

NEW YORK STATE WIC PROGRAM CASHIER TRAINING MANUAL



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Section 1

Introduction

This training manual contains information about the Supplemental Nutrition Program for Women, Infants and Children (WIC) up to age 5. The program provides:

- Personalized nutrition information, education and support.
- WIC checks used to buy approved healthy foods.
- Referrals to other health and human services that can benefit the entire family.

As an authorized WIC Program vendor, you play an important role in helping to improve the health of women, infants and children in New York State. When WIC food vouchers (checks) are redeemed properly, WIC participants receive the correct foods and your store is reimbursed by the NYS WIC Program. Both the WIC participant and your store benefit.

Using this manual will allow you to move and learn at your own pace. You may go back and review a section any time you wish. At the end of each section, there is a notice telling you to turn to the Self-Checks. At the back of this manual there is a learning activity to help you review the information you have just read. Feel free to go back and reread any section or look back at any notes you may have made.

Common Terms

Authorized WIC Vendors – A grocery store, supermarket, bodega or pharmacy that has been approved by New York State to accept WIC checks in exchange for WIC approved food items.

WIC check – A computerized (sometimes manually written) food voucher also referred to as a food instrument or a prescription, is issued to a WIC participant by a WIC Program Local Agency, used by a WIC participant to purchase approved food items from an authorized WIC Program vendor.

Vegetable and Fruit check (VFC) – A WIC Vegetable and Fruit Check voucher with a fixed-dollar amount is used by WIC participants to buy fresh, frozen or canned vegetables and fruits. The VFC is processed by vendor's bank like a standard WIC check. If the *Not to Exceed* amount of the VFC is exceeded, the WIC Program participant can make up the difference by paying with cash, credit/debit or food stamps. This is the **ONLY** WIC Program VFC voucher that this rule applies to.

Local Agency – NYS Department of Health, Hospitals, private organizations (like Public Health Solutions) sites where WIC participants go to receive WIC Program services. This is where WIC certification, nutrition education and WIC checks are provided to program participants.

WIC Participant Identification – Identification issued to WIC Program participants that is to be used when conducting a WIC check transaction. This identification card will contain the following information:

- Local Agency contact information (name, address, phone #)
- Local Agency number
- Participant's identification number
- Participant's name (parent and/or child(ren))
- Parent/Guardian signature
- Proxy signature
- Local Agency Representative signature



Who is a WIC Participant?

For someone to be a WIC participant, the following requirements have to be met:

- Be a pregnant, breastfeeding or postpartum woman or child under the age of 5
- Be a resident of New York State (does not require citizenship)
- Meet income eligibility guidelines or receive benefits like Food Stamps, Medicaid, etc.
- Have a documented medical or nutritional need issued by a doctor.

You may know someone on the WIC Program now or someone that has been on the WIC Program in the past. As of April 30, 2012, there are approximately over 503,000 participants in New York State. Many working people are eligible for WIC Program benefits and don't realize it.



Go to Self Check #1

Section 2

WIC Approved Foods

WIC participants receive checks for nutritious foods at the WIC Program Local Agency. The checks indicate specific types and quantities of certain foods based on the nutritional needs. No substitutions may be provided for the foods listed on the WIC check. WIC participants also receive nutrition education, breastfeeding support and referrals to other health care services from the WIC Program.

The allowable foods that may be listed on the WIC check include:

(PLEASE REFER TO WIC ACCEPTABLE FOODS CARD)

- **Baby Food – Vegetables and/or Fruits** – single vegetables or fruits, 4 oz. containers (Beech Nut, Gerber or Tuv Taam only)
Not allowed: any other brand or variety of baby food vegetables and fruits (including organic, with DHA)
- **Baby Food – Meats** – single meats on broth or gravy, 2.5 oz. container (Beech Nut or Gerber only)
Not allowed: mixtures with rice or noodles, etc.
- **Infant Cereal** – Gerber brand only, 8 or 16 oz. box: rice, oatmeal, barley, whole wheat or mixed
Not allowed: organic, extra ingredients such as DHA, fruit, formula or added protein
- **Infant Formula** – type, form (concentrated, powdered, ready-to-feed) and size printed on WIC check only
Not allowed: any other brand type or size not listed on WIC check (**NO SUBSTITUTIONS, NO EXCEPTIONS!**)



- **Milk** – any brand – gallon, half gallon or quart (largest container available) or as specified on check, with fat content
 - ◆ Nonfat (skim, fat-free)
 - ◆ Low-Fat (1%)
 - ◆ Whole Milk
 - ~ **Lactose Free** – any brand, quart or half gallon size (no 96 oz. container)
 - ~ **Evaporated Milk** – canned 12 oz. only

~**Nonfat Dry Milk** – 25.6 oz. box only (makes 8 quarts)

Not allowed: flavored, organic or sweetened condensed milk, buttermilk or milk with added calcium.

- **Eggs** - any brand medium or large, white or brown
Not allowed: Jumbo and extra large, high cost specialty eggs (including organic, reduced cholesterol, cage/range free, Omega-3)
- **Cheese** – any brand of pasteurized process American, Monterey Jack, Mozzarella, Cheddar and Colby. Must be purchased in blocks or slices from the dairy case marked with weight, type and cost. Reduced and low-fat varieties are allowed. Deli cheese is only allowed for American cheese.
Not allowed: Cheese foods, products or spreads; shredded, grated, cubed, string or stick cheese; flavored, blended, imported or organic cheese; individually wrapped slices.
- **Juice** – approved brands/flavors only (**REFER TO WIC ACCEPTABLE FOODS CARD**). Grapefruit, orange and pineapple are allowed for all categories below with or without added calcium; any pulp content; combinations of these juices are allowed:
 - ◆ 48 oz. plastic bottles
 - ◆ 11.5 oz shelf-stable concentrates
 - ◆ 11.5 – 12 oz. frozen concentrates
 - ◆ 64 oz. plastic bottles
 - ◆ 64 oz. refrigerated paper cartons
 - ◆ 16 oz. frozen concentrate**Not allowed:** products that are not 100% juice (drinks, aides, nectars, beverages, Hi-C, cocktails, twisters or coolers).
- **Peanut Butter** – any brand, 18 oz. jars, crunchy, creamy, smooth and low-fat.
Not allowed: peanut spread, freshly ground or whipped peanut butter, peanut butter mixed with jelly, marshmallow, chocolate or honey, peanut butter with added vitamins and minerals.
- **Dried/Canned Beans, Peas, Lentils** – Any variety plain, mature, 14 – 16 oz.
Not Allowed: Baked beans, pork and beans; canned beans containing added sugars, fats, meat or oils. Green beans, green peas, snap beans, orange beans and wax beans may not be purchased with a WIC check that says “*Canned Beans.*” You may use your WIC Vegetables and Fruits check to purchase these types of canned foods.
- **Canned Fish** – Only allowed for women who are fully breastfeeding. May be packed in water or oil and may contain bones and skin.
 - ◆ Light tuna, any brand – 5 to 6 oz. cans
 - ◆ Pink Salmon, any brand – 5, 6 and 7.5 oz. cans
 - ◆ Sardines, any brand – 3.75 oz. cans

Not allowed: Albacore tuna, blueback salmon, red salmon; flavored; with added ingredients, pouches, and individual serving containers.

- **Whole Grain Bread Products** – approved brands only, 16 oz. packages (**REFER TO WIC ACCEPTABLE FOODS CARD**).

Not allowed: packages less than/greater than 16 oz.

- **Whole Grain Tortillas** – approved brands only, 14 – 16 oz. packages (**REFER TO WIC ACCEPTABLE FOODS CARD**).

Not allowed: packages greater than 16 oz.

- **Brown Rice** – any brand, 14 – 16 oz. or 28 – 32 oz., plain brown rice in boxes or in bags; may be instant, quick or regular cooking.

Not allowed: packages less than/greater than 14 oz./32 oz.

- **Breakfast Cereals** (**REFER TO WIC ACCEPTABLE FOODS CARD**).

- ◆ Cold Cereals – approved brands and sizes only. 12 oz. or larger allowed

- ◆ Hot Cereals – approved brands and sizes only. 12 oz. or larger allowed

- ◆ Infant cereals – 8 oz. or 16 oz. boxes Gerber or Beech-Nut brand*

***Reminder:** The infant cereals listed may be purchased for adults and children older than 12 months of age. Only the brand specified on the WIC check (Gerber) may be purchased for infants less than 12 months old.

Not allowed: cereals not approved and those under 12 oz. (except infant cereals).

- **Soy Beverage** – approved brands only in 32 or 64 oz. carton (refrigerated or shelf-stable). (**REFER TO WIC ACCEPTABLE FOODS CARD**).

- **Tofu** – approved brands only in 14 – 16 oz. (**REFER TO WIC ACCEPTABLE FOODS CARD**).

WIC participants also receive Vegetable and Fruit checks (VFC) that may be redeemed for fresh, frozen or canned vegetables and fruits. VFC's have a specific *Not to Exceed* dollar amount that participants can use to purchase these foods. WIC participants may use cash, credit or food stamps to pay the difference in cost when their purchases exceeds the *Not to Exceed* amount of the WIC check.

Allowable vegetables and fruits that may be purchased using a VFC include:

- **Fresh Vegetables and Fruits** – Any variety of fresh vegetables and fruits, bagged salad mixtures, and bagged vegetables. Any variety of potatoes (including sweet potatoes and yams).
Not allowed: salad bar items, party trays, fruit baskets, decorative vegetables and fruits, dried products, herbs, spices and salad dressing.
- **Canned Vegetables** – Any variety of canned plain vegetable, vegetable mixtures with potatoes, any container type (metal, plastic, glass), any size, regular and low sodium.
Not allowed: sauerkraut, pickled or creamed vegetables (including corn), baked beans, pork and beans, mature legumes such as blackeye peas, black, garbanzo, kidney, lima, pinto, navy and soy beans, split peas and lentils (these may be purchased with WIC checks that say “Canned” or “Dry” beans, soups, ketchup, relishes, olives, products with added fats, oils or condiments).
- **Frozen Vegetables** – Any variety of frozen plain vegetable, plain vegetable mixtures with potatoes, any package type (bag, box), any size (except single – serving packages), with or without salt.
Not allowed: containers that say cheese sauce or any other type of sauce, seasoned, flavored, breaded, white potatoes, French fries, hash browns, tater tots, other shaped potatoes, vegetables with sauces, mixed with pasta, rice or any other ingredient, single-serving packages.
- **Canned Fruits** – Any brand packed in water or juice, plain fruit, plain fruit mixtures (such as fruit cocktail), any container type (metal, plastic, glass), any size (except single –serving packages), applesauce (“no sugar added” or “unsweetened” varieties only), products with artificial sweeteners. Choose containers that say “in its own juice”, “in pear juice from concentrate”, “in unsweetened pineapple juice”, “naturally sweet”, “100% pure fruit juice”, “100% natural”, “no sugar added”, “unsweetened”.
Not allowed: cranberry sauce, pie filling, any syrup (heavy, light, “Naturally light”, “extra light”, etc.), added sugar (“lightly sweetened in fruit juice”, etc.), nectar, added salt, fat, oils and single-serving packages.
- **Frozen Fruits** – Any brand with no added sugar, any plain fruit, plain fruit mixtures, any package type (bag, box) and any size.
Not allowed: Ingredients other than fruit (including sugar), products packaged in tubs.

WIC foods are carefully selected to meet nutritional requirements for WIC participants. This is why substitutions for foods that are not WIC approved is not allowed.

It is a good idea to keep a copy of the current WIC Acceptable Foods card (**July 2010**) at your register. This will help you become familiar with the WIC approved foods.



Go to Self Check #2

Section 3

WIC Checks – Common, Manual, Vegetable & Fruit

The WIC check is a food prescription issued to a WIC participant. It is similar to a personal check and should be treated just as carefully. All the information listed below must be present on the check before you accept it. The person whose name appears on the WIC check is the intended recipient of the WIC foods.

Standard WIC Check

STATE OF NEW YORK
DEPARTMENT OF HEALTH
WIC PROGRAM

PARTICIPANT 30116589 - Family, Mother
AGENCY 301 - Test Agency 301

NOT GOOD BEFORE 04/05/2015 NOT GOOD AFTER 05/04/2015

FOR THESE ITEMS ONLY - REFER TO WIC ACCEPTABLE FOOD CARD

2 Dozens Eggs
1 Gallon Nonfat or 1% Low Fat Milk
16-Ounce WIC Bread/Tortillas/Brown Rice
11.5-12 Ounces Concentrate WIC Juice
16-Ounce WIC Cheese

PAY TO:
VOID

CHECK NOT VALID UNLESS STAMPED ABOVE BY NY'S AUTHORIZED WIC VENDOR AND DEPOSITED BY 06/04/2015

PAY EXACTLY
\$.

301500667

KeyBank, Albany, NY 28-79 213 15076

THE BACK OF THIS CHECK CONTAINS A SECURITY MARK. DO NOT ACCEPT WITHOUT HOLDING AT AN ANGLE TO VERIFY SECURITY MARK. SIGNATURE OF PARTICIPANT AT REDEMPTION MUST MATCH SIGNATURE ON WIC ID CARD. DATE: / /

⑈ 24 206 13 783 ⑈ ⑆ 02 1300 705 ⑆ 710 00 399 91 ⑈

- **Top of Check:**

1. *Participant ID number*, (match this to ID number of WIC ID card, see below)
2. *Participant's name*, (intended recipient of WIC foods) can be child or mother
3. *Agency* – The WIC Local Agency Site number and name appears here
4. *Not Good Before date* – 1st day check can be used (not earlier than this date)
5. *Not Good After date* – last day check can be used (not later than this date)
~The difference between the *Not Good Before* and the *Not Good After* date is 30 days
6. *Check number* (in this example: 301500667-8)

- **Center of Check:**

7. *List of Foods* – participant must receive **exactly** what is listed in this section

If the participant refuses to purchase a food item listed, then use of check must be denied

8. Pay To box – Your store’s unique 5-digit vendor number must be stamped in this area prior to deposit (**black ink only**)

~The area below the *Pay To* box indicates check is not valid unless stamped by authorized WIC Vendor and deposited within 30 days of the *Not Good After* date

9. Pay Exactly amount – The cost of the WIC purchase is entered by you in the *Pay Exactly* box.

- **Bottom of Check:**

10. Participant’s signature (blue or black ink only) – must appear on participant’s WIC ID card. Make sure you take the time to verify that **signatures match** and **date is entered by the participant (format: 08/30/16)**

~This signature can be that of the child’s parent/caregiver or proxy

11. MICR Line – this long line of numbers at the very bottom of the check must be uniform in size and should appear to take up most of the space on the bottom of the check.

Manual WIC Check

STATE OF NEW YORK
DEPARTMENT OF HEALTH
WIC PROGRAM

PARTICIPANT 200170158 - Last Name, First Name
AGENCY 200 - Test Agency 200

FOR THESE ITEMS ONLY - REFER TO WIC ACCEPTABLE FOOD CARD
10 2.5-Ounces Containers WIC Baby Food Meats
1 8-Ounce Gerber Cereal for Baby

PAY TO:
VOID
CHECK NOT VALID UNLESS STAMPED ABOVE BY NYS AUTHORIZED WIC VENDOR AND DEPOSITED BY 06/04/2015

NOT GOOD BEFORE 04/05/2015
Valid For 30 Days from Not Good Before
4009743207
PAY EXACTLY
\$.

KeyBank, Albany, NY 29-76 15076
213
THE BACK OF THIS CHECK CONTAINS A SECURITY MARK.
DO NOT ACCEPT WITHOUT HOLDING AT AN ANGLE TO VERIFY SECURITY MARK.
IMPROPER USE OF THIS CHECK IS SUBJECT TO STATE AND FEDERAL PROSECUTION.

DATE: / /
SIGNATURE OF PARTICIPANT AT REDEMPTION MUST MATCH SIGNATURE ON WIC I.D. CARD.
NOT NEGOTIABLE UNLESS SIGNED AND DATED.

10 24 206 13 78 3 11 12 02 1300 705 7 10 00 399 9 11

- **Top of Check:**

1. Temporary Participant ID number, (match this to ID number of temporary WIC ID card, see below)

2. Participant’s name, (intended recipient of WIC foods) can be child or mother, hand-written by Local Agency staff

3. Agency – The WIC Local Agency Site number and name appears here

4. Not Good Before date – 1st day check can be used (not earlier than this date)

~The check expires 30 days from this date, **in this example it’s 12/17/03**

5. Check number (in this example: 300000716-1)

- **Center of Check:**

6. *List of Foods* – participant must receive **exactly** what is listed in this section
~If participant refuses to purchase any of the foods listed, then use of check must be denied
7. *Pay To* box – Your store's unique 5-digit vendor number must be stamped in this area prior to deposit (**black ink only**)
~The area below the *Pay To* box indicates check is not valid unless stamped by authorized WIC Vendor and deposited within 60 days of the *Not Good Before* date, **in this example 1/16/04**
8. *Pay Exactly* amount – The cost of the WIC purchase is entered by you in the *Pay Exactly* box.

- **Bottom of Check:**

9. *Participant's signature (blue or black ink only)* – must appear on participant's WIC ID card. Make sure you take the time to verify that signatures match and the **date is entered by the participant (date format: 08/30/16)**.
~This signature can be that of the child's parent/caregiver or proxy
10. *MICR Line* – this long line of numbers at the very bottom of the check must be uniform in size and should appear to take up most of the space on the bottom of the check.

THE VEGETABLE AND FRUIT CHECK

STATE OF NEW YORK
DEPARTMENT OF HEALTH
WIC PROGRAM

PARTICIPANT: 29792789 - V&F-Test,
AGENCY: 297 - Test Agency 297

NOT GOOD BEFORE: 03/01/2010
NOT GOOD AFTER: 03/31/2010

335187190⁸

NOT TO EXCEED
10.00
PAY EXACTLY
DOLLARS CENTS

FOR THESE ITEMS ONLY - REFER TO WIC ACCEPTABLE FOOD CARD
1 \$10.00 Fresh / Frozen / Canned Vegetables and/or Fruits
Participant may pay the difference if sale exceeds check amount.
No change allowed if sale is less than the check amount.
"Pay Exactly" amount cannot be more than the check amount.
Offer a variety of healthy and appealing foods to your family.

PAY TO:
VOID

CHECK NOT VALID UNLESS STAMPED ABOVE BY NYS AUTHORIZED WIC VENDOR AND DEPOSITED BY 04/01/2010

KeyBank, Albany, NY 29-70 213 10007

VOID VOID

THE BACK OF THIS CHECK CONTAINS A SECURITY MARK.
DO NOT ACCEPT WITHOUT HOLDING AT AN ANGLE TO VERIFY SECURITY MARK.
IMPROPER USE OF THIS CHECK IS SUBJECT TO STATE AND FEDERAL PROSECUTION.

SIGNATURE OF PARTICIPANT AT REDEMPTION MUST MATCH SIGNATURE ON WIC I.D. CARD.
NOT NEGOTIABLE UNLESS SIGNED.

3351871908 1007 710 00 399 911

- **Top of Check:**

1. *Participant ID number*, (match this to ID number of WIC ID card, see below)
2. *Participant's name*, (intended recipient of WIC foods) can be child or mother
3. *Agency* – The WIC Local Agency Site number and name appears here
4. *Not Good Before date* – 1st day check can be used (not earlier than this date)

- 5. *Not Good After date* – last day check can be used (not later than this date)
 - ~The difference between the *Not Good Before* and the *Not Good After* date is 30 days
- 6. *Check number* (in this example: 300000716-1)
- **Center of Check:**
 - 7. *List of Foods* – participant must receive **exactly** what is listed in this section
 - ~Participant can purchase canned, fresh or frozen vegetables and/or fruits costing up to the amount listed here (\$6, \$8, or \$10 depending on family size). The participant may pay the difference if sale exceeds check's *Not To Exceed* amount. If purchase amount is less than *Not To Exceed* amount, participant **DOES NOT** receive change back from this purchase.
 - 8. *Pay To box* – Your store's unique 5-digit vendor number must be stamped in this area prior to deposit (**black ink only**)
 - ~The area below the *Pay To* box indicates check is not valid unless stamped by authorized WIC Vendor and deposited within 30 days of the *Not Good After* date
 - 9. *Pay Exactly* amount – The cost of the WIC purchase is entered by you in the *Pay Exactly* box.
- **Bottom of Check:**
 - 10. *Participant's signature (blue or black ink only)* – must appear on participant's WIC ID card. Make sure you take the time to verify that signatures match.
 - ~This signature can be that of the child's parent/caregiver or proxy
 - 11. *MICR Line* – this long line of numbers at the very bottom of the check must be uniform in size and should appear to take up most of the space on the bottom of the check..

WIC ID CARDS – Common, Manual, Temporary

Please note, these are the only forms of identification that can be requested of participant at time of WIC check transaction.

The diagram shows a WIC Program Identification Card with the following fields and callouts:

- 1**: Points to the shaded gray area containing contact information for the Local Agency (Appleville Health Center, 123 West End St. Albany, NY 12203, Phone Number: (518)465-4654, Local Agency No: 150, Site No: 1).
- 2**: Points to the WIC ID number (30011308) and the participant's name (Frisbie, Frances).
- 3**: Points to the Card Number (30012605).
- 4**: Points to the Date Issued (10/06/2005).
- 5**: Points to the Participant/Parent/Guardian Name field.
- 6**: Points to the Participant/Parent/Guardian Signature field.
- 7**: Points to the Parent/Caretaker/Proxy Name field, which includes the example names Smith, John and Smith, Mary.
- 8**: Points to the Proxy Signature field.
- 9**: Points to the Local Agency Authorized Signature field.

- **Left Side of Card:**

1. In shaded gray area you will find contact information for Local Agency that issued WIC ID Card to participant (includes Local Agency Number and site number)
2. WIC ID number(s) and participant name(s) – can include multiple siblings and ID numbers on the same card

- **Right Side of Card:**

3. Card Number – this number changes if card is replaced
4. Date card issued to participant
5. Participant/Parent/Guardian Name – written in by Local Agency staff
6. Participant/Parent/Guardian Signature – card must be signed by person responsible for picking up and using the WIC check.
7. Parent/Caretaker/Proxy Name – if elected by participant, this person (can be up to 2 individuals) can make WIC food purchases on behalf of the participant. The names for these people must be in print (computer generated, not printed by hand).
8. Proxy Signature – Proxy(ies) signature must appear here prior to use of WIC ID card and WIC check. If proxy name does not appear above signature in print, **DO NOT** accept check, as this person was not authorized as a proxy at the Local Agency.
9. Signature of Authorized Local Agency Staff member

MANUAL WIC ID CARD

Please note this WIC identification card is valid for the checks issued with it. Once checks are used, identification card is not valid and will be replaced with the common WIC identification card issued to all participants.

The diagram shows a 'WIC PROGRAM IDENTIFICATION CARD' from the NYS Department of Health. It is divided into two main sections. The left section contains a shaded gray area with agency contact information (Metropolitan Agency with 1 Temp Site, 1 Geneva Rd, Brewster, NY 10509, Phone: (914)278-6678, Fax: () - , Local Agency No: 242, Site No: 4). Below this is the Temp Participant ID (242005449) and a list of Manual Check #s (2420613765, 2420613774, 2420613783, 2420613792). At the bottom left, it states 'This Identification Card valid for these checks only.' and 'Date Issued: 11/24/03'. The right section is titled 'WIC PROGRAM IDENTIFICATION CARD' and 'NYS DEPARTMENT OF HEALTH'. It contains four signature lines: 'Participant/Parent/Guardian Name' (signed Juanita Rivera), 'Participant/Parent/Guardian Signature' (signed Juanita Rivera), 'Parent/Caretaker/Proxy Name' (signed Clifford Wessot, none), and 'Proxy Signature' (signed Clifford Wessot, x x x x x). At the bottom right, there is a line for 'Local Agency Authorized Signature' (signed Patricia MacEwan).

- **Left Side of Card:**

1. In shaded gray area you will find contact information for Local Agency that issued WIC ID Card to participant (includes Local Agency Number and site number)

2. Temporary WIC ID number – issued temporarily so that participant can use manually written checks issued in place of computerized checks.

3. List of check numbers (usually 4 checks) associated with temporary WIC ID card.

4. Date Temporary Card Issued – card expires 30 days from this date

- **Right Side of Card:**

5. Participant/Parent/Guardian Name – written in by Local Agency staff

6. Participant/Parent/Guardian Signature – card must be signed by person responsible for picking up and using the WIC check.


7. Parent/Caretaker/Proxy Name – if elected by participant, this person (can be up to 2 individuals) can make WIC food purchases on behalf of the participant. The names for these people must be printed by hand.

8. Proxy Signature – Proxy(ies) signature must appear here prior to use of WIC ID card and WIC check. If proxy name does not appear above signature in print, **DO NOT** accept check, as this person was not authorized as a proxy at the Local Agency.

9. Signature of Authorized Local Agency staff member

TEMPORARY WIC ID CARD

Please note that this temporary WIC identification card is issued to a participant when a computerized WIC identification card cannot be printed. This card is replaced when participant returns to Local Agency to pick up a new set of WIC checks.

<div style="text-align: center;">  </div> <p>Metropolitan Agency 123 Main St Albany, NY 12204</p> <p>PHONE: (518) 555-1234 FAX: () - Local Agency No: 1 Site No: 1 Card Number: 30045</p>	<div style="text-align: center;"> <p>WIC PROGRAM</p> <p>TEMPORARY IDENTIFICATION CARD</p> <p>NY'S DEPARTMENT OF HEALTH</p> </div> <p><u>Gray Anna</u> Participant/Parent/Guardian Name</p> <p><u>Anna Gray</u> Participant/Parent/Guardian Signature</p> <p><u>Windsor, Beth</u> <u>NO PROXY</u> Parent/Caretaker/Proxy Name</p> <p><u>Beth Windsor</u> <u>x x x x</u> Proxy Signature</p> <p><u>Brianna Bodair</u> Local Agency Authorized Signature</p>
<p>Participant Name: <u>Gray, Dorian</u></p> <p>Participant ID: <u>S0412045</u></p> <p>FOR USE WITH WIC FOOD INSTRUMENTS VALID THROUGH: <u>April 5, 2003</u></p> <p>Date Issued: <u>March 1, 2003</u></p> <p><small>BSFP 10/03</small></p>	

- **Left Side of Card:**

1. In topmost area you will find contact information for Local Agency that issued WIC ID Card to participant (includes Local Agency Number, site number and card Number)
2. Participant's name and WIC ID number – entirely filled out by hand
3. Valid Through date – indicates last date that *current* WIC checks expire. New WIC ID card will be issued when participant returns to obtain new set of WIC checks.
4. Date card issued to participant

- **Right Side of Card:**

5. Participant/Parent/Guardian Name – written in by Local Agency staff
6. Participant/Parent/Guardian Signature – card must be signed by person responsible for picking up and using the WIC check.
7. Parent/Caretaker/Proxy Name – if elected by participant, this person (can be up to 2 individuals) can make WIC food purchases on behalf of the participant. The names for these people must be printed by hand.
8. Proxy Signature – Proxy(ies) signature must appear here prior to use of WIC ID card and WIC check. If proxy name does not appear above signature in print, **DO NOT** accept check, as this person was not authorized as a proxy at the Local Agency.
9. Signature of Authorized Local Agency Staff member

WIC CHECK CASHING PROCESS

When a WIC participant is redeeming a WIC check at your store, you need to make sure that you follow proper check cashing procedures. This will aid you in ensuring that the participant receives the proper WIC foods and that the checks are accepted within established time parameters (*Not Good Before/Not Good After* dates). In many instances, a WIC participant will use more than one of the WIC checks issued to her in a single store visit. **DO NOT** ring up all checks in a single transaction. Treat every WIC check as a separate transaction that should have separate receipts.

Most WIC participants will walk into your store, pick up their WIC foods and then bring them up to the register to purchase them with their WIC checks. The following steps must be strictly adhered to. Doing so will ensure an accurate and timely processing of the participant's WIC checks.

- Request the participant's WIC ID card and match the WIC ID number on the card to the WIC ID number appearing on the participant's WIC check.
- Check the dates on the WIC check for the appropriate time frames.
- Use the WIC Acceptable Foods card to verify the purchases made by the participant.
- Honor the use of manufacturer's coupon and/or Club cards and "buy one, get one free" deals.
- Clearly print the amount of purchase in the *Pay Exactly* box using **black ink only**.
- Have the **participant sign and date** the WIC check in **blue or black ink only**.
- Compare the participant's signature on the WIC check against the signature appearing on the WIC ID card.
- Return participant's WIC ID card and give a receipt for purchases made.

At this point, the transaction involving the WIC participant ends. The rest of the check cashing process is the responsibility of the WIC vendor.

- The WIC check must be stamped with the vendor's unique 5 digit vendor number and deposited into the sole authorized bank account within the timeframe printed on the check.

PLEASE REMEMBER:

- Accept WIC checks issued anywhere in New York State that meet all the criteria for their use.
- Do not accept Farmer's Market Nutrition Program Vegetable and Fruit checks. You are not authorized to do so.
- A WIC check is a food prescription and participant must receive and leave the premises with everything prescribed on the check.
- The WIC participant may not pay the difference, put a food item back or receive change back when completing a normal WIC food check transaction.



Go to Self Check #3

Section 4

Example WIC Check Cashing Transaction

Ms. Rivera brings up the following items to your register:

2 plastic 64 oz. orange juice,
1 dozen large eggs,
1 gallon of skim milk,
1 pound American Cheese,
24 oz. WIC cereal

1 bag of red apples,
2 cans of pineapple in water,
1 head of lettuce

Ms. Rivera is using 2 WIC checks, one of which is a VFC (vegetable and fruit check).

Before beginning the WIC check cashing process, make sure to separate the foods that go with the normal WIC check from the foods that go with the VFC. This means that your first transaction will be for the juice, eggs, milk, cheese and cereal and the second transaction will be for the apples, pineapple cans and lettuce.

Verify on WIC check:

- WIC participant's name and WIC ID number
- WIC check dates – make sure check is still valid
- Foods are WIC acceptable – refer to WIC Acceptable Foods card if necessary

The WIC check Ms. Rivera is using does not have a dollar amount. This is referred to as a blind NTE. The foods she purchased totaled **\$26.14**. This is the amount you enter into the *Pay Exactly* box of the WIC check using a **blue or black ink pen only**. Ms. Rivera will then **sign** and **date** her WIC check using a blue or black ink pen.

- Verify her signature against the signature on the WIC ID card. If it matches, the transaction for the WIC check is completed, give Ms. Rivera her receipt and then begin the check cashing process for the VFC.

Verify on VFC check:

- WIC participant's name and WIC ID number
- WIC check dates – make sure check is still valid
- Foods are WIC acceptable – refer to WIC Acceptable Foods card if necessary

Please remember that it is extremely important that the WIC participant receives every food item prescribed on the WIC check. If the participant forgot to pick up a food item or does not want to purchase a food item, then she/he must be instructed to pick up the missing/unwanted item. Otherwise, the WIC check transaction cannot take place.

Exchanges, if necessary can be made for the same item participant purchased with a WIC check, especially if the food item was spoiled or past its expiration date. That is why issuing participants a receipt is of utmost importance. Items **MAY NOT** be exchanged for other WIC items, non-WIC items or cash.



Go to Self Check #4

Section 5

What if . . .?

As you worked through this manual, you may have asked yourself several questions, such as:

1. What if I make a mistake on a WIC check?
2. What if a WIC participant tries to purchase a food item not approved by the WIC Program?
3. What if my store is out of a WIC food item that a participant wishes to purchase?
4. What if a participant wishes to use a WIC check that is too early or late to use?

If you have other questions about situations you may encounter with WIC participants or WIC check cashing procedures, ask your store manager or your Vendor Management Agency (contact information appear at the front of this training manual).

1. What if I make a mistake on a WIC check?

When a mistake is made on the WIC check by the store staff, accept the check as you normally would and inform the store manager. S/he will follow proper procedures to make sure store is paid for foods given to participant. **DO NOT** give check back to participant asking them to get it exchanged for another check.

2. What if a WIC participant tries to purchase a food item not approved by the WIC Program?

When a participant attempts to purchase a food item not allowed by the WIC Program, you must politely explain to them that they can only purchase WIC approved foods listed on the WIC check. You may use your copy of the WIC Acceptable Foods card and show them which food items are allowed. You may also let the participant know that they are welcome to purchase the item on their own.

3. What if my store is out of a WIC food item that a participant wishes to purchase?

As stated before, the foods listed on a WIC check must be given to the participant in their entirety. If a food item is not available and there are no allowable alternatives (if participant is willing to accept it), then the WIC check transaction cannot take place. Rain checks and/or IOU's are not allowed for out-of-stock items.

4. What if a participant wishes to use a WIC check that is too early or late to use?

If a participant attempts to use a post-dated (too early) or a stale-dated (expired) WIC check, you may politely tell them they must wait to use the check on the proper date. Accepting a post-dated check is against WIC Program regulations as well as is accepting a stale-dated check. In this case, you may politely refer the participant back to his/her Local Agency.



Go to Self Check #5

Self Check #1

Cashier Name: _____

Store Name: _____

On the following questions, please circle the correct answer.

1. WIC is a Supplemental Nutrition Program for
 - a. Senior Citizens.
 - b. Women and Children 2 to 10 years of age.
 - c. Women, Infants and Children up to age 5.
2. The WIC Program provides

- a. Generic information.
 - b. WIC checks to buy anything the WIC participant wants, including diapers.
 - c. Referral for services that can benefit the entire family.
3. Which of the following forms of ID is acceptable?
- a. NYS WIC Program ID card.
 - b. driver's license
 - c. passport

Please write T for True and F for False for the following statements.

4. ____ WIC participants must live in New York State.
5. ____ Men can apply for WIC Program participation for themselves.
6. ____ There are over 503,000 WIC participants in New York State.

How did you do? You may use the answer key (last page in manual) to see how well you did. If you didn't answer some of the questions correctly, then go back and reread **Section 1**.

Self Check #2

Cashier Name: _____

Store Name: _____

Please write T for True and F for False for the following statements.

1. ____ A 24 oz. package of whole grain bread is WIC acceptable.
2. ____ WIC Acceptable Foods cards should be kept at every register for cashiers to use.

On the following questions, please circle the correct answer(s).

3. Which of the following foods can be purchased with a VFC (vegetable & fruit check)?
- a. a bag of salad mix
 - b. a mixed bag of apples and oranges
 - c. a fruit tray with chocolate dipping sauce
4. Which of the following statements is true about WIC foods?
- a. WIC foods are nutritious.
 - b. WIC foods listed on check may be substituted.
 - c. A 12 oz. box of Kellogg's Corn Flakes may be purchased with WIC check.

5. Which cheese is WIC approved?
 - a. Individually wrapped slices.
 - b. Kraft Cheddar Cheese (8 oz.).
 - c. Velveeta cheese spread.
6. Which of the following kinds of milk can be purchased with a WIC check?
 - a. Whole, 1%, skim.
 - b. Low-fat chocolate.
 - c. Both a and b
7. Which juices can be purchased with WIC checks?
 - a. 64 oz. plastic containers of orange juice.
 - b. 11.5 oz container of frozen concentrated pineapple juice.
 - c. Hi-C fruit punch in the 46 oz. metal can

How did you do? You may use the answer key (last page in manual) to see how well you did. If you didn't answer some of the questions correctly, then go back and reread **Section 2**.

Self Check #3

Cashier Name: _____

Store Name: _____

Please write T for True and F for False for the following statements.

1. ____ Receipts are given to WIC participants.
2. ____ WIC checks are similar to personal checks and should be processed just as carefully.
3. ____ A WIC check with a *Not Good Before* date of 10/05/11 and a *Not Good After* date of 11/05/11 can be redeemed on any day between those dates.
4. ____ A WIC participant can use a formula check to purchase any formula they want.
5. ____ The VFC lists quantities of WIC foods just like a WIC check does.
6. ____ Black is the only color ink you should use to write the amount onto the WIC check.
7. ____ Total quantity doesn't matter as long as the foods are WIC approved.
8. ____ WIC participants can use a photo ID if they don't have their WIC ID card.

Fill in the blanks.

9. Fill in the steps needed to complete a WIC check cashing transaction.

- Step 1 Verify WIC ID number on check against that of the WIC ID card.
 Step 2 _____
 Step 3 Verify purchases against the WIC Acceptable Foods card.
 Step 4 Honor manufacturer's coupons and club cards, if applicable.
 Step 5 _____
 Step 6 Have the participant sign the WIC check in blue or black ink only.
 Step 7 _____
 Step 8 Return participant's WIC ID card along with their receipt for purchases made.

How did you do? You may use the answer key (last page in manual) to see how well you did. If you didn't answer some of the questions correctly, then go back and reread **Section 3**.

Self-Check #4

Cashier Name: _____

Store Name: _____

Please write T for True and F for False for the following statements.

1. ____ The WIC check is for Sandra Smith and her signature matches the signature on WIC ID card, you accept and process the WIC check.
2. ____ The WIC participant can pay cash on a regular WIC check if the *Not to Exceed* amount is exceeded.
3. ____ You can accept the participant's WIC check if it is presented to you pre-signed.
4. ____ WIC participants are not allowed to pay the difference on the VFC.
5. ____ A WIC participant can use a debit card to pay for the difference on a VFC check.
6. ____ Prior to proceeding with a WIC check transaction, you must verify participants WIC ID card.
7. ____ Participants must purchase all the foods listed on their WIC check.

For the following statements, fill in the blanks with appropriate answer.

8. A WIC participant is returning a can of formula because it is spoiled. The WIC customer then receives a new can of infant formula of the _____ type and brand as the one returned.
9. If you know that the infant formula was purchased with a WIC check, it cannot be exchanged for _____

How did you do? You may use the answer key (last page in manual) to see how well you did. If you didn't answer some of the questions correctly, then go back and reread **Section 4**.

Self-Check #5

Cashier Name: _____

Store Name: _____

On the following questions, please circle the correct answer.

1. What if I make a mistake on a WIC check or VFC?
 - a. Write a line through the mistake and write in the correct information.
 - b. Return the WIC check to participant with instructions to return with a new check.
 - c. Accept the check and inform your store manager.
2. What if a participant brings up for purchase a food item not allowed by WIC?
 - a. Allow the participant to purchase the item with the WIC check.
 - b. Tell participant you can't process any of the WIC check.
 - c. Politely explain to them that they can only purchase WIC approved foods listed on the WIC check.
3. What if my store is out of a WIC food item?
 - a. Give the WIC participant a rain check for the missing food.
 - b. You must tell the participant they can return to pick up the item at a later day and return their WIC check or go to another store.
 - c. Give them an IOU for missing item.
4. What if the participant doesn't have the money to pay the exceeded amount on the VFC?
 - a. Void the entire purchase and ask them to leave the store.
 - b. Items will have to be put back so check amount is not exceeded.
 - c. Give participant the food for free.
5. If the participant doesn't use the entire allowed amount on the VFC, you can . . .
 - a. Give the participant the change left over.
 - b. Ask them to get more foods.
 - c. Write the exact amount in the *Pay Exactly* box. The participant gets no change.

How did you do? You may use the answer key (last page in manual) to see how well you did. If you didn't answer some of the questions correctly, then go back and reread **Section 5**.

Answer Key

WIC Cashier Training Manual

SELF CHECK #1

1. C
2. C
3. A
4. T
5. F
6. T

SELF CHECK #2

- | | |
|----------|----------|
| 1. F | 5. B |
| 2. T | 6. A |
| 3. A & B | 7. A & B |
| 4. A & C | |

SELF CHECK #3

- | | |
|------|------|
| 1. T | 5. F |
| 2. T | 6. T |
| 3. T | 7. F |
| 4. F | 8. F |

9. STEP 2: Check the dates on the WIC check for the appropriate time frames.
STEP 5: Clearly print purchase amount in the *Pay Exactly* box using black ink only.
STEP 7: Compare participant's signature against signature appearing on the WIC ID card.

SELF CHECK #4

- | | |
|------|---------|
| 1. T | 6. T |
| 2. F | 7. T |
| 3. F | 8. SAME |
| 4. F | 9. CASH |
| 5. T | |

SELF CHECK #5

- | | |
|------|------|
| 1. C | 4. B |
| 2. C | 5. C |
| 3. B | |