

CASHIER TRAINING

South Dakota
Department of Health

Healthy Choices for Healthy Families



WIC





The Purpose of the WIC Program

- WIC is a federally funded USDA Program that operates in all 50 states and is administered in South Dakota by the Department of Health.
- WIC is a cost effective Special Supplemental Nutrition Program for Women, Infants, and Children. WIC has demonstrated success in improving the health and nutritional status of women, infants, and children.
- The WIC Program is open to individuals determined to have a nutritional risk and limited income. Pregnant women, breastfeeding women, postpartum women, infants, and children up to age five.



The Purpose of the WIC Program

(continued)

- WIC services are provided throughout the state.
 - **WIC provides supplemental foods to participants** - recommended foods based on individual need.
 - **WIC provides nutrition education and counseling** - informs or instructs participants on how to maintain a healthy diet and change eating habits, answers food and nutrition questions to improve overall health.
 - **WIC provides support for Breastfeeding** - makes referrals to lactation specialists and peer counselors, explains the benefits of breastfeeding, and provides breast pumps and instruction on use of breast pumps.
 - **WIC provides referral services to** - doctors/nurses, community services, health agencies, social service agencies such as Medicaid, SNAP, or TANF. WIC encourages pregnant women to receive prenatal care, and infants and children to receive routine checkups and immunizations.



What is the Retailer's Role?

- The South Dakota WIC Program contracts with local retailers to provide WIC program participants with specific food products.
- WIC Checks and Cash Value Vouchers are issued by local WIC Agencies.
 - Cash Value Vouchers (CVV) are issued to purchase fresh/frozen fruits and vegetables
- The WIC Participants redeem the check and CVV at an authorized retailer for the food items listed on the check and CVV.

WIC Retailers are critical partners in the delivery of WIC benefits!



How to Identify WIC Customers

WIC ID Pouch

- Customers purchasing WIC foods must have a WIC ID Pouch to purchase foods. If there is no ID Pouch presented then **NO PURCHASE** can be made!
- This pouch provides the cashier with Identification and Verification of Signature.
- A signature on the WIC ID Pouch must be compared to the signature on the WIC check to identify a WIC participant before purchase can be finalized.
 - A participant may designate 2 other people besides themselves to purchase WIC foods with their ID Pouch and checks. An alternate's signature must also be compared between ID Pouch and check.

How to Identify WIC Customers

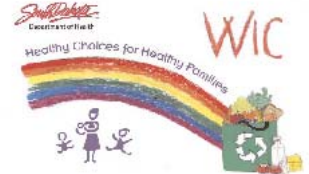
(continued)

WIC ID Pouch

Includes the following:

- Line 1: Authorized Payee's Name & Family Number
- Line 2: Authorized Payee's Signature
- Line 3: Alternate #1's Name
- Line 4: Alternate #1's Signature
- Line 5: Alternate #2's Name
- Line 6: Alternate #2's Signature
- Line 7: Change of Alternate
- Line 8: Change of Alternate's Signature

WIC ID Pouch



Healthy Choices for Healthy Families

Please keep your WIC checks in this pouch until you are ready to use them.

Keep this folder!

Always bring this WIC ID Pouch with you...

- To your WIC appointments
- To pick up your WIC Checks
- To the grocery store
- If you move
- It is your WIC identification

Authorized Payee's Name	Family No.
Authorized Payee's Signature	
Alternate #1 Name	
Alternate #1 Signature	
Alternate #2 Name	
Alternate #2 Signature	
Change of Alternate	
Change of Alternate's Signature	



CUSTOMER SERVICE COUNTS!!!

- WIC customers should be treated equally with respect, regardless of race, color, national origin, age, sex, or disability.
- Always treat WIC customers in the same manner as all other customers.

The positive way in which the WIC customer is treated by the retailer enhances the benefits received from being on the WIC Program.



Getting to Know the WIC Check

- WIC checks and CVVs are printed and distributed by the local WIC offices.
- Participants receive the checks monthly or bi-monthly.
- The checks may be computer generated or hand-written.
- The checks have certain information on them that cashiers must be aware of.

Getting to Know the WIC Check

(continued)

STATE OF SOUTH DAKOTA DEPARTMENT OF HEALTH WIC PROGRAM

SECURITY FEATURES INCLUDED. DETAILS ON BACK

95002348

AUX 6177 19915

Authorized Payee Client Sam Test Test T Testing

Issue Date 09/10/2007

Expiration Date 10/09/2007

Date of use

Not Valid Without
#8
SD WIC Retailer Stamp Here

For These Items Only
#9
1 13-oz Can Enfamil Iron Liquid Conc. - 0000870301016

Note: A Cash Value Voucher will display something similar to the following " voucher fresh/ frozen fruits and/or vegetables: Nct to exceed \$10 total."

Dollars #10 Cents

DEPOSIT WITHIN 45 DAYS OF ISSUE DATE

South Dakota WIC

IMPROPER USE OF THIS FOOD INSTRUMENT IS SUBJECT TO STATE AND FEDERAL PROSECUTION

FIRST PREMIER BANK
SIOUX FALLS, SOUTH DAKOTA

#11
SIGNATURE - NOT NEGOTIABLE UNLESS SIGNED WIC ID REQUIRED

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- #1 Local Agency Identifier - Clinic Information Only
- #2 Family ID Number - Clinic Information Only
- #3 Client ID Number - Clinic Information Only
- #4 Authorized Payee's Name
- #5 Issue Date
- #6 Expiration Date
- #7 Check or CVV Number

- #8 WIC Retailer Stamp Box
- #9 Food Items Box
- #10 Actual Amount of Sale Box
- #11 Signature of Authorized Representative
- #12 Date of Use Line



Getting to Know the WIC Check

(continued)

- Rain checks are not allowed for any reason.
- The amount charged for the foods specified and purchased with WIC checks may not exceed the amount charged to non-WIC customers for the same foods.
- WIC customers must enter the exact amount of the purchase in the Actual Amount of Sale Box at the time of purchase, before signing the check. The cashier may enter the amount if the WIC customer indicates they are unable or unwilling to do so.
- WIC customers are allowed to use coupons with their WIC purchases. **For example**, buy one-get one free, or bonus ounces of cereal.
- The WIC check is good only for the actual cost of the authorized foods and is **exempt from sales tax**.
- WIC participants may not return foods purchased with WIC checks to obtain cash refund or in exchange for other foods (WIC or non-WIC acceptable).
 - A participant who suggests such an exchange must be reported to the local WIC office.
 - Exchanges are only allowed if a food item is defective, spoiled, or exceeds its sell/use date.
- WIC customers are allowed to purchase less than the check states, but NEVER more.



Getting to Know the WIC Check

(continued)

If a WIC customer attempts to cash a WIC check that has food items added, amounts changed, expired dates, names changed, or other irregularities, the check may be invalidated by placing an "X" over the Amount of Sales Box. Return the WIC check to the customer and instruct them to take it back to the local WIC office for processing. This should also be reported to your supervisor or manager, who will take action from there.

If possible, discreetly take note of the customer's name and client ID located on the check.



What Foods Can Be Purchased?

- Only WIC approved foods listed in the most current South Dakota Approved Food Guide may be purchased. Only the foods listed on the participant's check may be purchased.
- No substitutions are allowed; for example, if the check lists reduced-fat milk then whole milk cannot be purchased.
- It is requested, but not required, that WIC customers purchase the least expensive brands and store brands (Shurfine, Flavorite, Safeway, etc.).
- WIC participants are educated at their local WIC office about the Approved Food Guide.
 - **NOTE:** Some foods are brand specific.



What Foods Can Be Purchased?

(continued)

Things to Remember with WIC Foods

- Only allow the purchase of designated food items and the quantities listed on the face of the check.
- No exchanges for WIC foods, except if the food items are defective, spoiled, or exceed their sell/use date. In these cases, only the exact same size, brand, and type of food items may be exchanged.
- Substitutions are not allowed on the WIC Program.
 - **NOTE:** Whole milk must be on the check before it can be purchased! The check will always have 2%, 1%, and skim, but will not always have whole milk on it.




The WIC Transaction

Step-by-Step

STEP 1

- Verify that the WIC customer has the WIC ID Pouch.
- Transaction **CANNOT** take place without the ID Pouch!
- Never ask the customer for an alternate form of ID other than the WIC ID Pouch.

WIC ID Pouch



Healthy Choices for Healthy Families

Please keep your WIC checks in this pouch until you are ready to use them.

Keep this folder!

Always bring this WIC ID Pouch with you...

- To your WIC appointments
- To pick up your WIC Checks
- To the grocery store
- If you move
- It is your WIC identification

Authorized Payee's Name	Family No.
Authorized Payee's Signature	
Alternate #1 Name	
Alternate #1 Signature	
Alternate #2 Name	
Alternate #2 Signature	
Change of Alternate	
Change of Alternate's Signature	

STEP 2

- Check the issue and expiration dates printed on the WIC Check or Cash Value Voucher. Transaction must take place within the dates on the WIC Check or Cash Value Voucher.

STATE OF SOUTH DAKOTA DEPARTMENT OF HEALTH WIC PROGRAM 95002348

AUX 6177 19915 Authorized Payee Client Sam Test Test T Testing

Issue Date 09/10/2007 Expiration Date 10/09/2007

Date of use _____

Not Valid Without	
SD WIC Retailer Stamp Here	

For These Items Only	
1 13-oz Can Enfamil Iron Liquid Conc. - 0000870301016	

Dollars	Cents
\$	

DEPOSIT WITHIN 45 DAYS OF ISSUE DATE

South Dakota WIC

IMPROPER USE OF THIS FOOD INSTRUMENT IS SUBJECT TO STATE AND FEDERAL PROSECUTION
FIRST PREMIER BANK
SIOUX FALLS, SOUTH DAKOTA

SIGNATURE - NOT NEGOTIABLE UNLESS SIGNED WIC ID REQUIRED

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STEP 3

- Allow the purchase of only those foods and specified amounts of foods authorized as stated on the WIC Check or Cash Value Voucher. Verify all selected items with the Approved Food Guide.
 - **NOTE:** The customer can purchase less than the quantity listed on the check, but NEVER more.

SECURITY FEATURES INCLUDED. DETAILS ON BACK

STATE OF SOUTH DAKOTA DEPARTMENT OF HEALTH WIC PROGRAM 95002348

AUX 6177 19915 Authorized Payee Client Sam Test Client Test T Testing Issue Date 09/10/2007 Expiration Date 10/09/2007 Date of use _____

Not Valid Without	For These Items Only	Dollars	Cents
SD WIC Retailer Stamp Here	1 13-oz Can Enfamil Iron Liquid Conc. - 0000870301016	\$	

DEPOSIT WITHIN 45 DAYS OF ISSUE DATE

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STEP 4

- Total the foods for each WIC Check or Cash Value Voucher **SEPERATELY**. Each WIC Check or Cash Value Voucher must be a separate transaction.
- Do **NOT** combine food items from one check to another.
- Do **NOT** include sales tax on WIC transactions.

STEP 5

- The customer should enter the date of use and amount of the transaction on the check, unless she/he requests cashier to do so. If the store chooses to have the cashier date the check that is OK.

SECURITY FEATURES INCLUDED. DETAILS ON BACK

STATE OF SOUTH DAKOTA DEPARTMENT OF HEALTH WIC PROGRAM 95002348

AUX			Issue Date	Expiration Date
6177	Authorized Payee	Sam Test	09/10/2007	10/09/2007
19915	Client	Test T Testing	Date of use	

Not Valid Without

SD WIC Retailer Stamp Here

For These Items Only

1 13-oz Can Enfamil Iron Liquid Conc. - 0000870301016

Dollars	Cents
\$	

DEPOSIT WITHIN 45 DAYS OF ISSUE DATE

South Dakota WIC

IMPROPER USE OF THIS FOOD INSTRUMENT IS SUBJECT TO STATE AND FEDERAL PROSECUTION

FIRST PREMIER BANK
SIOUX FALLS, SOUTH DAKOTA

SIGNATURE - NOT NEGOTIABLE UNLESS SIGNED WIC ID REQUIRED

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STEP 6

- Have the customer sign the WIC check.

STATE OF SOUTH DAKOTA DEPARTMENT OF HEALTH WIC PROGRAM			95002348					
AUX			Issue Date	Expiration Date				
6177	Authorized Payee	Sam Test	09/10/2007	10/09/2007				
19915	Client	Test T Testing	Date of use	09/13/2007				
<p>Not Valid Without</p> <p>SD WIC Retailer Stamp Here</p>		<p><u>For These Items Only</u></p> <p>1 13-oz Can Enfamil Iron Liquid Conc. - 0000870301016</p>		<table border="1"> <tr> <td>Dollars</td> <td>Cents</td> </tr> <tr> <td>10</td> <td>78</td> </tr> </table> <p>DEPOSIT WITHIN 45 DAYS OF ISSUE DATE</p>	Dollars	Cents	10	78
Dollars	Cents							
10	78							
<p>South Dakota</p> <p>WIC</p>		<p>IMPROPER USE OF THIS FOOD INSTRUMENT IS SUBJECT TO STATE AND FEDERAL PROSECUTION</p> <p>FIRST PREMIER BANK</p> <p>SIOUX FALLS, SOUTH DAKOTA</p> <p>Sam Test</p> <p>SIGNATURE - NOT NEGOTIABLE UNLESS SIGNED WIC ID REQUIRED</p>						

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STEP 7

- Verify that the signature on the WIC check matches one of the signatures on the WIC ID Pouch.
- Never accept "pre-signed" WIC checks.
- Retailer is not to accept the check if none of the signatures on the ID Pouch match the one on the check.

STATE OF SOUTH DAKOTA DEPARTMENT OF HEALTH WIC PROGRAM 95002348

AUX 6177 19915 Authorized Payee Client Sam Test Test T Testing Issue Date 09/10/2007 Expiration Date 10/09/2007

Date of use

Not Valid Without	For These Items Only	Dollars	Cents
SD WIC Retailer Stamp Here	1 13-oz Can Enfamil Iron Liquid Conc. - 0000870301016	\$	

South Dakota WIC

PROPER USE OF THIS FOOD INSTRUMENT IS SUBJECT TO STATE AND FEDERAL PRODUCTION FIRST PREMIER BANK SIOUX FALLS, SOUTH DAKOTA SIGNATURE - NOT NEGOTIABLE UNLESS SIGNED WIC ID REQUIRED

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WIC ID Pouch

South Dakota WIC
 Weeding Choices for Healthy Families

Please keep your WIC checks in this pouch until you are ready to use them.

Keep this folder!

Always bring this WIC ID Pouch with you...

- To your WIC appointments
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Authorized Payee's Name	Family No.
Authorized Payee's Signature	
Alternate #1 Name	
Alternate #1 Signature	
Alternate #2 Name	
Alternate #2 Signature	
Change of Alternate	
Change of Alternate's Signature	



Price Corrections

- Checks that have the incorrect or illegible amount entered in the Actual Amount of Sale Box may be corrected as follows.
 - If the customer is still at the checkout counter when the error is discovered:
 - Either the cashier or customer should draw a single line through the incorrect amount.
 - The customer should enter the correct price, clearly and legibly, in the space below the box.
 - The customer must initial next to the corrected amount.
 - If the error is detected after the customer has left the store, store personnel are allowed to make the correction and initial before the deposit is made. Contact State Office if you have questions regarding this process.



- REVIEW OF APPROVED FOOD GUIDE



ACTIVITIES!

Please complete the following activities using the following materials that have been provided to you:

*Approved Food Guide
This PowerPoint!*



ACTIVITY 1: True or False

1. Any brand of cereal can be purchased as long as it is the right size.
2. Single serving size boxes of cold cereal are not allowed.
3. Calcium fortified juices are okay to purchase if they are acceptable brands listed on the Approved Food Guide.
4. Regular milk can be purchased in gallons and half-gallons only.
5. Albacore and white tuna are allowed.
6. Organic juice and fruit drinks are not allowed by WIC.
7. Only infant cereal that is dry and without fruit or any other additive may be purchased.
8. Pineapple juice is not allowed.
9. String cheese and cheese and cracker packs are allowed.
10. Canned beans can be purchased if printed on the check.
11. Checks can be combined for purchases so only one transaction is necessary.



ACTIVITY 1: True or False

(continued)

12. A participant can be issued cash if the purchase is less than the items listed on the check.
13. The cashier must charge the WIC customer for everything that is listed on the check, even if the customer doesn't want the food.
14. WIC customers can purchase less than the amount indicated on the check, but never more.
15. Cash Value Vouchers can be used to purchase all WIC allowed foods.
16. Sales tax is added to WIC food purchases.
17. If the store does not have the amount of formula listed on the check to supply the entire quantity and the customer does not wish to wait until enough stock is available to cash the check, a rain check can be issued.
18. A picture ID is an acceptable form of identification if a participant does not have their WIC ID Pouch.

ACTIVITY 2: Matching

Match the number to the area that corresponds to the questions.

- This is where to find the WIC food items to be purchased
- This is where the customer purchasing items should sign the check
- This is where the expiration date should be checked
- This is where the retailer stamp should be
- This is where the customer writes the amount of sale
- This is where the cashier writes in the date the check is cashed

SECURITY FEATURES INCLUDED, DETAILS ON BACK

STATE OF SOUTH DAKOTA DEPARTMENT OF HEALTH WIC PROGRAM 95002348

AUX 6177 19915 Authorized Payee Sam Test Client Test T Testing Issue Date 09/10/2007 Expiration Date 10/09/2007 3

Date of use 6

Not Valid Without	For These Items Only	Dollars	Cents
1	1 13-oz Can Enfamil Iron Liquid Conc. - 0000870301016	4	
SD WIC Retailer Stamp Here	5	DEPOSIT WITHIN 45 DAYS OF ISSUE DATE	

South Dakota WIC

IMPROPER USE OF THIS FOOD INSTRUMENT IS SUBJECT TO STATE AND FEDERAL PROSECUTION

FIRST PREMIER BANK
SIOUX FALLS, SOUTH DAKOTA **2**

SIGNATURE - NOT NEGOTIABLE UNLESS SIGNED WIC ID REQUIRED

95002348 0914085981 1701275429



Answers!!!

True or False

1. False
2. True
3. True
4. False
5. False
6. True
7. True
8. False
9. False
10. True
11. False
12. False
13. False
14. True
15. False
16. False
17. False
18. False



Answers!!!

Matching

- This is where to find the WIC food items to be purchased [5]
- This is where the customer purchasing items should sign the check [2]
- This is where the expiration date should be checked [3]
- This is where the retailer stamp should be [1]
- This is where the customer writes the amount of sale [4]
- This is where the cashier writes in the date the check is cashed [6]



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