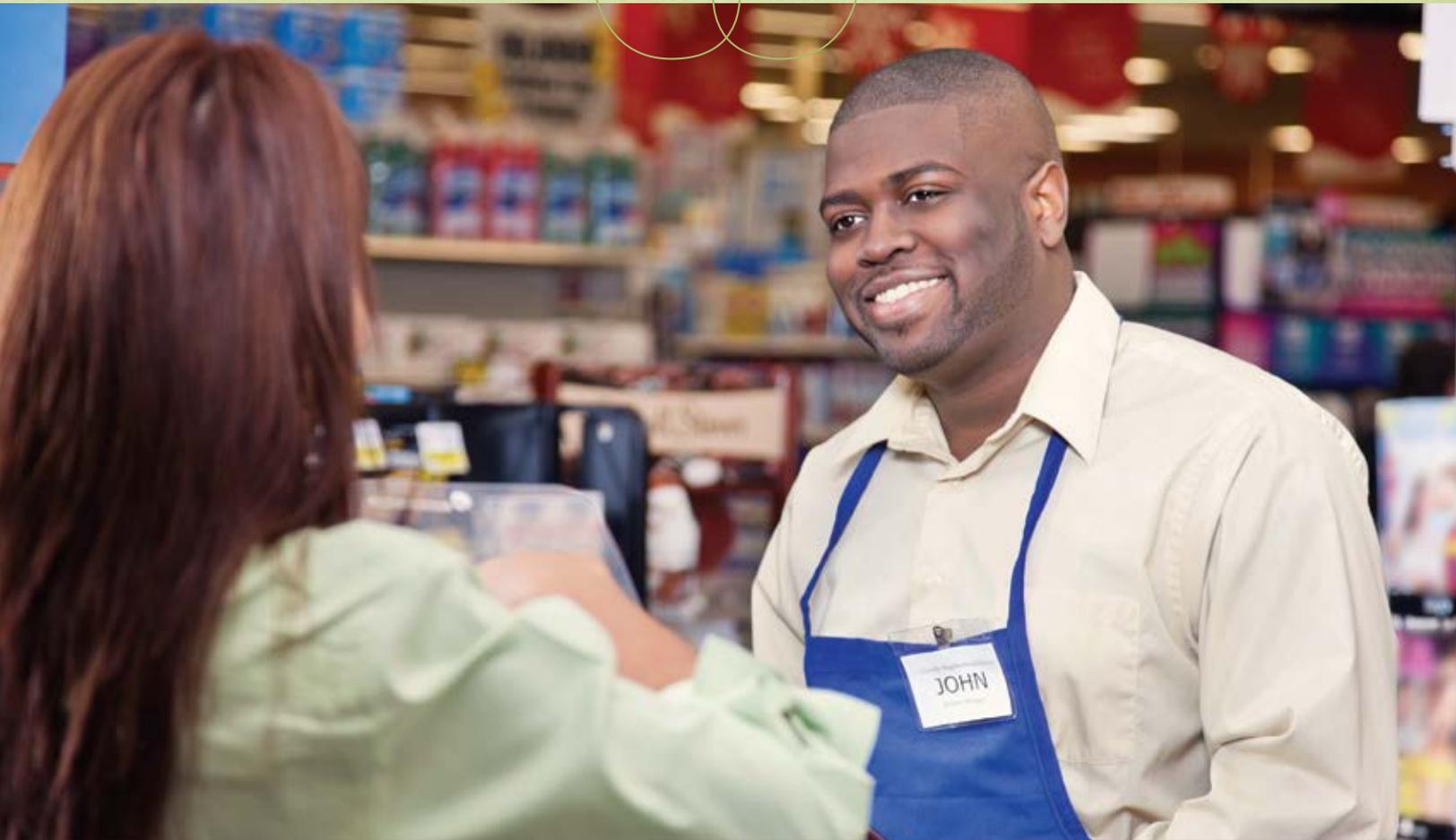


DELAWARE WIC PROGRAM

Cashier Training Handbook



Special Supplemental Nutrition Program for Women, Infants & Children (WIC)



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Public Health

WIC Program

JANUARY 2016 -
DECEMBER 2018



Introduction

On the following pages, you will find the January 1, 2016 - December 31, 2018 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.



* 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 1C
Dover, DE 19901
ATTN: Vendor Unit



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Public Health
WIC Program



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.
- 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. (excluding CVV 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.

WIC TRANSACTIONS

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AUTHORIZED WIC FOOD VOUCHER

Participant ID Number: 300 015 811
Participant Name: Clark, Wanda I.
Voucher Number: 13250980
Issue Date: 05/13/2015

Authorized WIC Foods:
1 10 to 12 ounce frozen concentrate juice
1 Grade A Large Eggs 1 Dozen
1 gallon, 1% or fat free
1 quart, 1% or fat free
36 ounces or less adult cereal

Expiration Date: 06/12/2015

Validation Statement: ALWAYS BRING YOUR WIC FOLDER W/YOU DO NOT USE AFTER: 06/12/2015

AUTHORIZED WIC CASH VALUE VOUCHER

Participant ID Number: 300 015 811
Participant Name: Clark, Wanda I.
Voucher Number: 13250977
Issue Date: 04/09/2015

Dollar amount allowed for Fresh Fruits & Vegetables: 10 (Ten) dollars for fresh Fruits and Vegetables

Possible value amounts (\$8 & \$10)

Expiration Date: 05/08/2015

Validation Statement: ALWAYS BRING YOUR WIC FOLDER W/YOU DO NOT USE AFTER: 05/08/2015

WIC CLIENT BROCHURE AND ID FOLDER



VOUCHER STAMPING (EXAMPLE)

Participant ID Number: 101 869 564
Participant Name: Clark, Wilma I.
Voucher Number: 13250963
Issue Date: 04/09/2015

Authorized WIC Cash Value: 10 (Ten) dollars for fresh Fruits and Vegetables

Expiration Date: 05/08/2015

Validation Statement: ALWAYS BRING YOUR WIC FOLDER W/YOU DO NOT USE AFTER: 05/08/2015

- 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.

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AUTHORIZED WIC FOOD INFORMATION GUIDELINES

INFANT CEREAL - CONTRACT BRAND

8 & 16 oz. containers

Varieties: Rice, Oatmeal, Multigrain, Whole Wheat

NO cereal mixed with fruit or fruit bites, no organic

INFANT VEGETABLES - GERBER BRAND

8 oz. package (2-pk)

Varieties: All vegetables, single, mixed, fruit & veggie blends

NO DHA, organic or dinners

INFANT FRUIT - GERBER BRAND

8 oz. package (2-pk)

Varieties: All fruits, single, mixed, fruit & veggie blends

NO DHA, organic, desserts, medleys, custards or puddings

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 BRAND (below)

13 oz. can, concentrate & 12.4 oz. powder

Varieties: Milk Base - Similac Advance Early Shield

MILK - STORE BRAND OR STORE DESIGNATED BRAND

Gallon, 1/2 Gallon & Quart

Varieties: Fortified with Vitamin D, **NOT** flavored

Applies to Whole, Reduced fat (1%), Skim

CHEESE - STORE BRAND OR STORE DESIGNATED BRAND

1 lb package

Varieties: Pasteurized American, Natural Cheddar, Mozzarella

NO - cheese food, product or spread

NO - Velveeta, Cheez Whiz, Kraft Singles

NO - imported, low sodium, low fat cheese products

NO - grated, shredded, sticks, deli, organic or 8 oz. pkgs.

DRIED BEANS - STORE BRAND OR STORE DESIGNATED BRAND

1 lb package

Varieties: Any mature variety

NO beans mixed with spices or meat

PEANUT BUTTER - STORE BRAND OR STORE DESIGNATED BRAND

16 - 18 oz. jar

Varieties: Creamy or Crunchy

NO jelly or marshmallow added, NO squeeze tubes or reduced fat

EGGS - STORE BRAND OR STORE DESIGNATED BRAND

One dozen size

Varieties: Large, White 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 Original
2-1/2 Minute (red box)
Quaker - Old Fashion Oats

Quaker - Quick Oats
Quaker - Instant Oatmeal (regular/original flavor)
Cream of Wheat Whole Grain 2-1/2 Minute

NO individual serving packages for COLD CEREALS

Cream of Wheat - no individual serving pkgs

Quaker 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 - Whitehouse

(carton or bottle)

Apple - Lucky Leaf

Apple - Musselman's

Apple - Seneca (red label)

NO calcium/fiber fortified juice | juice drinks, juice ades, juice beverages | sweetened juices

Varieties: 11.5-12 oz. frozen concentrate, unsweetened

Apple - Super G

Apple - Seneca (red label)

Apple - America's Choice

Apple - Food Lion

Apple - Pathmark

Grape - Seneca (purple label)

All Varieties - Old Orchard 100% juice (must have green tear strip)

All Varieties - Welch's 100% juice (must have yellow tear strip)

Orange - STORE BRAND, unsweetened

NO juice drinks, juice ades, juice beverages | sweetened juices | calcium/fiber fortified juice

SPECIAL AUTHORIZED WIC FOODS

Lactose Milk (i.e., Lactaid)

UHT Milk (i.e., Parmalat)

Powdered Milk

Infant formulas not listed

Evaporated Milk

Soy Milk (8th Continent Original or Vanilla)

Buttermilk

TUNA - STORE BRAND OR STORE DESIGNATED BRAND

5-6.5 oz. can

Varieties: Chunk Light, Water Packed

NO albacore, low sodium, solid pack | diet or dietetic, select, fancy, white

SALMON - STORE BRAND OR STORE DESIGNATED BRAND

7.5 oz. can

Varieties: Water Packed with skin and bones

NO skinless, boneless, low sodium, solid pack | diet or dietetic

FRESH FRUIT AND VEGETABLES, produce section

Varieties: All fresh fruit and vegetables

NO frozen, canned or prepackaged with dips/dressings

BREAD - STORE BRAND OR STORE DESIGNATED BRAND

1 lb size (16 oz. only)

Varieties: 100% Whole Wheat Only

TORTILLAS - STORE BRAND OR STORE DESIGNATED BRAND

1 lb pack (16 oz.)

Varieties: 100% Whole Wheat Only

SIMPLE/COMPLEX ALTERED VOUCHERS

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Simple/Complex Altered Vouchers

SIMPLE ALTERED VOUCHER (EXAMPLE)

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

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.

COMPLEX ALTERED VOUCHER (EXAMPLE)

Above is one example of a Complex Altered Voucher. In this example, the cashier made several corrections to the total dollar amount found.

How do I correct a complex altered voucher?

For the 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. Attach the voucher with the errors and the register tape to the altered voucher form and send to the WIC state Agency Office, attention Vendor Unit.

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.

UNSIGNED VOUCHER (EXAMPLE)

Above is one example of an Unsigned Voucher. In this example, the cashier forgot to get the participant to sign the WIC voucher after the cashier had completed the transaction and before the participant had left the store.

What does the store do when the cashier forgets 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. Attach the voucher and register tape to the Altered Voucher Form and send to the WIC State Agency Office, attention Vendor Unit.

General Questions

1 Who do I call if I have a question or problem?

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) 741-2900.

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 1-C, 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 is a voucher and/or a food instrument?

A voucher and/or a food instrument is 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, participant names or ID numbers, etc. written (by hand) on it, DO NOT ACCEPT IT. This is considered a fraudulently altered voucher.

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 information does the WIC ID folder provide for the client?

The WIC ID folder provides shopping tips and reminders, participant and proxy identification, a list of WIC authorized foods, how to use a WIC voucher, the client's rights and responsibilities, and appointment information.

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

The first page inside of the WIC ID folder contains the WIC participant ID number, name(s), 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 their local WIC 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.

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.

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?

No. Each manager or corporate representative has assigned designated brands for his/her store. You should refer to those individuals for the 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 submit the designated listing to the Vendor Unit with the WIC participant name and ID number and the Vendor Unit will forward the information.

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 blue or black 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. Attach the voucher and register tape to the Altered Voucher Form and send to the WIC State Agency Office, attention Vendor Unit.

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, attention Vendor Unit.

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 follow up with the Vendor Unit by filing a complaint form. 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) 741-2900.

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) 741-2901.

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.

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?

If the purchase amount is more, the WIC Program will allow split tender transactions when using the cash value voucher. For example: If a WIC customer comes to the checkout lane with \$10.50 worth of fresh fruits and vegetables and presents an \$8.00 CVV; the cashier would write \$8.00 on the CVV and collect \$2.50 in cash, check, credit card or any other form of payment.

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.

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?

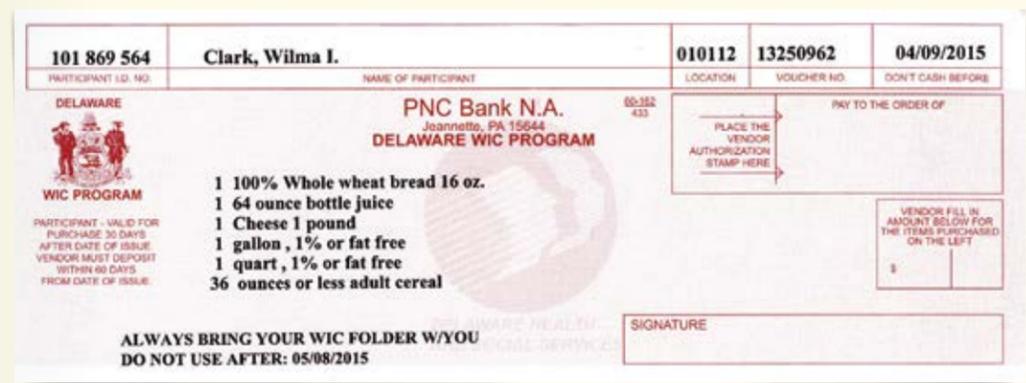
Yes. Participants are allowed to purchase all fresh fruits and vegetables as long as the items do not exceed the amount of the cash value voucher and do not come with dips or dressings.

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 #1



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

1. A. 2 – ½ gallons of skim milk
B. 1 dozen brown eggs
C. 1 lb. swiss cheese
D. None of the above
2. A. 1 – 46 oz. can Juicy Juice
B. 1 – 64 oz. bottle Seneca apple juice
C. 1 – 18 oz. jar crunchy peanut butter
D. None of the above
3. A. 10 oz. box of Honey Nut Cheerios
B. 1 lb. colby cheese
C. 1 - 64 oz. bottle Juicy Juice Berry
D. None of the above
4. A. 4 quarts lactose reduced milk
B. 12 oz. block mozzarella cheese
C. 16 oz. can of pinto beans
D. None of the above
5. A. 2 lbs. dry powdered milk
B. 12 oz. box of Kellogg's Product 19
C. 1 lb. shredded cheddar cheese
D. None of the above
6. A. 4 quarts buttermilk
B. 1 dozen extra large eggs
C. 1 – 64 oz. bottle Old Orchard 100% orange juice
D. None of the above
7. A. 28 oz. box of Kellogg's Corn Flakes
B. 1 gallon whole milk
C. 1 – ½ gallon reduced fat (2%) milk
D. None of the above
8. A. 6 – 13 oz. cans evaporated milk
B. 1 lb. Kraft singles
C. 28 oz. box of Cream of Wheat
D. None of the above

EXERCISE #2

101 869 564	Clark, Wilma I.	010112	13250966	05/13/2015
<small>PARTICIPANT I.D. NO.</small>	<small>NAME OF PARTICIPANT</small>	<small>LOCATION</small>	<small>VOUCHER NO.</small>	<small>DON'T CASH BEFORE</small>
DELAWARE  WIC PROGRAM <small>PARTICIPANT - VALID FOR PURCHASE 30 DAYS AFTER DATE OF ISSUE. VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM DATE OF ISSUE.</small>		PNC Bank N.A. <small>Jeannette, PA 15644</small> DELAWARE WIC PROGRAM <small>90-182 433</small>		
1 100% Whole wheat bread 16 oz. 1 64 ounce bottle juice 1 Cheese 1 pound 1 gallon, 1% or fat free 1 quart, 1% or fat free 36 ounces or less adult cereal		PAY TO THE ORDER OF PLACE THE VENDOR AUTHORIZATION STAMP HERE		
ALWAYS BRING YOUR WIC FOLDER W/YOU DO NOT USE AFTER: 06/12/2015		VENDOR FILL IN AMOUNT BELOW FOR THE ITEMS PURCHASED ON THE LEFT \$ _____ SIGNATURE _____		

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

- | | |
|---|---|
| 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 | 4. A. 12 oz. box of Kix
B. 1 lb. American cheese
C. 18 oz. jar creamy peanut butter
D. None of the above |
| 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 | 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 |
| 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 | 6. A. 1 - 16 oz. 100% Whole Wheat Bread
B. 11.8 oz. box Quaker Instant Oatmeal variety pack
C. 15 oz. box of Cheerios
D. None of the above |

EXERCISE #3

300 040 725	Clark, Wilber	010112	13251025	04/23/2015
<small>PARTICIPANT I.D. NO.</small>	<small>NAME OF PARTICIPANT</small>	<small>LOCATION</small>	<small>VOUCHER NO.</small>	<small>DON'T CASH BEFORE</small>
DELAWARE  WIC PROGRAM <small>PARTICIPANT - VALID FOR PURCHASE 30 DAYS AFTER DATE OF ISSUE. VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM DATE OF ISSUE.</small>		PNC Bank N.A. <small>Jeannette, PA 15644</small> DELAWARE WIC PROGRAM <small>90-182 433</small>		
24 ounces or less Gerber dry infant cereal		PAY TO THE ORDER OF PLACE THE VENDOR AUTHORIZATION STAMP HERE		
ALWAYS BRING YOUR WIC FOLDER W/YOU DO NOT USE AFTER: 05/23/2015		VENDOR FILL IN AMOUNT BELOW FOR THE ITEMS PURCHASED ON THE LEFT \$ _____ SIGNATURE _____		

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

- | | |
|--|---|
| 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 | 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 |
| 2. A. 24 oz. box of Gerber oatmeal cereal
B. 8 oz. box of Gerber rice & banana cereal
C. 10 - 2 packs Gerber apple-banana fruit
D. None of the above | 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 oatmeal cereal
D. None of the above |
| 3. A. 8 oz. box of Gerber oatmeal cereal
B. 8 oz. box of Gerber multigrain cereal
C. 8 oz. box of Gerber rice cereal
D. None of the above | 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 multigrain cereal
D. None of the above |
| 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 | 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 |

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) and refer the participant back to the clinic.

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

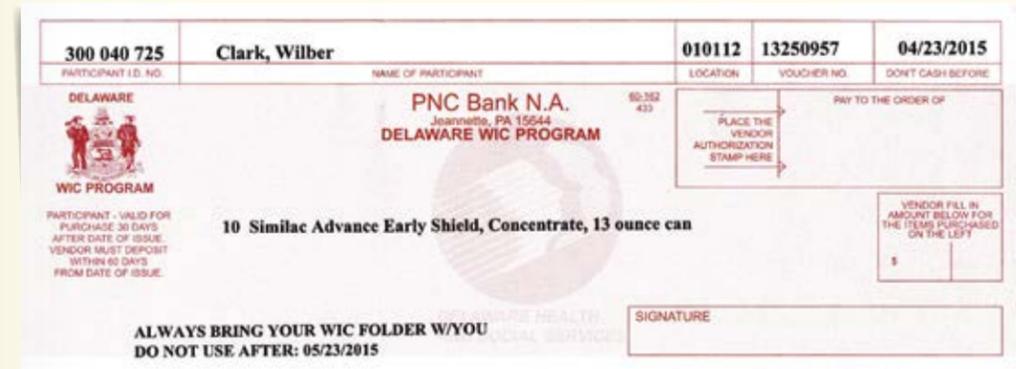
6. If a participant comes into your store on February 9, 20XX with vouchers dated February 10, 20XX as the date of issue, you should:

- 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 #5



1. On 4/23/2015, Wilber's mother, whose signature is listed on the WIC ID folder, goes into ABC Market and tries to purchase 9 cans of Isomil Advance w/iron concentrate.

Is this a valid transaction, yes or no?

Explain _____

2. On 4/25/2015, Wilber's father, without the WIC ID folder, goes into XYZ Market and tries to purchase 10 cans of Similac Adv Early Shield concentrate.

Is this a valid transaction, yes or no?

Explain _____

3. On 4/30/2015, Wilber's mother goes into ABC Market and tries to purchase 10 cans of Similac Adv Early Shield concentrate. Mother's signature is listed on the WIC ID folder.

Is this a valid transaction, yes or no?

Explain _____

4. On 5/11/2015, Wilber's father goes into ABC Market and tries to purchase 10 cans of Enfamil Nutramigen Lipil concentrate. Father's signature is listed on the WIC ID folder. Father has prescription, from a doctor, to change the formula from Similac Adv Early Shield to Enfamil Nutramigen Lipil.

Is this a valid transaction, yes or no?

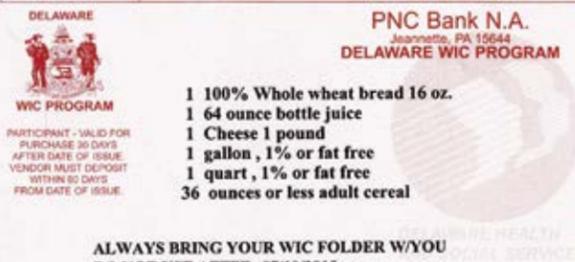
Explain _____

5. On 5/11/2015, Wilber's father goes into ABC Market and tries to purchase 10 cans of Similac Adv Early Shield powder. Father's signature is listed on the WIC ID folder. Your store does not have any Similac Adv Early Shield concentrate.

Is this a valid transaction, yes or no?

Explain _____

EXERCISE #6

101 869 564	Clark, Wilma L.	010112	13250970	06/10/2015
<small>PARTICIPANT I.D. NO.</small>	<small>NAME OF PARTICIPANT</small>	<small>LOCATION</small>	<small>VOUCHER NO.</small>	<small>DON'T CASH BEFORE</small>
		PAY TO THE ORDER OF _____ _____ _____		
1 100% Whole wheat bread 16 oz. 1 64 ounce bottle juice 1 Cheese 1 pound 1 gallon, 1% or fat free 1 quart, 1% or fat free 36 ounces or less adult cereal		VENDOR FILL IN AMOUNT BELOW FOR THE ITEMS PURCHASED ON THE LEFT \$ _____		
ALWAYS BRING YOUR WIC FOLDER W/YOU DO NOT USE AFTER: 07/10/2015		SIGNATURE _____		

1. On 7/05/2015, Mary Clark goes into ABC Market and tries to purchase one gallon fat free milk, one 20 oz. box of Cheerios, one 14 oz. box of Wheat Chex, one 64 oz. bottle of Juicy Juice, one 16 oz. block of cheddar cheese and a 16 oz. loaf of 100% whole wheat bread. Mary's signature is listed on the WIC ID folder.

Is this a valid transaction, yes or no?

Explain _____

2. On 7/17/2015, Mary Clark goes into ABC Market and tries to purchase one gallon of fat free 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, one 64 oz. bottle of Juicy Juice, 1 lb. of Mozzarella cheese, one 16 oz. loaf of whole wheat bread. 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?

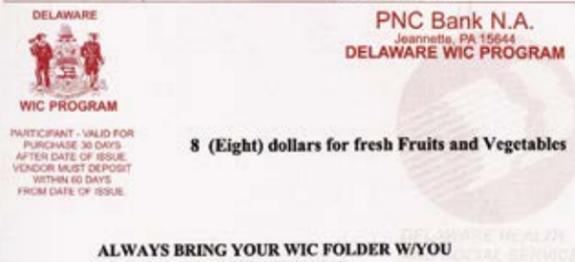
Explain _____

3. On 6/10/2015, Mary Clark goes into ABC Market and tries to purchase one gallon of fat free 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 one 16 oz. loaf of whole wheat bread. The store is running a special: buy an 18 oz. box of Kellogg's Corn Flakes get one ½ gallon of milk free. Mary's signature is listed on the WIC ID folder.

Is this a valid transaction, yes or no?

Explain _____

EXERCISE #7

101 869 564	Clark, Wilma L.	010112	13250965	04/09/2015
<small>PARTICIPANT I.D. NO.</small>	<small>NAME OF PARTICIPANT</small>	<small>LOCATION</small>	<small>VOUCHER NO.</small>	<small>DON'T CASH BEFORE</small>
		PAY TO THE ORDER OF _____ _____ _____		
8 (Eight) dollars for fresh Fruits and Vegetables		VENDOR FILL IN AMOUNT BELOW FOR THE ITEMS PURCHASED ON THE LEFT \$ _____		
ALWAYS BRING YOUR WIC FOLDER W/YOU DO NOT USE AFTER: 05/08/2015		SIGNATURE _____		

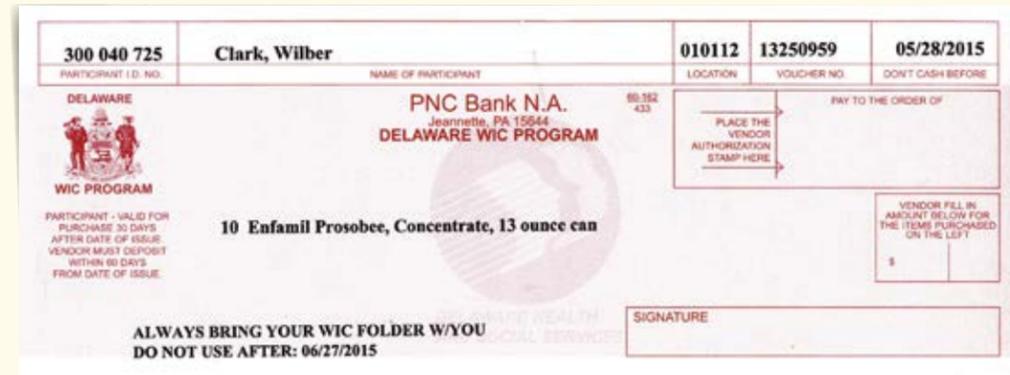
In each group, circle all the foods that *can* be purchased with the above voucher.

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

Answers Section

ANSWER FORM FOR EXERCISES 1 - 8

EXERCISE #8



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

- On 5/28/2015, Wilber's mother, whose signature is listed on the WIC ID folder, comes to ABC Market (your store) and purchases 9 cans of Enfamil Prosobee Soy concentrate. The cashier wrote the correct purchase amount and Wilber's mother signed the voucher.

Explain _____

- On 6/14/2015, Wilber's father, without the WIC ID folder, comes to XYZ Market (your store) and purchases 10 cans of Enfamil Prosobee Soy concentrate. The father has left the store. The cashier wrote the correct purchase amount and Wilber's father did not sign the voucher.

Explain _____

- On 6/19/2015, Wilber's mother comes to ABC Market (your store) and purchases 10 cans of Enfamil Prosobee Soy concentrate and Gerber baby cereal. Mother has written Gerber baby cereal on the voucher. Mother's signature is listed on the WIC ID folder. Mother is still in line. After writing in the amount, the cashier realizes this is wrong and asks you to correct the matter.

Explain _____

- On 6/27/2015, Wilber'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 WIC ID folder. Father has prescription, from a doctor, to change the formula from Enfamil Prosobee Soy to Enfamil Nutramigen Lipil. The cashier requests your help immediately.

Explain _____

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:			

ANSWER SHEET FOR EXERCISES 1 - 8

EXERCISE 1	EXERCISE 2	EXERCISE 3	EXERCISE 4
1 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input checked="" type="radio"/> D	1 <input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	1 <input type="radio"/> A <input type="radio"/> B <input checked="" type="radio"/> C <input type="radio"/> D	1 <input type="radio"/> A <input type="radio"/> B <input checked="" type="radio"/> C
2 <input type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D	2 <input type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D	2 <input type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D	2 <input type="radio"/> A <input type="radio"/> B <input checked="" type="radio"/> C <input type="radio"/> D
3 <input type="radio"/> A <input type="radio"/> B <input checked="" type="radio"/> C <input type="radio"/> D	3 <input type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D	3 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input checked="" type="radio"/> D	3 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E <input checked="" type="radio"/> F
4 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input checked="" type="radio"/> D	4 <input checked="" type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D	4 <input checked="" type="radio"/> A <input checked="" type="radio"/> B <input checked="" type="radio"/> C <input type="radio"/> D	4 <input type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C
5 <input type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D	5 <input checked="" type="radio"/> A <input checked="" type="radio"/> B <input checked="" type="radio"/> C <input type="radio"/> D	5 <input checked="" type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D	5 <input type="radio"/> A <input type="radio"/> B <input checked="" type="radio"/> C
6 <input type="radio"/> A <input type="radio"/> B <input checked="" type="radio"/> C <input type="radio"/> D	6 <input checked="" type="radio"/> A <input type="radio"/> B <input checked="" type="radio"/> C <input type="radio"/> D	6 <input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	6 <input type="radio"/> A <input type="radio"/> B <input checked="" type="radio"/> C <input type="radio"/> D
7 <input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D		7 <input checked="" type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D	7 <input type="radio"/> A <input type="radio"/> B <input checked="" type="radio"/> C <input type="radio"/> D
8 <input type="radio"/> A <input type="radio"/> B <input checked="" type="radio"/> C <input type="radio"/> D		8 <input checked="" type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D	
EXERCISE 5			
1 <input type="radio"/> Y <input checked="" type="radio"/> N	Explain: <i>Isomil Advance w/iron is not listed on the voucher</i>		
2 <input type="radio"/> Y <input checked="" type="radio"/> N	Explain: <i>Doesn't have WIC ID folder</i>		
3 <input checked="" type="radio"/> Y <input type="radio"/> N	Explain: <i>4/30/2015 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.</i>		
4 <input type="radio"/> Y <input checked="" type="radio"/> N	Explain: <i>Nutramigen is not listed on the voucher + substitutions not permitted with prescription</i>		
5 <input type="radio"/> Y <input checked="" type="radio"/> N	Explain: <i>Similac Adv Early Shield powder is not listed on the voucher + substitutions not permitted if a store is out of stock.</i>		
EXERCISE 6			
1 <input checked="" type="radio"/> Y <input type="radio"/> N	Explain: <i>7/05/2015 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</i>		
2 <input type="radio"/> Y <input checked="" type="radio"/> N	Explain: <i>7/17/2015 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</i>		
3 <input checked="" type="radio"/> Y <input type="radio"/> N	Explain: <i>6/10/2015 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</i>		
EXERCISE 7			
1 <input checked="" type="radio"/> A <input checked="" type="radio"/> B <input checked="" type="radio"/> C <input type="radio"/> D	2 <input checked="" type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D	3 <input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	4 <input checked="" type="radio"/> A <input checked="" type="radio"/> B <input checked="" type="radio"/> C <input type="radio"/> D
EXERCISE 8			
1 Explain: <i>Congratulate the cashier on a correct WIC transaction.</i>			
2 Explain: <i>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.</i>			
3 Explain: <i>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.</i>			
4 Explain: <i>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.</i>			

VENDOR - MONTHLY SELF MONITORING CHECK LIST

Store Name: _____ Owner/Manager: _____

Address: _____ City, State, Zip: _____

Telephone Number: _____ Date of Stock Check: _____

Item & Stock Amount Required	List Name of Brand (if applicable)	WIC Shelf Label Posted	Meets Minimum	Failed Minimum
Milk - Store Brand				
Whole Milk: Must have 3 gallons				
1% Milk: Must have 3 gallons				
Whole Milk: Must have 3 half gallons				
1% Milk: Must have 3 half gallons				
Whole Milk: Must have 3 quarts				
1% Milk: Must have 3 quarts				
Non-Fat Dry Milk				
Evaporated Milk				
Buttermilk				
UHT (Ultra High Temperature)				
Lactose Reduced				
Soy - 8th Continent Original 1/2 gallon				
Eggs - Store Brand				
Large, white only: Must have 5 dozen				
Cheese - Store Brand				
Domestic: Must have 2 varieties and 2 pounds each	American			
	Cheddar			
	Mozzarella			
Juice - 64 oz. bottle				
Must have 3 varieties and 12 bottles total	Juicy Juice - all 1 2 3			
	Old Orchard - all 1 2 3			
	Apple:			
	Orange:			
Frozen Juice - 11.5-12 oz. can				
Must have 3 varieties and 15 cans total	Apple:			
	Orange:			
	Old Orchard:			
	Welch's:			
Peanut Butter - Store Brand				
Must have 5 - 16 to 18 oz. jars creamy or crunchy				
Dried Peas, Beans, Legumes -Store Brand				
Must have 2 varieties/2 pounds each				
Infant Formula - Contract Brand				
Infant Formula - Contract Brand	PROVIDE SHELF PRICES	\$\$\$\$\$\$\$\$		
Milk Base: 62 - 13 oz. cans, conc.	Similac Advance Early Shield			
Milk Base: 18 - 12.4 oz. cans, pwdr.	Similac Advance Early Shield			
	PROVIDE SHELF PRICES	\$\$\$\$\$\$\$\$		

Store Name: _____

Item & Stock Amount Required	List Name of Brand (if applicable)	WIC Shelf Label Posted	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 Whole Grain 2-1/2 Minute			
	Cream of Wheat Original 2-1/2 Minute			
	Quaker Instant Oatmeal - reg. pkt.			
	Quaker Old Fashion Oats			
Quaker Quick Oats				
Infant – Must have 2 varieties (one must be rice), 4 - 8 oz. containers	Gerber Rice			
	Gerber Oatmeal, Multigrain, Whole Wheat			
100% Whole Wheat Bread – Store Brand				
Must have 5 loaves, 1 pound each				
100% Whole Wheat Tortilla's – Store Brand				
Must have 5 packs, 1 pound each				
Fresh Fruit				
Must have 2 varieties, 10 pounds total				
Fresh Vegetables				
Must have 2 varieties, 10 pounds total				
Infant Fruit – Gerber Brand 2nd stage				
Must have 2 varieties, 10-2 packs total				
Infant Vegetables – Gerber Brand 2nd stage				
Must have 2 varieties, 10-2 packs total				
Valid State of Delaware business license posted				
"We accept WIC Checks Here" window cling - 1 English & 1 Spanish at each entrance way				
WIC Approved Shelf Tags on all authorized WIC foods				
Valid infant formula invoice(s)				
Cashier Checkout Procedures				
Ask the customer for identification folder.				
Verify the participant's name & ID# on the folder and the voucher.				
Check the Don't Cash Before and Do Not Use After date on the voucher.				
Check the foods WIC customers buy against their voucher(s).				
Ring up the actual shelf price for each WIC item purchased on each voucher.				
Write the cost of food items on the voucher in ink.				
Have participant, parent/guardian or proxy sign the voucher & verify against ID Folder.				
Offer the WIC customers the same courtesies extended to other customers.				
Endorse the back of the voucher with WIC ID number, store stamp, or verification by register.				
Fax to: 1-302-741-2901 WIC vendor unit on the 1st of every month.				

Signature _____ Date _____ PRINT Name _____ Title _____

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How many vouchers can a WIC participant cash at one time?.....	11	What is the mailing address of the Vendor Unit?.....	10
Should I give the WIC participant a cash register receipt?.....	12	Where can I find the information, on the WIC ID folder, that I need to use when I cash a voucher?.....	11
Should the WIC participants identify themselves?.....	10	Who can be a proxy?.....	11
What are the parts of a voucher?.....	10	Who do I call if I have a question or problem?.....	10
What color is a voucher?.....	10	Why can't I call the clinic nearest to my store and ask them questions?.....	10
What information does the WIC ID folder provide for the client?.....	11	What is a cash-value voucher?.....	14
What do I do if a WIC participant is cashing more than one voucher at a time?.....	11	What do I do if a WIC participant goes over the dollar amount on the cash-value voucher?.....	14
What do I do if a WIC participant is physically or verbally abusive to me or other store staff?.....	14	What do I do if a WIC participant is cashing more than one cash-value voucher?.....	14
What do I do if a WIC participant or proxy doesn't have their WIC ID folder?.....	11	What do I do if a WIC participant does not use the full dollar amount on the cash-value voucher?.....	14
What do I do if I make a mistake in the amount box on the voucher?.....	13	Can I combine a WIC families cash-value vouchers together?.....	14
What do I do if my store has a special offer for example buy one get one free?.....	12	Can a participant buy bagged fruit/vegetables with the cash value voucher?.....	14
What do I do if the name and ID number on the voucher are not listed on the WIC ID folder?.....	11	Can participants purchase fresh fruits/vegetables that are buy one get one free and/or 2 for \$1, 6 for \$5.50, etc.....	14

QUESTIONS?

Call the state WIC Vendor Unit at

1-800-222-2189 or (302) 741-2900



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Public Health

WIC Program

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