Check Your WIC-Wisdom!
(Answers)

True or False

1. The WIC Program is a Federally funded program for Women, Infants, and Children.  
   True

2. If a shopper doesn’t have their WIC ID card or you suspect their WIC ID card is fake, it is okay to request and use the shopper’s driver’s license as ID.
   False

   The shopper must have a WIC ID card. Please request it in a customer-friendly manner. Never ask for additional identification for any reason.

3. Shoppers can buy any size milk container as long as it’s the type of milk listed on the voucher.
   False

   The milk container size is specified on the voucher. Other sizes would be considered a substitution. Substitutions are not allowed.

4. Swiss cheese is allowed on WIC because it isn’t listed on the “Not Allowed” area of the Food List.
   False

   Only certain types of cheese are allowed. Check the WIC Food List for details. Not all cheeses can be listed in the “Not Allowed” area.

5. Accepting a voucher before or after the date range on the voucher will result in non-payment for the store.
   True

   Vouchers may only be accepted between the first day to use and the last day to use.

6. Organic fruits and vegetables are too expensive and therefore not allowed on WIC with the cash value voucher.
   False

   Cash value vouchers can be used to buy organic fruits and vegetables. Since the value is printed on the voucher, the shopper may decide to buy more expensive produce.

7. Peanut spreads are allowed on WIC if the container says they are “Natural.”
   False

   Spreads are not allowed on WIC. “Natural” is not an indication that an item is allowed.

8. 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.
   False

   No IOUs, rain checks, or substitutions are allowed.
9. It is okay for the customer to sign the voucher before entering the total.  
   **False**

   Shoppers must sign the voucher **after** the total has been written in the Pay Exactly box. When the shopper signs the voucher, they verify that they are charged the correct amount. In cases where vouchers are pre-signed, have the shopper sign the voucher again to the left of the signature area after the total is written in.

10. The amount written in the “Pay Exactly” box cannot exceed the face value of the cash value voucher for fruits and vegetables.  
    **True**

    Cash value vouchers are only good for the amount listed on the voucher. Entering a value higher than the face value will cause the voucher to be rejected for Amount Too High.

11. When ringing up the $4 Fresh Only CVV with other CVVs, always ring up the fresh produce first.  
    **True**

    The $4 CVV is good for only fresh produce. Start with fresh produce and finish multiple CVV transactions with any frozen produce. Fill in the $4 CVV first and then continue to apply the other CVVs.

12. If the shopper returns WIC food items and wants a cash refund, you should honor the customer’s request.  
    **False**

    Refunds are not allowed on WIC. In rare cases, you may make an exchange for a damaged item by replacing with the exact same item. When in doubt follow your store’s return policy.

13. Four fatal errors on a WIC voucher are: missing signature, missing amount in the “Pay Exactly” box, accepting the voucher outside the date range, and accepting an altered voucher.  
    **True**

    Your store will not be paid for a voucher that is missing a signature, missing an amount in the “Pay Exactly” box, for accepting a voucher outside the date range or accepting an altered voucher. These mistakes cannot be fixed and will cost your store money.

14. If a shopper buys $9.75 worth of fruits and vegetables with a $10 dollar voucher, they should get 25 cents (25¢) in change along with their receipt.  
    **False**

    **Never give the shopper money back on a WIC transaction.**

15. If you make a mistake filling in the “Pay Exactly” amount, you can change that amount later in the “Corrected Amount” box after the customer leaves.  
    **False**

    All corrections to the “Pay Exactly” amount must be made at the point of sale and verified by the shopper with their initials next to the corrected amount. Making changes to a WIC voucher after the transaction is a serious violation and can result in administrative action.
16. Stores are required to offer receipts to shoppers for each WIC transaction, post prices of all WIC foods, and always maintain the minimum stock requirements. True

Stores are **required** to offer a receipt for each WIC voucher. The shopper does not have to take it. Prices must be posted so shoppers know how much items cost. The receipt is required because it gives the shopper proof that they were charged the correct amount. Stores are required to maintain the minimum stock of WIC foods at all times so shoppers can receive all the benefits listed on their vouchers.

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

1. 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 want the missing 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

2. 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

3. If the total purchase price of fruit and vegetables exceeds the face value of the cash value voucher for fruits and vegetables, 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.)
<table>
<thead>
<tr>
<th>Step (1-8)</th>
<th>Check-out procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Say “Yes” to coupons, specials, and store discount cards.</td>
</tr>
<tr>
<td>8</td>
<td>Stamp your store’s 4-digit WIC Vendor Number on the voucher.</td>
</tr>
<tr>
<td>3</td>
<td>Ring up the shopper’s foods using the WIC Food List as a guide.</td>
</tr>
<tr>
<td>7</td>
<td>Give the customer a receipt and return the WIC ID card.</td>
</tr>
<tr>
<td>1</td>
<td>Ask for the WIC ID card, make sure there are at least 1 and no more than 2 signatures, and hold onto it.</td>
</tr>
<tr>
<td>5</td>
<td>Write the purchase price in the “Pay Exactly” box.</td>
</tr>
<tr>
<td>6</td>
<td>Get the shopper’s signature and match it with a signature on the WIC ID card.</td>
</tr>
<tr>
<td>2</td>
<td>Check the “First Day to Use” and “Last Day to Use.”</td>
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</table>
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. Joey brings a 12.2 oz box of Honey Nut Cheerios 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.
Honey Nut Cheerios is not on the Food List.

2. Alice brings a 12 oz box of Honey Bunches of Oats Fruit Blends cereal, a 10 oz box of Rice Krispies cereal, and a 13 oz box of Kix cereal to your check stand.

Would this be an acceptable WIC transaction?

No

Honey Bunches of Oats Fruit Blends cereal is not on the Food List.
The Rice Krispies cereal is not 12 oz or larger.

3. Sue brings a 17.3 oz box of Frosted Mini Wheats 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.

4. Billy brings an 18 oz box of Quaker Old Fashioned Oats cereal and an 18 oz box of Wheaties cereal to your check stand.

Would this be an acceptable WIC transaction?

No

Both cereals are not on the Food List.
Use the Food List to determine which items are WIC-approved. Circle all that apply.
Vouchers and WIC ID Cards: Circle the letter that best answers the question below

When you compare 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.
B. Make sure the participant listed on the voucher is also listed on the WIC ID card.
C. Match the shopper’s signature on the voucher to a signature on the WIC ID card.
D. All of the above.

If a WIC ID card and a voucher signature do not match, which of the following actions do you perform?

A. Ask the customer to sign again to the left of the signature box.
B. Ask the customer to make the signatures look the same.
C. Refuse to complete the transaction if the signatures are close, but not exact.
D. Keep the ID card and voucher and report the customer to the WIC Program.
E. A and B.