

Check Your WIC-Wisdom!

(Answers)

Yes/No: Circle “Yes” if you agree with the statement and “No” if you disagree.

1. The full name of the WIC Program is “The Special Supplemental Nutrition Program for Women, Infants, and Children”. Yes
2. A shopper’s driver’s license may be used as identification in place of the WIC ID card. No
The shopper must have a WIC ID card. Please request it in a customer-friendly manner. Do not ask for identification in addition to the WIC ID card.
3. It is okay to accept a voucher even if the date in the “Last Day to Use” box has passed. No
Your store will not get paid for vouchers accepted outside of the printed date range. Making this error could result in administrative action.
4. If your store is out of the infant formula listed on the voucher, you may give the shopper a rain check or substitute a different formula. No
No IOUs, rain checks, or substitutions are allowed.
5. The shopper may buy any block of cheese as long as it is made in the USA. No
Only 1 lb (pound) blocks of cheese and certain types of cheese are allowed. Check the WIC Food List for details.
6. WIC shoppers are required to purchase the largest size container of milk available for the quantity listed on their voucher. Yes
For example, if the voucher lists 2 gallons and 1 half-gallon of milk, the shopper is required to select 2 gallon containers and 1 half-gallon container. You can make an exception if your store temporarily has only half-gallon containers of all WIC-authorized milk. In this rare case the shopper may purchase 5 half-gallon containers.
7. Shoppers can mix and match 100% whole wheat bread, brown rice, and soft corn tortillas up to the amount listed on the voucher (16 or 32 ounces). Yes
Shoppers are encouraged to maximize their whole grain allowance by choosing a variety of grain types in the correct sizes.
8. Shoppers can buy organic fruits and vegetables with their cash value voucher (CVV). Yes
Shoppers are encouraged to buy a variety of fruits and vegetables. Check the WIC Food List for details.
9. Shoppers can buy organic peanut butter as long as the container is 16 to 18 oz. No
The only organic foods allowed are fresh and frozen fruits and vegetables.

10. You must fill in the “Pay Exactly” amount before the WIC shopper signs the voucher. Yes
When the shopper signs the voucher, they verify that they are charged the correct amount. The receipt is required because it gives the shopper proof that they were charged the correct amount.
11. The shopper’s signature on the voucher must match one of the signatures on the WIC ID card. Yes
If it does not match, void the transaction, give the voucher and WIC ID card back to the shopper, and refer the shopper to the WIC clinic.
12. If the shopper’s signature is missing from the voucher, your store will still get paid for the voucher. No
The customer must sign the voucher after the “Pay Exactly” amount is filled in. Your store will not be paid for vouchers that are missing a shopper’s signature and it could result in administrative action. Remember, it is against WIC Program rules to have a shopper to return to the store to sign the voucher.
13. If there is a signature on the voucher, but the “Pay Exactly” box is not filled in, your store will still be paid for that voucher. No
Your store will not be paid for a voucher that does not have the purchase amount written on the front in the “Pay Exactly” box. This mistake could result in administrative action.
14. The amount written in the “Pay Exactly” box cannot exceed the face value of the CVV. Yes
The amount written in the “Pay Exactly” box can be less, but not more than the face value of the CVV.
15. Stores are not required to offer receipts to shoppers for each WIC transaction. No
Stores are required to offer a receipt for each WIC voucher. The shopper does not have to take them.
16. If a shopper buys \$5.75 worth of fruits and vegetables with a \$6 dollar CVV, they should get 25 cents (25¢) in change along with their receipt. No
Never give the shopper money back on a WIC transaction.

Multiple Choice: Circle the letter that best answers each question.

1. Which one of the following items are shoppers allowed to use for WIC transactions?
- A. Coupons
 - B. In-store specials
 - C. Club cards
 - D. All of the above (The WIC Program encourages it.)

2. If the shopper isn't buying everything that is listed on a voucher, you should:
- A. Tell the shopper that they have to buy everything listed on the voucher.
 - B. Ask the shopper if they wanted the missing item. **(They may have overlooked the item.)**
 - C. Always charge WIC for everything that is listed on the voucher.
 - D. Only charge WIC for the items actually purchased by the shopper.
 - E. B and D**
 - F. A and C
3. If the total purchase price of fruit and vegetables exceeds the face value of the CVV, the shopper may pay the difference with:
- A. Cash
 - B. Oregon Trail card
 - C. Another CVV
 - D. Personal check
 - E. Credit/debit card
 - F. Store gift card
 - G. All of the above**

Jumble: Put the following jumbled WIC check-out procedures in the correct order by correctly numbering each step (1 - 8.)

Step (1-8)	Check-out procedures
3	Ring up the shopper's foods using the WIC Food List as a guide.
1	Ask for the WIC ID card, make sure there are at least 1 and no more than 2 signatures, and hold onto it.
6	Get the shopper's signature and match it with a signature on the WIC ID card.
2	Check the "First Day to Use" and "Last Day to Use."
8	Stamp your store's 4-digit WIC Vendor Number on the voucher.
4	Say "Yes" to coupons, specials, and store discount cards.
7	Give the customer a receipt and return the WIC ID card.
5	Write the purchase price in the "Pay Exactly" box.

Scenarios: Circle “Yes” if the WIC transaction is acceptable and “No” if it is not acceptable.

All shoppers below have a voucher that lists “36 Ounces Cereal (12 oz size or larger).”

1. Sally brings a 17.3 oz box of All Bran cereal and a 12 oz box of Instant Quaker Grits cereal to your check stand.

Would this be an acceptable WIC transaction?

Yes

**The total is 29.3 oz and less than 36 oz.
Both cereals are on the Food List.
Both cereals are 12 oz or larger.**



2. Johnny brings a 12.2 oz box of Shredded Wheat cereal and a 24 oz box of Corn Flakes cereal to your check stand.

Would this be an acceptable WIC transaction?

No

**The total is 36.2 oz and more than 36 oz.
Shredded Wheat is not on the Food List.**



3. Butch brings a 17.3 oz box of Trix cereal and a 12.2 oz box of Fruit Loops cereal to your check stand.

Would this be an acceptable WIC transaction?

No

Both cereals are not on the Food List.



4. Amanda brings a 12 oz box of Kix cereal, a 10 oz box of Rice Krispies cereal, and a 13 oz box of Honey Bunches of Oats Peaches cereal to your check stand.



Would this be an acceptable WIC transaction?

No

**The Rice Krispies box is less than 12 oz.
Honey Bunches of Oats Peaches is not on the Food List.**



Vouchers and WIC ID Cards: Circle the letter that best answers the question below.

OREGON WIC PROGRAM		Payable through Southern National Bank Marietta, GA	64 - 1968 611	Acct. # 2508299	60000003
9999 00123456 02 HANNAH SWIFT		First Day To Use: 08/04/2009	Last Day To Use: 08/31/2009		
FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY		FI Type 0123	Corrected Amount \$		
36 Ounces Cereal (12 oz size or larger)		Pay to the order of Oregon WIC Authorized Vendor Number:		PAY EXACTLY \$ 23.75	
01 Dozen Eggs - Large		Vendor Must Deposit Within 60 Days of First Day To Use		Vendor Fill In \$ Amount Above	
02 Juice: 64 oz plastic		 wic Identification Card  Oregon Department of Human Services This card enrolls you in the WIC Program. Please show it as identification at the grocery store and WIC clinic.			
32 Ounces 100% Whole Wheat					
18 Ounces Peanut Butter		Name		ID Number	
DHS HEALTH SERVICES (971) P.O. BOX 14450, PORTLAND, OR		Sally Swift		123456-01	
C600000020		Hannah Swift		123456-02	
Below are signatures of shoppers who may use the WIC vouchers. Not valid if more than 2 signatures.					
1 <i>Sally Swift</i>					
2 <i>Chris Webber</i>					

When a shopper presents a WIC ID card and a voucher, which of the following actions do you perform?

- A. Make sure the WIC ID number on the voucher matches the one on the WIC ID card. **(This is for WIC administration only.)**
- B. Make sure the participant listed on the voucher is also listed on the WIC ID card. **(This is for WIC administration only.)**
- C.** Match the shopper's signature on the voucher to a signature on the WIC ID card. **(If it does not match, void the transaction.)**
- D. All of the above.