

Check Your eWIC-Wisdom!

True or False

1. The WIC Program is a federally funded program for Women, Infants, and Children. 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 milk listed on the benefit list. 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. Benefits usually expire on the last day of the month. An eWIC transaction on the last day of the month that is completed by 11:59 PM will not affect the next month's benefits. True False
6. Organic fruits and vegetables are too expensive and therefore not allowed. 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 until midnight unless they call the number on the back of the card to reactivate it. True False
10. If the shelf price of an item is more than the amount the WIC program will pay, the shopper has to pay the difference. True False
11. The use of scan codes, codebooks, or clipboards of WIC-authorized UPCs at the check stand is not allowed. 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. If a packaged produce item does not ring up for WIC at an integrated store, it's possible that UPC is not in the APL. Stores can request the UPC be added, or they can map the UPC to a known PLU on the backend of their system. True False
14. All stores need to have WIC customers separate their WIC foods from the rest of their purchase. True False
15. The APL is updated at stores once a week. True False
16. 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
17. The WIC Program relies on a Train-The-Trainer model. True False
18. 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 ALL answers that apply to each question.

1. Some reasons an item may not ring up for eWIC are:
 - A. The product UPC/PLU is not in the APL
 - B. The customer does not have the benefit.
 - C. The customer has the benefit, but not enough of the benefit to make the purchase.
 - D. The item is not a WIC-approved food.

2. Which one of the following items are shoppers allowed to use for eWIC transactions?
 - A. Coupons
 - B. In-store specials
 - C. Club cards

3. INTEGRATED STORES: Mid-transaction receipts help. . .
 - A. Customers see what WIC is paying for during a purchase
 - B. Cashiers with trouble-shooting
 - C. To avoid cashier errors (i.e. entering the wrong quantity of an item; double scan, etc.)
 - D. To prevent payment claims for incorrect charges

4. INTEGRATED STORES: You complete a mixed basket transaction and some items do not ring up for WIC. What should you do?
 - A. Help trouble-shoot with the customer
 - B. Void items off the purchase that the customer doesn't want
 - C. Tell the customer they must pay for items not covered by WIC
 - D. Cancel the entire transaction and start again

5. STAND-BESIDE STORES: When doing eWIC transactions. . .
 - A. Scan items with UPC codes first
 - B. Scan each UPC code separately
 - C. Scan all CVB (bulk or packaged produce) last
 - D. Add the price of all produce being purchased and enter total in for the CVB price
 - E. Use the edit quantity button to remove items in the list
 - F. Review the final purchase receipt with the customer to check for mistakes
 - G. Use the Void Last transaction feature if you notice a mistake immediately after the transaction has been completed.

Troubleshooting: A customer brings the following foods to your register and some of them do not ring up for WIC and the shopper wants to know why. Circle the correct items that match the shopper's benefits. Use the Food List to verify the correct product if necessary.

YOUR BENEFITS EXPIRE ON MM/DD/YYYY		
QTY	UNITS	DESCRIPTION
2.00	LB	Cheese
2.00	DOZ	Eggs - large
36.00	OZ	Cereal - hot / cold
1.00	CTR	Peanut butter / dry beans / peas / lentils
1.00	CTR	Dry beans, peas or lentils
30.00	OZ	Fish - canned tuna / salmon / sardines
24.00	OZ	Baby Cereal
64.00	OZ	Baby food - fruit / vegetables
16.00	OZ	100% Whole wheat bread/corn tortillas/brown rice
5.00	CAN	Similac Advance powder 12.4 oz
5.25	GAL	Fat free or 1% milk
3.00	CTR	11.5 to 12 ounce frozen juice
14.00	\$\$\$	Fruit and vegetables - fresh / frozen

