Check Your WIC-Wisdom!

True or False

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

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. 
   True  False

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

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

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

6. Organic fruits and vegetables are too expensive and therefore not allowed on WIC with the cash value voucher. 
   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 the voucher, you may give the shopper a rain check or substitute a different formula. 
   True  False

9. It is okay for the customer to sign the voucher before entering the total. 
   True  False

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

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

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

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  False

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. 
    True  False

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. 
    True  False

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  False
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>
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<tbody>
<tr>
<td></td>
<td>Say “Yes” to coupons, specials, and store discount cards.</td>
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<tr>
<td></td>
<td>Stamp your store’s 4-digit WIC Vendor Number on the voucher.</td>
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<td></td>
<td>Ring up the shopper’s foods using the WIC Food List as a guide.</td>
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<td></td>
<td>Give the customer a receipt and return the WIC ID card.</td>
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<td></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>
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<td></td>
<td>Write the purchase price in the “Pay Exactly” box.</td>
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<td></td>
<td>Get the shopper’s signature and match it with a signature on the WIC ID card.</td>
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<td></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?
   
   Yes  No

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?

   Yes  No

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  No

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?

   Yes  No
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.