

VIRGINIA WIC PROGRAM
CASHIER TRAINING
ANSWER KEY



QUESTIONS FOR YOU

- 1. Besides mothers of infants, who else can shop for WIC?**
- 2. How can you find out what items are accepted by WIC?**
- 3. Should WIC customers be treated differently than other customers?**

ANSWERS

- 1.** Participants, assigned payees, and others such as guardians or proxies, if they have an eWIC card and pin.
- 2.** Approved WIC items are found in the Food List/Formula Flier. The item must be prescribed on the eWIC card which can be checked on the receipt balance.

The Approved Product List (APL) with Universal Product Codes (UPC) can be found on the Virginia Department of Health (VDH) website: www.vdh.virginia.gov/wic-retailers/resources/

- 3.** No, WIC customers should be treated the same as any other customer.

QUESTIONS FOR YOU

- 1. Where should you be able to find a Food List in your store?**
- 2. If a WIC customer doesn't buy everything listed, what happens with the balance?**
- 3. Can a WIC customer use their SNAP card for additional purchases?**

Order additional resources: eWIC Cashier Handbook

ANSWERS

- 1.** A WIC approved Food List should be at each register that accepts eWIC and in your store WIC binder.
- 2.** The balance remains on the eWIC card until the expiration date. This date varies for each participant.
- 3.** Yes, a WIC customer may use their SNAP card and other forms of payment such as cash, credit and/or gift cards with the eWIC card. This is called a split tender transaction.

QUESTIONS FOR YOU

- 1. How should you treat your WIC customers?**
- 2. What do you do if an item doesn't ring up as WIC eligible?**
- 3. Can a customer use buy 1, get 1 free (BOGO) specials with WIC?**

Order additional resources: eWIC Cashier Handbook

ANSWERS

- 1.** WIC customers should be treated like any other customer and extended the same offers and courtesies as cash paying customers.
- 2.** If an item doesn't ring up as WIC eligible:
 - a. Check food list or formula flier
 - b. Check eWIC balance inquiry receipt
 - c. If the item is on both A and B — Call your manager who can verify UPC on the Approved Product List (APL) on WIC website or follow-up with the State WIC office (SWO) to verify the UPC.
 - d. Participant can call the customer service number on their eWIC card or follow-up with the local WIC office.
- 3.** Yes, an eWIC customer can use BOGO specials with the eWIC card. The bonus or free item does not count against their total or remaining eWIC balance.

QUESTIONS FOR YOU

- 1. What are your options if a customer has the wrong eWIC item?**
- 2. What's your store's policy on returns and exchanges for WIC?**
- 3. What should you do if you suspect a customer is trying to scam the system?**

Order additional resources: eWIC Cashier Handbook

ANSWERS

- 1.** If a WIC customer picks up the wrong item, you can request that the customer go back to get correct item or offer to have someone else get it for them.
- 2.** WIC customers can exchange for the same item. Refunds, however, are NOT allowed on eWIC purchases. Cashiers should adhere to the store's policy on returns e.g. receipt required, etc.
- 3.** If you suspect fraud, ask your manager to complete WIC form #387. The receipt provides the last four digits of the eWIC card. Send this information to the State WIC Office (SWO) by mail or email for further investigation.

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