

8. What are the parts of a voucher?

Beginning at the upper left corner you will find: 1) *ID Number* (WIC participant ID number), 2) *Recipient Name* (WIC participant name), 3) *Don't Cash Before date* (first day the voucher can be cashed), 4) *Amount box* (cashier writes amount of purchase here), 5) *Signature box* (WIC participant or proxy signs here after amount is written in amount box), 6) *Do Not Use After date* (last day the voucher can be cashed), 7) *Authorized Foods area* (authorized WIC foods and quantities that can be purchased with the voucher), 8) *Validation Statement* (states valid transaction and redemption periods), 9) *Pay to the Order Of* (place vendor authorization stamp here before depositing the voucher). See voucher illustration in *The WIC Transaction section*.

9. Are vouchers printed or hand written?

All vouchers are created with a printer. The Delaware WIC Program NEVER uses hand written vouchers. If a voucher has foods, quantities, vendor names, participant names or ID numbers, etc. written (by hand) on it, DO NOT ACCEPT IT. This is considered a fraudulently altered voucher.

General Questions

10. What is a WIC ID folder?

A WIC identification folder is used by WIC participants and proxies to identify who is authorized, by the WIC Program, to cash vouchers.

11. What color is a WIC ID folder?

The WIC ID folder is gray with mauve/maroon printing.

12. Where can I find the information, on the WIC ID folder, that I need to use when I cash a voucher?

The outside (front) of the WIC ID folder contains the WIC participant ID number, name(s), clinic location, the blue WIC validation stamp, and the signature(s) of the participant, parent/guardian and/or assigned proxy.

13. What do I do if a WIC participant or proxy doesn't have their WIC ID folder?

Do not accept any vouchers. You may not accept any other form of identification from the person.

14. What do I do if the signature on the voucher is not listed on the WIC ID folder?

Do not accept the voucher. Only a person whose signature is listed on the WIC ID folder is authorized to cash vouchers.

15. What do I do if the name and ID number on the voucher are not listed on the WIC ID folder?

Do not accept the voucher. You have no way of knowing if the person with the voucher is actually authorized to cash it. A WIC customer should be directed to clinic to have their folder corrected.

16. What if the WIC ID folder doesn't have the blue WIC stamp?

Do not accept any vouchers. The WIC ID folder is not valid without the stamp.

17. What is a proxy?

A proxy is a person who is authorized to act for the WIC participant. She/he is authorized to redeem vouchers at the store.

18. Who can be a proxy?

A proxy may be a parent, guardian or other responsible adult over 16 years of age. The person who is a proxy should have signed the WIC ID folder before reaching the store.

19. What do I do if the WIC transaction date is before the Don't Cash Before date?

Do not accept any vouchers before the Don't Cash Before date.

20. What do I do if the WIC transaction date is after the Do Not Use After date?

Do not accept any vouchers after the Do Not Use After date.

General Questions con't

21. How many vouchers can a WIC participant cash at one time?

The WIC participant can cash any number of vouchers at one time.

22. What do I do if a WIC participant is cashing more than one voucher at a time?

You must handle each voucher separately.

23. What do I do when our store is out of stock of WIC foods?

The only thing that you can do is inform the WIC participant of her/his options. She/he has the following options: 1) use the voucher for those items that are available, 2) return to the store with the voucher when the item is available, or 3) use the voucher at another authorized WIC store.

24. Can I give the WIC participant a rain check for WIC foods that are out of stock?

No. If a WIC participant cashes the voucher with WIC foods out of stock, they lose those items.

25. What do I do if my store has a special offer for example buy one get one free?

If the special offer involves a WIC food, the WIC participant may participate in the offer.

26. Can a WIC participant use coupons and/or club cards with the vouchers?

Yes, a WIC participant can use coupons and club cards.

27. Can a WIC participant exchange WIC food for cash?

No, you can not knowingly allow any exchange of WIC food for cash.

28. Should I give the WIC participant a cash register receipt?

You can give a WIC participant a cash register receipt, if the receipt has a code identifying it's a WIC transaction.

29. What do I do if the WIC participant tried to purchase the wrong WIC food?

Do not accept any foods that are not listed on the voucher.

30. What do I do if the WIC voucher has WIC food crossed off and other items written on it?

Do not accept the voucher. There should be no handwriting on the voucher before the WIC transaction.

31. Can a WIC participant purchase more WIC food than listed on the voucher?

No, the WIC foods are prescribed in specific quantities and sizes.

32. Can I combine the total of the WIC foods with the total of other groceries?

No, each voucher should only have the total amount of the WIC purchase.

General Questions con't

33. Do I ask the WIC participant for any money?

No, the voucher is full payment for the WIC foods purchased.

34. Does WIC have a list of designated brands for my store?

Yes. Each manager or corporate representative has assigned designated brands for his/her store. You should refer to this list for specific brand types.

35. Can I request that one of those lists be sent to a WIC participant if I notice she/he seems to have a problem selecting the correct foods?

Yes, just contact someone in the Vendor Unit with the WIC participant name and ID number.

36. Can I allow substitutions for the WIC foods on the vouchers?

No, the WIC participant can only purchase the WIC foods, in the quantities and package sizes, listed on the WIC voucher.

37. What do I do if the WIC participant doesn't purchase all the WIC foods listed on the voucher?

The WIC participant may choose not to purchase all the WIC foods listed on the voucher. However, the cashier can encourage the WIC participant to purchase all foods listed on the WIC voucher.

38. What if a WIC participant signs the voucher before she/he comes into the store?

Do not accept a pre-signed voucher. The WIC participant or proxy must sign the voucher in your presence.

39. Can I write the amount of WIC foods being purchased in pencil on the voucher?

No, when you write the amount on the voucher it should be in ink.

40. What do I do when I forget to get the WIC participant to sign the voucher?

First, you should call **1-800-222-2189** and ask to speak with someone in the Vendor Unit. You must give the following information:

- Vendor Name and Store Number
- Recipient Name
- Recipient ID
- Voucher Issuance Date
- Voucher Expiration

The Vendor Unit will contact the participant and request the person to return to the store immediately to sign the voucher. We cannot guarantee that the participant will come in right away, or come in at all to sign the vouchers; however, our office will definitely make a strong effort to help the vendor.

Second, if a participant does not come in within ten (10) days, you must complete the Altered Voucher Form and send it to the WIC Vendor Unit.

General Questions con't

41. What do I do if I make a mistake in the amount box on the voucher?

You should follow instructions for an altered voucher. See #42, #43, and #44.

42. What is the difference between a simple altered voucher and a complex altered voucher?

Simple Altered Voucher is a voucher that a food item has been added to; a food item has been subtracted from, has an incorrect total, or has illegible numbers on it.

Complex Altered Voucher is a voucher that is unsigned, is damaged, has numerous corrections in total, has been accepted with a handwritten alteration, has been accepted after the Do Not Use After date, or has been accepted before the Don't Cash Before date.

43. How do I correct a simple altered voucher?

For the simple altered voucher, mark a line through the incorrect dollar amount and write the correct amount somewhere visible on the voucher. The WIC participant must initial the corrected amount. The corrected voucher can then be deposited with the vendor's daily receipts. (Refer to the Simple Altered Voucher example in the WIC Transaction section)

44. How do I handle a complex altered voucher?

An Altered Voucher Form must be completely filled out and signed by the cashier who made the error and by the store manager. In the Reason For Alteration section of the Altered Voucher Form, one of the reasons listed must be checked. The voucher with the error and the register tape must be attached to the Altered Voucher Form and sent to the WIC State Agency office.

45. What do I do if a WIC participant is physically or verbally abusive to me or other store staff?

You should follow your store policy regarding abusive customers and file a complaint with the Vendor Unit. To file a complaint, contact the WIC State Agency office and ask to speak to someone in the Vendor Unit. The phone number is 1-800-222-2189 or (302) 739-4614.

You may be asked to fill out a Vendor/Participant Complaint Form and mail or fax it to the Vendor Unit. Our fax number is (302) 739-3970.

46. What is a cash-value voucher?

A Cash Value Voucher (CVV) is a voucher for a set dollar amount that can be redeemed by the participant for the purchase of fresh fruits and vegetables, excluding white potatoes.

47. What do I do if a WIC participant is cashing more than one cash value voucher at a time?

You must handle each cash value voucher separately. There is no exchange of cash between the participant and the vendor when redeeming the cash value voucher.

48. What do I do if a WIC participant goes over the dollar amount on the cash value voucher?

You must inform the WIC participant that they cannot exceed the dollar amount on the cash value vouchers. There is no exchange of cash between the participant and the vendor when redeeming the cash value voucher.

General Questions con't

- 49. What do I do if a WIC participant does not use the full dollar amount on the cash value voucher?**
The WIC participant may choose not to use the full dollar amount listed on the cash value voucher. However, the cashier can encourage the WIC participant to purchase a few more fresh fruits and vegetables to get as close to the dollar amount as possible.
- 50. Can I combine a WIC families cash value vouchers together?**
No. Each cash value voucher is to be handled separately.
- 51. Can a participant buy bagged fruit/vegetables with the cash value voucher?**
Yes. Participants are allowed to purchase all fresh fruits and vegetables as long as the items do not exceed the amount of the cash value voucher.
- 52. Can participants purchase fresh fruits/vegetables that are buy one get one free and/or 2 for \$1, 6 for \$5.50, etc.?**
Yes, all fresh fruits and vegetables are WIC authorized and WIC participants may participate in the offers.

Voucher Exercises



Exercise #2

1234567	DOE, SARAH	999	2000006	04/17/09
PARTICIPANT I.D. NO.	NAME OF PARTICIPANT	LOCATION	VOUCHER NO.	DON'T CASH BEFORE

DELAWARE
WIC PROGRAM

PARTICIPANT - VALID FOR PURCHASE 30 DAYS AFTER DATE OF ISSUE. VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM DATE OF ISSUE.

PNC Bank N.A.
Jeannette, PA 15644

DELAWARE WIC PROGRAM

60-162
433

PAY TO THE ORDER OF

PLACE THE VENDOR AUTHORIZATION STAMP HERE

1 - CHEESE (1 POUND)

1 - MILK (1 GALLON) 2% OR LESS
- 36 OZ OR LESS WIC APPROVED ADULT CEREAL

1 - JUICE (64 OZ BOTTLE)

1 - DRIED BEANS (1 POUND)

1 - GRADE A LARGE EGGS (1 DOZEN)

TEST MESSAGE FOR WIC CHECK....EOM
DO NOT USE AFTER: 05/16/09

SIGNATURE

VENDOR FILL IN AMOUNT BELOW FOR THE ITEMS PURCHASED ON THE LEFT

\$

In each group, circle all the foods that **can be purchased** with the above voucher.

- | | |
|--|--|
| <p>1. A. 8.7 oz. box of Kix
 B. 12.8 oz. box of Corn Flakes
 C. 9 oz. box of Multi-Grain Cheerios
 D. None of the above</p> <p>2. A. 1 lb. process American cheese food
 B. 24 oz. box of Kellogg's Corn Flakes
 C. 1 - 46 oz. can Juicy Juice
 D. None of the above</p> <p>3. A. 1 gallon chocolate milk
 B. 1 lb. cheddar cheese
 C. 1 - 18 oz. jar low fat peanut butter
 D. None of the above</p> | <p>4. A. 12 oz. box of Kix
 B. 1 lb. American cheese
 C. 18 oz. jar creamy peanut butter
 D. None of the above</p> <p>5. A. 1 - 64 oz. bottle Juicy Juice
 B. 14 oz. box of Wheat Chex
 C. 1 gallon fat free milk
 D. None of the above</p> <p>6. A. 1 dozen large white eggs
 B. 11.8 oz. box Quaker Instant Oatmeal variety pack
 C. 15 oz. box of Cheerios
 D. None of the above</p> |
|--|--|

Exercise #3

1234567	DOE, SARAH	999	2000006	04/10/2009
PARTICIPANT I.D. NO.	NAME OF PARTICIPANT	LOCATION	VOUCHER NO.	DON'T CASH BEFORE

<p>DELAWARE WIC PROGRAM</p> <p style="font-size: x-small;">PARTICIPANT - VALID FOR PURCHASE 30 DAYS AFTER DATE OF ISSUE. VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM DATE OF ISSUE.</p>	<p>PNC Bank N.A. Jeannette, PA 15644 DELAWARE WIC PROGRAM</p> <p>60-162 433</p> <p>– 24 OZ OR LESS GERBER INFANT CEREAL 10 – GERBER 2ND INFANT FRUITS (3.5 OZ CONTAINERS – 2-PACK) 10 – GERBER 2ND INFANT VEGETABLES (3.5 OZ CONTAINERS – 2-PACK)</p> <p style="font-size: x-small;">TEST MESSAGE FOR WIC CHECK....EOM DO NOT USE AFTER: 05/09/2009</p>	<p style="text-align: center; font-size: small;">PAY TO THE ORDER OF</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p style="font-size: x-small;">PLACE THE VENDOR AUTHORIZATION STAMP HERE</p> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p style="font-size: x-small;">VENDOR FILL IN AMOUNT BELOW FOR THE ITEMS PURCHASED ON THE LEFT</p> <p style="font-size: 2em; font-weight: bold;">\$</p> </div>
SIGNATURE		

*In each group, circle all the foods that **cannot be purchased** with the voucher.*

- | | |
|--|---|
| <p>1. A. 8 oz. box of Gerber rice cereal
 B. 16 oz. box of Gerber oatmeal cereal
 C. 15 – 4.0 oz. jars Gerber apple juice
 D. None of the above</p> <p>2. A. 24 oz. box of Gerber barley cereal
 B. 8 oz. box of Gerber rice & banana cereal
 C. 10 – 2 packs Gerber apple-banana fruit
 D. None of the above</p> <p>3. A. 8 oz. box of Gerber oatmeal cereal
 B. 8 oz. box of Gerber mixed grain cereal
 C. 8 oz. box of Gerber rice cereal
 D. None of the above</p> <p>4. A. 15 – 4.2 jars Gerber pear juice w/yogurt
 B. 8 oz. box of Gerber oatmeal & pears cereal
 C. 24 oz. box of Heinz oatmeal cereal
 D. None of the above</p> | <p>5. A. 2 – 6 packs of 4.2 oz. jars Gerber juice
 B. 3 – 4.2 oz. jars Gerber prune juice
 C. 3 – 8 oz. of boxes Gerber rice cereal
 D. None of the above</p> <p>6. A. 15 – 4.2 oz. jars Gerber orange juice
 B. 8 oz. box of Gerber rice cereal
 C. 2 – 8 oz. boxes of Gerber barley cereal
 D. None of the above</p> <p>7. A. 6 pack 4.2 oz. jars Gerber assorted juice
 B. 10 – 2 packs Gerber apple medley fruit
 C. 24 oz. box of Gerber mixed grain cereal
 D. None of the above</p> <p>8. A. 8 – 4.2 oz. jars Gerber pear juice
 B. 8 oz. box of Heinz rice cereal
 C. 24 oz. box of Gerber oatmeal cereal
 D. None of the above</p> |
|--|---|

Exercise #4

- 1. If a participant does not have his/her WIC identification folder during check-out, you should:**
 - A. process the transaction anyway
 - B. ask for additional identification i.e. driver's license
 - C. not accept the WIC voucher(s)

- 2. If the cashier forgets to get the participant to sign the WIC voucher, you should:**
 - A. void the WIC transaction and pretend it never happened
 - B. forge the participant's signature
 - C. hold the voucher in the office and call the Vendor Unit
 - D. send the voucher through the bank anyway

- 3. If a participant becomes loud and abusive to you, you should:**
 - A. try to be louder and more abusive than the participant
 - B. throw food at the participant
 - C. fill out a Participant/Vendor Complaint form and send it to the Vendor Unit
 - D. follow store policy regarding abusive customers
 - E. all of the above
 - F. "c" and "d" only

- 4. When a cashier makes an error in the amount on the voucher, the cashier should:**
 - A. process the transaction anyway
 - B. cross through the incorrect amount and put the correct amount above it and have participant initial
 - C. throw the voucher out and ask the participant for another one

- 5. If a participant has pre-signed vouchers, you should:**
 - A. verify the pre-signature against the identification folder
 - B. cash the vouchers anyway
 - C. refuse the transaction and refer the participant back to their local WIC clinic

- 6. If a participant comes into your store on February 9, 20XX with vouchers dated February 10, 20XX as the date of issue, you should:**
 - A. cash the vouchers because it is only one day early
 - B. cash the vouchers and deposit them the next day
 - C. refuse the transaction and have them return to the store on or after February 10, 20XX
 - D. mark through the DON'T CASH BEFORE date and change it to February 09, 20XX

- 7. After the participant signs the WIC voucher, you should:**
 - A. put the voucher in the register
 - B. pocket the voucher
 - C. verify the signature against the identification folder
 - D. fill in the dollar amount

Exercise #6

1234567	DOE, SARAH	999	2000006	01/17/20XX
PARTICIPANT I.D. NO.	NAME OF PARTICIPANT	LOCATION	VOUCHER NO.	DON'T CASH BEFORE

<p>DELAWARE WIC PROGRAM</p> <p style="font-size: 8px;">PARTICIPANT - VALID FOR PURCHASE 30 DAYS AFTER DATE OF ISSUE. VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM DATE OF ISSUE.</p>	<p>PNC Bank N.A. Jeannette, PA 15644</p> <p>DELAWARE WIC PROGRAM</p> <p style="font-size: 8px;">60-162 433</p> <p>1 - CHEESE (1 POUND) 1 - MILK (1 GALLON) WHOLE MILK - 36 OZ OR LESS WIC APPROVED ADULT CEREAL 2 - JUICE (64 OZ BOTTLE) 1 - DRIED BEANS (1 POUND) 1 - GRADE A LARGE EGGS (1 DOZEN)</p>	<p style="font-size: 8px;">PAY TO THE ORDER OF</p> <div style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 5px;"> <p style="font-size: 8px;">PLACE THE VENDOR AUTHORIZATION STAMP HERE</p> </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p style="font-size: 8px;">VENDOR FILL IN AMOUNT BELOW FOR THE ITEMS PURCHASED ON THE LEFT</p> <p style="font-size: 12px; margin: 0;">\$</p> </div>
--	---	--

TEST MESSAGE FOR WIC CHECK....EOM
DO NOT USE AFTER: 02/16/20XX

SIGNATURE

1. On 2/14/20XX, Mary Doe goes into ABC Market and tries to purchase one gallon whole milk, one 20 oz. box of Cheerios, one 14 oz. box of Wheat Chex, two 64 oz. bottle of Juicy Juice, one 16 oz. bag of dried beans and a dozen large white eggs. Mary's signature is listed on the first line on the WIC ID folder.
Is this a valid transaction, yes or no?
Explain _____

2. On 2/17/20XX, Mary Doe goes into ABC Market and tries to purchase one gallon of whole milk, one 10 oz. box of Cheerios, one 9 oz. box of Kix, one 7 oz. box of Kellogg's Corn Flakes, one 12 oz. box of Rice Chex, two 64 oz. bottles of Welch's grape juice, 1 lb. of Mozzarella cheese, one 16 oz. bag of dried beans and one dozen large white eggs. Mary doesn't have her WIC ID folder but has a letter showing she is on the WIC Program.
Is this a valid transaction, yes or no?
Explain _____

3. On 2/10/20XX, Mary Doe goes into ABC Market and tries to purchase one and a half gallons of whole milk, 1 lb. American cheese, one 18 oz. box of Kellogg's Corn Flakes, one 14 oz. box of Cream of Wheat, 1 64 oz. bottle of Musselman's Apple juice and 1 64 oz. bottle Welch's white grape cherry juice, one 16 oz. bag of baby lima beans and one dozen large white eggs. The store is running a special: buy an 18 oz. box of Kellogg's Corn Flakes get one 1/2 gallon of milk free. Mary's signature is listed on the first line on the WIC ID folder.
Is this a valid transaction, yes or no?
Explain _____

Exercise #7

1234567	DOE, SARAH	999	2000006	02/10/20XX
PARTICIPANT I.D. NO.	NAME OF PARTICIPANT	LOCATION	VOUCHER NO.	DONT CASH BEFORE

 DELAWARE WIC PROGRAM	PNC Bank N.A. Jeannette, PA 15644 DELAWARE WIC PROGRAM	PAY TO THE ORDER OF _____ _____ _____
PARTICIPANT - VALID FOR PURCHASE 30 DAYS AFTER DATE OF ISSUE. VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM DATE OF ISSUE.	1 - UP TO \$6.00 FRESH FRUITS AND/OR VEGETABLES SWEET POTATOES AND YAMS ALLOWED - NO WHITE POTATOES NOT TO EXCEED \$6.00	VENDOR FILL IN AMOUNT BELOW FOR THE ITEMS PURCHASED ON THE LEFT \$ _____
TEST MESSAGE FOR WIC CHECK....EOM DO NOT USE AFTER: 03/12/20XX		SIGNATURE

*In each group, circle all the foods that **can be purchased** with the above voucher.*

- | | |
|--|--|
| <p>1. A. 4 – limes (4 for a \$1.00)
 B. 1 – 2 lb. prepackaged whole raw baby carrots @ \$3.49
 C. 1 bag of Iceberg salad @ \$1.50 bag
 D. None of the above</p> <p>2. A. 5 lb bag Russet potatoes @ \$3.49
 B. 12 ears of corn @ \$3.00
 C. 1 prepackaged vegetable tray with vegetable dip @ \$5.00
 D. None of the above</p> | <p>3. A. 1 pint of blueberries @ \$3.45
 B. 2 – 1 lb. prepackaged frozen carrots @ \$.97
 C. 4 – 10 oz. cans green beans @ \$.39 each
 D. None of the above</p> <p>4. A. 3 lbs jalapeno peppers totaling \$2.98
 B. 1 - avocado @ \$1.00
 C. 2 – sweet potatoes (2 for \$1.00)
 D. None of the above</p> |
|--|--|

Exercise #8

1234567	DOE, SARAH	999	2000006	02/10/20XX
PARTICIPANT I.D. NO.	NAME OF PARTICIPANT	LOCATION	VOUCHER NO.	DON'T CASH BEFORE

<p style="font-size: small; margin-top: 5px;">DELAWARE WIC PROGRAM PARTICIPANT - VALID FOR PURCHASE 30 DAYS AFTER DATE OF ISSUE. VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM DATE OF ISSUE.</p>	<p style="font-size: small; margin: 0;">PNC Bank N.A. Jeannette, PA 15644 DELAWARE WIC PROGRAM</p> <p style="font-size: small; margin: 5px 0 0 20px;">60-162 433</p> <p style="font-size: large; margin: 10px 0 0 0;">10 – Isomil Advance with iron (13 OZ CONC)</p>	<p style="font-size: small; margin: 0;">PAY TO THE ORDER OF</p> <div style="border: 1px solid black; height: 40px; margin: 5px 0;"></div> <p style="font-size: small; margin: 0;">PLACE THE VENDOR AUTHORIZATION STAMP HERE</p>	<p style="font-size: small; margin: 0;">VENDOR FILL IN AMOUNT BELOW FOR THE ITEMS PURCHASED ON THE LEFT</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p style="font-size: small; margin: 0;">\$</p> </div>
TEST MESSAGE FOR WIC CHECK....EOM DO NOT USE AFTER: 03/12/20XX	DELaware HEALTH AND SOCIAL SERVICES	SIGNATURE	

What would you do if you were training a new cashier and...

1. On 2/10/20XX, Sarah Doe’s mother, whose signature is listed on the outside of the WIC ID folder, comes to ABC Market (your store) and purchases 9 cans of Isomil Advance with iron concentrate. The cashier wrote the correct purchase amount and Sarah Doe’s mother signed the voucher.
Explain _____

2. On 2/14/20XX, Sarah Doe’s father, without the WIC ID folder, comes to XYZ Market (your store) and purchases 10 cans of Isomil Advance with iron concentrate. The father has left the store. The cashier wrote the correct purchase amount and Sarah Doe’s father did not signed the voucher.
Explain _____

3. On 2/19/20XX, Sarah Doe’s mother comes to ABC Market (your store) and purchases 10 cans of Isomil Advance with iron concentrate and Gerber baby cereal. Mother has written Gerber baby cereal on the voucher. Mother’s signature is listed on the first line on the WIC ID folder. Mother still in line. After writing in the amount, the cashier realizes this is wrong and asks you to correct the matter.
Explain _____

4. On 3/11/20XX, Sarah Doe’s father comes to ABC Market (your store) and tries to purchase 10 cans of Enfamil Nutramigen Lipil concentrate. Father’s signature is listed on the second line on the WIC ID folder. Father has prescription, from a doctor, to change the formula from Isomil Advance with iron to Enfamil Nutramigen Lipil. The cashier requests your help immediately.
Explain _____

Answers



Answer Sheet for Exercises 1 – 8

Exercise 1	Exercise 2	Exercise 3	Exercise 4
1 Ⓐ Ⓑ Ⓒ •	1 • • • Ⓓ	1 Ⓐ Ⓑ • Ⓓ	1 Ⓐ Ⓑ •
2 Ⓐ • Ⓒ Ⓓ	2 Ⓐ • Ⓒ Ⓓ	2 Ⓐ • Ⓒ Ⓓ	2 Ⓐ Ⓑ • Ⓓ
3 Ⓐ Ⓑ • Ⓓ	3 Ⓐ • Ⓒ Ⓓ	3 Ⓐ Ⓑ Ⓒ •	3 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ •
4 Ⓐ Ⓑ Ⓒ •	4 • • Ⓒ Ⓓ	4 • • • Ⓓ	4 Ⓐ • Ⓒ
5 Ⓐ • Ⓒ Ⓓ	5 • • • Ⓓ	5 • • Ⓒ Ⓓ	5 Ⓐ Ⓑ •
6 Ⓐ Ⓑ • Ⓓ	6 • Ⓑ • Ⓓ	6 • Ⓑ Ⓒ Ⓓ	6 Ⓐ Ⓑ • Ⓓ
7 • Ⓑ Ⓒ Ⓓ		7 • • Ⓒ Ⓓ	7 Ⓐ Ⓑ • Ⓓ
8 Ⓐ Ⓑ • Ⓓ		8 • • Ⓒ Ⓓ	

Exercise 5

1	⓪ •	Explain	Isomil Advance w/iron is not listed on the voucher
2	⓪ •	Explain	Doesn't have WIC ID folder
3	• Ⓝ	Explain	2/11/20XX is a valid transaction date (>= Don't Cash Before and <= Do Not Use After dates), Mother's signature on WIC ID folder before the transaction, Vendor is an authorized WIC store + Quantity is 10 or less and is same brand listed on voucher
4	⓪ •	Explain	Nutramigen is not listed on the voucher + substitutions not permitted with prescription
5	⓪ •	Explain	Similac Adv Early Shield powder is not listed on the voucher + substitutions not permitted if a store is out of stock

Exercise 6

1	• Ⓝ	Explain	2/14/20XX is a valid transaction date (>= Don't Cash Before and <= Do Not Use After dates) + Vendor is an authorized WIC store + All foods are listed on voucher and quantities don't exceed maximums + Mary's signature on WIC ID folder
2	⓪ •	Explain	2/17/20XX is after the Do Not Use After date + The ounces of cereal greater than the maximum amount on the voucher + Mary doesn't have WIC ID folder – letter is not proof of WIC ID
3	• Ⓝ	Explain	2/10/20XX is a valid transaction date (>= Don't Cash Before and <= Do Not Use After dates) + Vendor is an authorized WIC store + All foods are listed on voucher and quantities don't exceed maximums + Mary is permitted to participate in a store special as per the WIC Vendor Participation Agreement + Mary's signature on WIC ID folder

Exercise 7

1 • • • Ⓓ	2 Ⓐ • Ⓒ Ⓓ	3 • Ⓑ Ⓒ Ⓓ	4 • • • Ⓓ
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Exercise 8

1	Explain	Congratulate the cashier on a correct WIC transaction
2	Explain	Instruct the cashier that this is a complex altered voucher. (See #42.) Fill out an altered voucher form, as stated in #44. Inform cashier of importance of requesting WIC ID folder.
3	Explain	Void the transaction. Remind the cashier not to accept any voucher(s) that has been manually altered. Void voucher, return it to mother for her to return to her local WIC office.
4	Explain	Inform cashier and Sarah Doe's father that only WIC staff is authorized to change the formula on a voucher. Substitutions are not permitted even with a doctor's prescription.

Answer Sheet for Exercises 1 – 8

Exercise 1	Exercise 2	Exercise 3	Exercise 4
1 (A) (B) (C) (D)	1 (A) (B) (C) (D)	1 (A) (B) (C) (D)	1 (A) (B) (C)
2 (A) (B) (C) (D)	2 (A) (B) (C) (D)	2 (A) (B) (C) (D)	2 (A) (B) (C) (D)
3 (A) (B) (C) (D)	3 (A) (B) (C) (D)	3 (A) (B) (C) (D)	3 (A) (B) (C) (D) (E) (F)
4 (A) (B) (C) (D)	4 (A) (B) (C) (D)	4 (A) (B) (C) (D)	4 (A) (B) (C)
5 (A) (B) (C) (D)	5 (A) (B) (C) (D)	5 (A) (B) (C) (D)	5 (A) (B) (C)
6 (A) (B) (C) (D)	6 (A) (B) (C) (D)	6 (A) (B) (C) (D)	6 (A) (B) (C) (D)
7 (A) (B) (C) (D)		7 (A) (B) (C) (D)	7 (A) (B) (C) (D)
8 (A) (B) (C) (D)		8 (A) (B) (C) (D)	
Exercise 5			
1 (Y) (N) Explain	_____		
2 (Y) (N) Explain	_____		
3 (Y) (N) Explain	_____		
4 (Y) (N) Explain	_____		
5 (Y) (N) Explain	_____		
Exercise 6			
1 (Y) (N) Explain	_____		
2 (Y) (N) Explain	_____		
3 (Y) (N) Explain	_____		
Exercise 7			
1 (A) (B) (C) (D)	2 (A) (B) (C) (D)	3 (A) (B) (C) (D)	4 (A) (B) (C) (D)
Exercise 8			
1 Explain	_____		
2 Explain	_____		
3 Explain	_____		
4 Explain	_____		

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WIC Monthly Minimum Mandatory Stock Check List

FAX TO: 1-302-739-3970

WIC VENDOR UNIT ON THE
1ST OF EVERY MONTH

Store Name: _____

Address: _____

City, State, Zip: _____

Telephone Number: _____

Owner/Manager: _____

Date of Stock Check: _____

ITEM & STOCK AMOUNT REQUIRED	LIST NAME OF BRAND (if applicable)	SHELF PRICE	MEETS MINIMUM	FAILED MINIMUM
<u>Milk - Store Brand</u>				
Whole Milk = Must have 3 gallons				
2% Milk = Must have 3 gallons				
Whole Milk = Must have 3 half gallons				
2% Milk = Must have 3 half gallons				
Whole Milk = Must have 3 quarts				
2% Milk = Must have 3 quarts				
Non-Fat Dry Milk (price only)				
Evaporated Milk (price only)				
UHT (price only)				
Lactose Reduced (price only)				
<u>Eggs - Store Brand</u>				
Large, White only				
Must have 5 dozen				
<u>Cheese - Store Brand</u>				
Domestic = Must have 2 varieties and 2 pounds each	A=			
	C=			
	M=			
<u>Juice – 64 oz. bottle</u>				
Must have 3 varieties and 12 bottles total	Juicy Juice – all 1 2 3			
	Old Orchard – all 1 2 3			
	Apple =			
	Orange =			
<u>Frozen Juice – 11.5-12 oz. can</u>				
Must have 3 varieties and 15 cans total	Apple =			
	Orange =			
	Old Orchard =			
	Welch’s =			
<u>Peanut Butter - Store Brand</u>				
Must have 5 - 18 oz. jars creamy or crunchy				
<u>Dried Peas, Beans, Legumes –Store Brand</u>				
Must have 2 varieties and 2 pounds each				
<u>Infant Formula - Contract Brand</u>				
Milk Base = 62 - 13 oz. cans, conc.	Similac Advance Early Shield			
Milk Base = 18 – 12.9 oz. cans, pwdr.	Similac Advance Early Shield			
Soy Base = 31 - 13 oz. cans, conc.	Isomil Advance			
Soy Base = 9 – 12.9 oz. cans, pwdr.	Isomil Advance			

WIC Monthly Minimum Mandatory Stock Check List

Store Name: _____

ITEM & STOCK AMOUNT REQUIRED	LIST NAME OF BRAND (if applicable)	SHELF PRICE	MEETS MINIMUM	FAILED MINIMUM
Cereal Adult – Must have 5 varieties (one must be a hot cereal), 72 oz. Totaling 72 oz.	Cheerios			
	Multi-Grain Cheerios			
	Kix			
	Corn Chex			
	Rice Chex			
	Wheat Chex			
	Kellogg’s Corn Flakes			
	Crispix			
	Product 19			
	Wheaties			
	Cream of Wheat- no instant			
Quaker Instant Oatmeal-reg. pkt.				
Infant – Must have 2 varieties (one must be rice), 4 - 8 oz. boxes	Gerber Rice			
	Gerber			
<u>100% Whole Wheat Bread – Store Brand</u> Must have 5 loaves, 1 pound each				
<u>100% Whole Wheat Tortilla’s – Store Brand</u> Must have 5 packs, 1 pound each				
<u>Fresh Fruit</u> Must have 2 varieties, 10 pounds total	=			
	=			
<u>Fresh Vegetables</u> = 2 varieties, 10 pounds total	=			
	=			
<u>Infant Fruit – Gerber Brand</u> = 2 varieties, 10-2 packs total	=			
	=			
<u>Infant Vegetables – Gerber Brand</u> = 2 varieties, 10-2 packs total	=			
	=			
Valid State of Delaware business license posted				
Valid Public Health Permit				
“We accept WIC Checks Here” window cling 1 English & 1 Spanish at each entrance way				
WIC Approved Stickers on all authorized WIC foods (round)				
Cashier Checkout Procedures				
<input type="checkbox"/> Ask the customer for identification folder. <input type="checkbox"/> Verify the participant’s name & ID# on the folder and the voucher. <input type="checkbox"/> Check the Don’t Cash Before and Do Not Use After date on the voucher. <input type="checkbox"/> Check the foods WIC customers buy against their voucher(s). <input type="checkbox"/> Ring up the actual shelf price for each WIC item purchased on each voucher. <input type="checkbox"/> Write the cost of food items on the voucher in ink. <input type="checkbox"/> Have participant, parent/guardian or proxy sign the voucher & verify against ID Folder. <input type="checkbox"/> Offer the WIC customers the same courtesies extended to other customers. <input type="checkbox"/> Endorse the back of the voucher with WIC ID number, store stamp, or verification by register.				

FAX TO: 1-302-739-3970 WIC VENDOR UNIT ON THE 1ST OF EVERY MONTH

Signature _____

Date _____

PRINT Name _____

Title _____

WIC Vendor Supply Request

Store Name: _____ Telephone Number: _____

Address: _____

Attention To: _____ (please print)

Items Needed:

Window Clings (we accept WIC checks)

Altered Voucher Forms

Cashier Training Manual

WIC approved shelf stickers

Complaint Forms (for the office)

WIC Authorized Food Brochure
(tri-fold color handout)

Do's & Don'ts for Cashiers

Processing the WIC Voucher

Cashier Training Video

Signature

Date

PRINT Name

Title

**FAX TO
WIC VENDOR UNIT AT
1-302-739-3970
OR MAIL TO
WIC VENDOR UNIT
BLUE HEN CORP. CTR.
655 BAY ROAD, SUITE 4B
DOVER, DE 19901**