

Check Your eWIC-Wisdom Answers

True or False

1.	The WIC Program is a federally funded program for W omen, I nfants, and C hildren. WIC serves pregnant and post-partum women and infants and children up to age five.	True
2.	Shoppers must be 18 years or older to use a eWIC card. People of any age may use the eWIC card. The shopper only needs to have the card and know the PIN.	False
3.	Shoppers can buy gallons, half gallons, or quarts of milk as long as it's the type of right type and fat content. Shoppers can choose between those three sizes and the amount will reduce as they use their benefits.	True
4.	Swiss cheese is allowed because it isn't listed on the "Don't Buy" section of the WIC Food List. Only the types of cheeses listed on the "Buy" section are allowed.	False
5.	WIC benefits usually expire on the last day of the month. Most benefits are issued on the first of the month and expire on the last day of the month. Unused benefits do not roll over to the next month.	True
6.	Organic fruits and vegetables are not allowed because they're too expensive. WIC benefits can be used to buy whole, cut, and packaged organic and non-organic fruit & vegetables.	False
7.	Peanut spreads are allowed on WIC if the container says they are "Natural." Peanut spreads are not allowed on WIC. The word "Natural" is not an indicator that the product is peanut butter. Always check the Food List.	False
8.	If your store is out of the infant formula listed on customer's benefit list, you may give the shopper a rain check or substitute a different formula. Rain checks or substitutions are never allowed on WIC.	False
9.	If the shopper enters their PIN incorrectly four times, the card will be locked. The customer can call the customer service number on the back of the card to reset their PIN before the 4th attempt. After a 4th incorrect PIN, the card will be locked until midnight.	True
10.	The use of scan codes, codebooks, or clipboards of WIC-authorized UPCs at the check stand is not allowed. Always scan the UPC barcode on the product or manually enter the UPC.	True

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11.	If the shopper returns WIC food items and wants a cash refund or store credit, you should honor the customer's request. Refunds for cash or store credit are not allowed for WIC purchases. Damaged or recalled products may be replaced with the same item. When in doubt whether an item was bought with WIC, follow your store's return policy.	False
12.	If an item is not in the Approved Products List (APL), you should attempt to find a creative solution or override to allow the purchase for the customer. Products missing from the APL should be submitted to the State WIC Office. Any work-around to allow a product that isn't going through could result in a violation.	False
13.	Stores are required to offer the final receipt to shoppers for WIC transactions. The final receipt is required because it gives the shopper a record of what WIC products were purchased and at what price. It also shows their beginning and ending benefit balance.	True

Multiple Choice: Circle ALL answers that apply to each question.

- Some reasons an item might not ring up for eWIC are:
 - The product UPC/PLU is not in the Approved Products List (APL)
 - The customer does not have the benefit.
 - The customer has the benefit, but not enough of the benefit to make the purchase.
 - The item is not a WIC-approved food.
- Which one of the following items are shoppers allowed to use for eWIC transactions?
 - Coupons
 - In-store specials
 - Club cards
 - Buy-one-get-one offers

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eWIC Transaction Troubleshooting

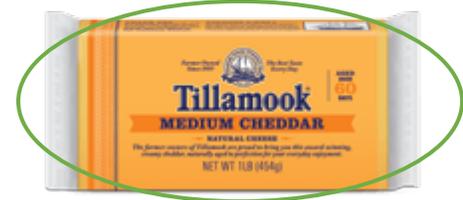
A customer wants to buy these foods. Some are covered by WIC and some are not.

1. Look at the shopper's benefits and circle the foods they can buy with WIC. Use the Food List to verify the product is WIC-approved.
2. Help the shopper understand why some things didn't ring up by explaining why the item wasn't covered by WIC.

BENEFITS EXPIRE ON MONTH-DAY-YEAR		
QTY	UNITS	DESCRIPTION
1.00	LB	CHEESE
1.00	LB	TOFU
0.00	DOZ	EGGS - LARGE
21.50	OZ	CEREAL - HOT/COLD
1.00	CTR	PEANUT BUTTER/BEANS
1.00	CTR	BEANS, DRY OR CANNED
8.00	OZ	BABY CEREAL
248.00	OZ	BABY FOOD - FRUIT/VEG
77.00	OZ	BABY FOOD - MEAT
32.00	OZ	WHOLE GRAINS
6.32	\$\$\$	FRUIT AND VEGETABLES
3.50	GAL	FAT FREE OR 1% MILK
1.00	CTR	YOGURT, LOW & NONFAT
2.00	CTR	FRZN JUICE 11.5-12OZ
0.00	CTR	64OZ BOTTLE JUICE



No Peanut Spreads



No White Rice



No formula benefit



No jumbo eggs



Wrong fat content



No added fruit



No white lid Welch's



No benefits left



Wrong fat content