

Cashiers: You Make WIC Work!



Cashiers, you make WIC work.

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Getting Started



Getting Started.

You Are the Key



Cashiers, one important part of your job is accepting WIC checks. And you are the key to make it work.

What is WIC?



CASHIER: What is WIC?

NARRATOR: WIC is the “Women, Infants, and Children Program” that provides food and nutrition information to keep pregnant and breastfeeding women, infants, and children less than five years old healthy and strong.

CASHIER: But “What does this have to do with my job?”

NARRATOR: Some of your customers will use WIC checks to buy healthy foods. You’re the key to making WIC work and improving the health of WIC families when you only allow approved WIC foods.

Example Purchases



Toni, who is 3 months pregnant, lost her job due to the company shutting down. Toni and other pregnant women who participate in WIC have healthier babies and fewer low birth weight babies. These babies are healthier because their mothers received information to make better food choices and bought the nutritious WIC foods. When a customer uses a WIC check, you will need to follow a special process.

CASHIER: Hello, did you find everything that you were looking for?

TONI: Yes, I did. I'm using a WIC check.

CASHIER: Can I see your WIC ID as well?

TONI: Sure.

CASHIER: Thank you so much for separating those from the other items, it's very helpful. Thank you.

TONI: Did I get the wrong juice? I've bought it with the WIC check before.

CASHIER: I think it's okay. I just want to make sure it's on this page. Yup, there it is. So, your total WIC purchase is \$5.92. If you could just sign right there that'd be great.

TONI: Sure.

CASHIER: Thank you. That takes care of the WIC purchases. Now let's scan the other items.

Customer Service



Customer Service

- Treat customers like you would like to be treated.
- Be friendly.
- Help customers through the check-out process.
- Look for signs of a WIC purchase:
 - WIC checks in hand
 - Recognize WIC foods.
- Be discrete.

Now that you've watched Toni's WIC purchase, you might be able to think of some of the challenges WIC customers have when they're shopping. WIC customers may need your help. An important part of your job is to give good customer service to all customers. Treat customers like you would like to be treated. Be friendly. Help customers through the check-out process. Look for signs of a WIC purchase. WIC checks in hand and recognize WIC foods. Be discrete.

Regular WIC Check

Regular WIC Check

PARTICIPANT NAME: Janey Doe		FAMILY ID / PARTICIPANT ID: 722703/3671700		CHECK # 28340360	FIRST DATE TO USE Aug 20, 2011
WISCONSIN WIC PROGRAM 99-999 State Office		Misuse of checks is subject to state or federal law if		75-1248 919 Payable through FSMC Lake Lillian, MN Acct # 802732	DATE OF USE LAST
Valid For These Items Only - No Substitutions				Actual \$ Amount	
2 * Gallon low fat (1%) or fat free milk 1 * 18 oz or less Peanut Butter * 36 oz or less Cereal 1 * 11.5 or 12 oz frozen or 46-48 oz containers Juice 1 * Dozen Eggs 1 * 16 oz (1 lb) or less Whole Wheat/Whole Grain Food 4*14-16 oz cans Beans/Peas Or 1 lb dried Beans/Peas				\$ Correction Only	Cashier Initials
				\$	Not Payable Without Authorized Stamp
Participant Do Not Sign Until Time of Purchase					
First Date			Do Not Accept if Already Signed - Must Match Signature ID		

There are two types of WIC checks: the regular WIC check and the WIC fruit and vegetable check. This is a regular WIC check. Roll over to learn about the main parts and then advance to the next screen.

1. Wisconsin WIC Check
2. Identification Numbers
3. Valid Dates to Use
4. Specific Quantities and Types of Food
5. Cashier's Initials
6. Purchase Price
7. Signature Required

Fruit & Vegetable Check

Fruit and Vegetable Check

PARTICIPANT NAME: Janey Doe		FAMILY ID / PARTICIPANT ID: 722703/3671700		CHECK # 28340363	FIRST DATE TO USE Aug 20, 2011
Fruits & Vegetables Dollar Amount Valid For These Items Only - No Substitutions \$10.00 Approved Fruit and/or Vegetables (fresh, frozen, canned) Not Valid at Farmers' Markets or Roadside Stands Deposit Within 45 Days From the First Date to Use		Misuse of checks is subject to state or federal prosecution. Void if altered.		75-1248 918 Payable through FSMO, Lake Lillian, MN Acct # 602732	DATE OF USE LAST DATE TO USE Sep 19, 2011
		Actual \$ Amounts \$ Correction Only Cashier's Initials \$ Pay to the Order of WIG Vendor No. Not Payable Without Authorized Stamp		Participant: Do Not Sign Until Time of Purchase Cashier: Do Not Accept if Already Signed - Must Match Signature ID	

⑈ 28340363 ⑈

This fruit and vegetable check is different. It will have a specific dollar amount listed on it.

Imagine...

Imagine...

Would you be concerned that you selected the wrong food?



Now let's turn the table. Imagine that you are a WIC customer. Would you be concerned that you selected the wrong food?

Imagine...

Imagine...

Would you want additional attention drawn to you because you are using WIC checks?

Yes

No



Buying WIC foods can be tricky. There are a lot of choices and the customer must only buy what is on their WIC checks. This is especially difficult for new WIC customers, parents shopping with small children, or someone with limited reading skills. Others may feel self-conscious or embarrassed because someone they know may see them using WIC checks.

Overview Module 1

- What foods WIC customers may buy.
- How to interpret the food messages on WIC checks.
- What is the process to accept WIC checks.



As you complete this course, you will learn about what foods WIC customers may buy, how to interpret the food messages on WIC checks, and what is the process to accept WIC checks.

Overview Module 1

- More confidence.
- Less stress.
- Satisfaction with helping others.
- Better job performance.
- Quick and smooth WIC purchases.



By carefully completing this training, you will have: More confidence. Less stress. Satisfaction with helping others. Better job performance. Quick and smooth WIC purchases.

You Have Completed "Getting Started"

