

Check Your eWIC-Wisdom!

True or False

1.	The WIC Program is a federally funded program for W omen, I nfants, and C hildren.	True	False
2.	Shoppers must be 18 years or older to use a eWIC card.	True	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.	True	False
4.	Swiss cheese is allowed because it isn't listed on the "Don't Buy" section of the WIC Food List.	True	False
5.	WIC benefits usually expire on the last day of the month.	True	False
6.	Organic fruits and vegetables are not allowed because they're too expensive.	True	False
7.	Peanut spreads are allowed on WIC if the container says they are "Natural."	True	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.	True	False
9.	If the shopper enters their PIN incorrectly four times, the card will be locked.	True	False
10.	The use of scan codes, codebooks, or clipboards of WIC-authorized UPCs at the check stand is not allowed.	True	False
11.	If the shopper returns WIC food items and wants a cash refund or store credit, you should honor the customer's request.	True	False
12.	If an item is not in the APL or not ringing up, you should attempt to find a creative solution or override to allow the purchase for the customer.	True	False
13.	Stores are required to offer receipts to shoppers for each WIC transaction.	True	False

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

