

Slide 1: Processing WIC Checks



Processing WIC Checks

Slide 2: Introduction



How do you process a WIC check from start to finish?

Slide 3: WIC Checks

Regular WIC Check

1 Verify the family ID number on the check and on the WIC ID.

2 Verify the **First Date to Use**. Verify the **Last Date to Use**. Write the **Date of Use**.

3 Compare the food purchased with the foods listed on the check.

4 Write the total dollar Amount for WIC foods actually purchased in permanent ink.

5 Cashier writes his or her initials.

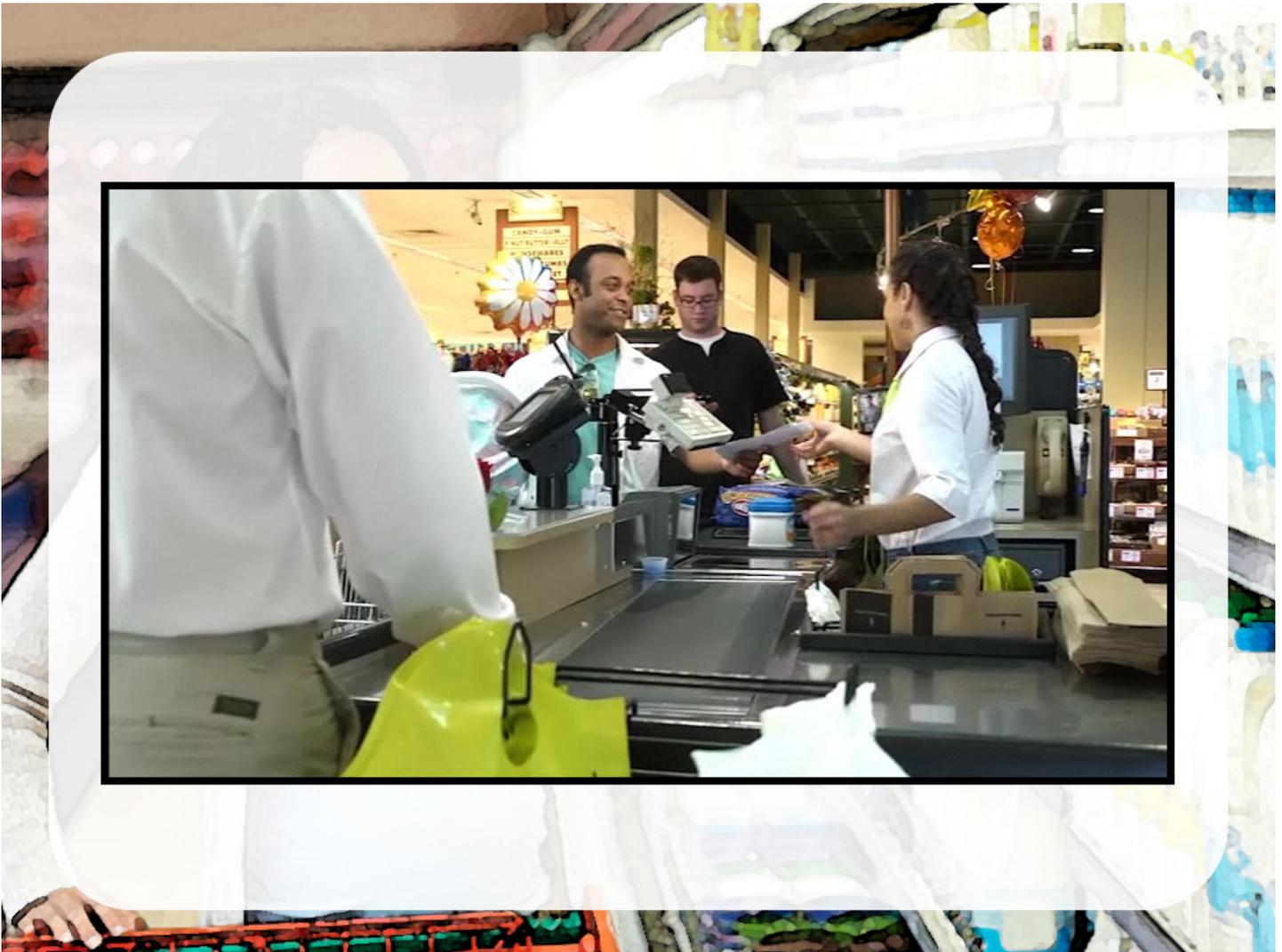
6 Verify the signature with the signature on the WIC ID.

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 prosecution. Void if altered.		75-1248 919 Payable through FSMC, Lake Lillian, MN Acct # 802732	DATE OF USE LAST DATE TO USE Sep 19, 2011
Valid For These Items Only - No Substitutions				Actual \$ Amount:	
2 * Gallon low fat (1%) or fat free (skim) Milk				\$ Correction Only	
1 * 18 oz or less Peanut Butter				Cashier's Initials.	
* 36 oz or less Cereal				Not Payable Without Authorized Stamp	
1 * 11.5 or 12 oz frozen or 46-48 oz containers Juice				Participant: Do Not Sign Until Time of Purchase	
1 * Dozen Eggs				Cashier: Do Not Accept If Already Signed - Must Match Signature ID	
1 * 16 oz (1 lb) c					
4*14-16 oz car					

Rollover the numbers to see more information about each step when processing a WIC check.

1. Verify the family ID number on the check and on the WIC ID.
2. Verify the **first date to use** and the **last date to use**. Write in the **date of use**.
3. Compare the food purchased with the foods listed on the check.
4. Write the total dollar amount for WIC foods actually purchased in permanent ink.
5. Cashier writes his or her initials.
6. Verify the signature with the signature on the WIC ID.

Slide 4: Video of Jack



Jack is a foster parent for a 2-month-old infant boy named Justin. Watch this video to see Jack purchase formula for him and notice how the cashier processes the check.

CASHIER: Hello, did you have any trouble finding everything?

JACK: Nope, I'm getting pretty good at finding the baby formula. This is going to be a WIC purchase.

CASHIER: OK.

NARRATOR: Any time you accept a WIC check, you should make sure it's a Wisconsin WIC Program check and compare the Family number on the WIC check with the Family number on the WIC ID.

CASHIER: Alright. Oh, it looks like you grabbed the wrong sized formula for the check. Do you want me to send somebody to get the size that the check covers?

JACK: Sure.

CASHIER: Charlie, could you get the 12.7 ounce size of this? Here, take this with you. If you look here on the check, it tells you which size the check covers.

JACK: I thought I had that formula thing figured out. One more thing to learn.

CASHIER: Not a problem at all, I just want to make sure you get the right formula.

CHARLIE: Here you are.

CASHIER: Oh, that was fast. Alright, so, the total of the formula is \$13.59.

JACK: Sounds good.

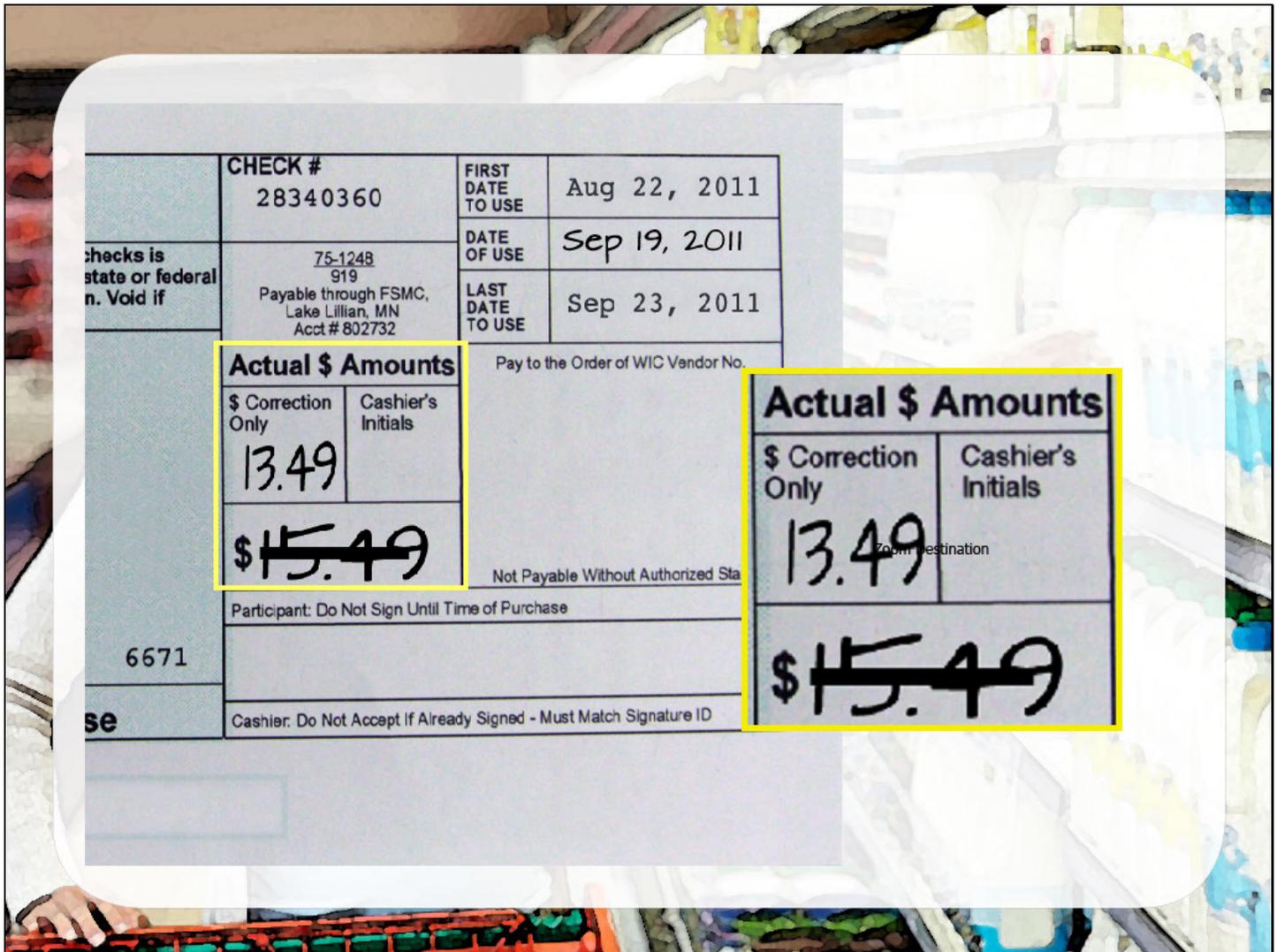
NARRATOR: When completing a transaction, the date that the purchase is made is entered in the "Date of Use" box. A WIC check cannot be accepted before the "First Date to Use" and no later than midnight on the "Last Date to Use." You will also need to write in the total price of the purchase and sign your initials.

CASHIER: Could you just sign right there please?

JACK: Thanks for your help.

CASHIER: You're welcome. You have a great day!

Slide 6: Correction Only



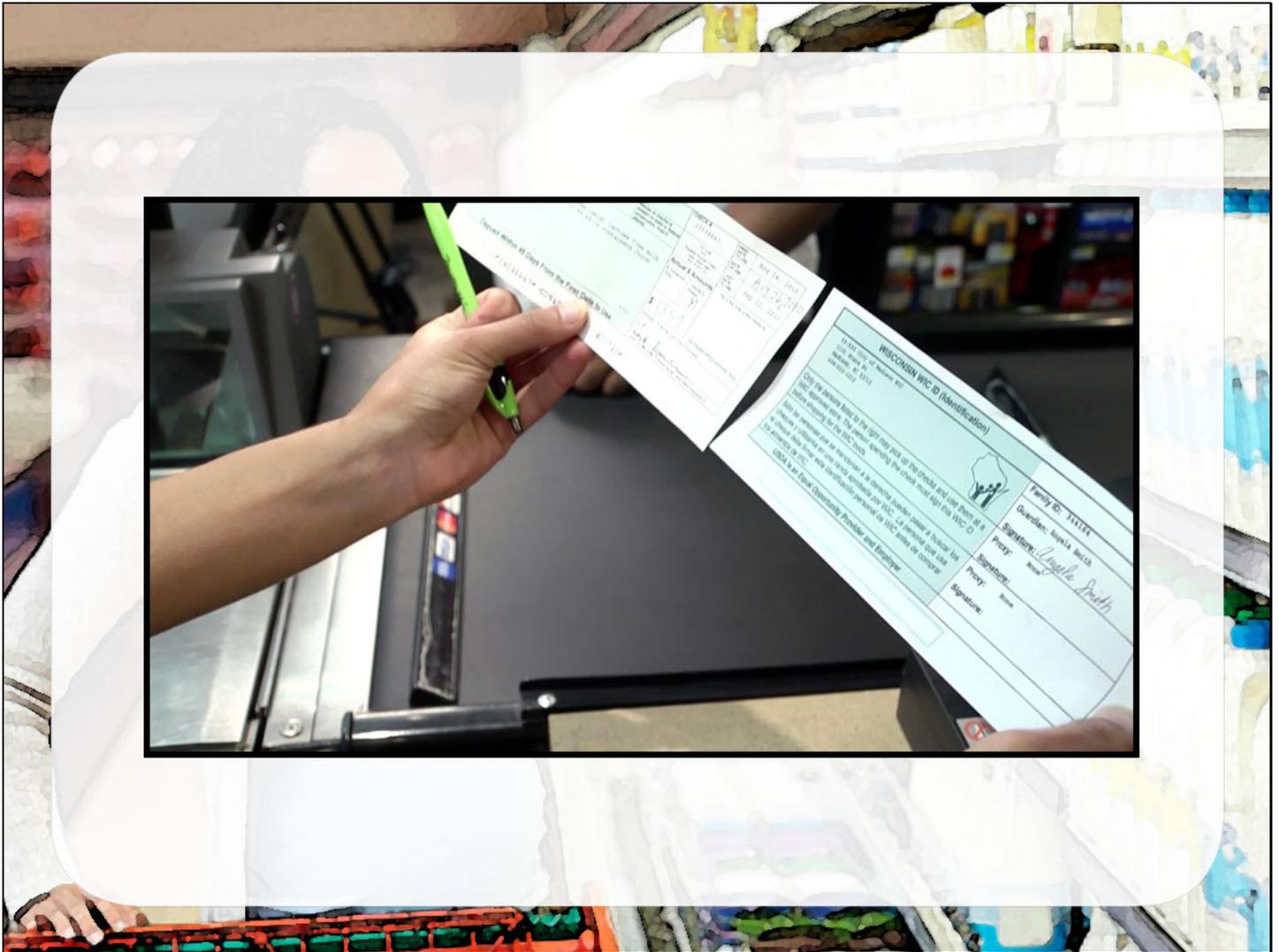
If you make a mistake when writing the price on the check, simply draw a line through the price and write the correct amount in the "Correction Only" box on the check.

Slide 7: Vendor stamp

Checks are state or federal. Void if	CHECK # 28340360	FIRST DATE TO USE Aug 22, 2011
	75-1248 919 Payable through FSMC, Lake Lillian, MN Acct # 802732	DATE OF USE Sep 19, 2011
		LAST DATE TO USE Sep 23, 2011
6671	Actual \$ Amounts	
	\$ Correction Only 13.49	Cashier's Initials
	\$15.49	
	Pay to the Order of WIC Vendor No. Not Payable Without Authorized Stamp	
	Participant: Do Not Sign Until Time of Purchase	
se	Cashier: Do Not Accept If Already Signed - Must Match Signature ID	

Be sure to leave the box marked "Pay to the Order of WIC Vendor Number" blank. The vendor stamp is normally added at a later time.

Slide 8: Compare signature



Did you notice in the video that the cashier carefully compared the signature on the WIC check with the WIC ID?

Slide 9: Lisa Video



Now let's watch another video. Lisa, who is a working mom, is using a WIC fruit and vegetable check. WIC helps her buy more healthy foods for her 3-year-old daughter.

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

LISA: Yes. And by the way, this will be a WIC purchase.

CASHIER: OK. Oh, I don't think you can use this here. It says here it's not valid at supermarkets.

LISA: Really?

CASHIER: Yeah, this is a farmers' market check.

LISA: Well, I am buying produce here. Isn't that the same thing?

CASHIER: No...but there are Fruit & Vegetable checks that you can use here at the grocery store, maybe you have one of those in your folder?

LISA: Oh, you're right. Here's a Fruit check. Will that work?

CASHIER: This will work. Can I see your WIC ID card as well please? Thank you...

LISA: I didn't know there was a difference in those checks.

CASHIER: Oh, common mistake. OK, so the total today is \$8.78.

LISA: The check is for \$10. Can I just get the difference in change?

CASHIER: I can't do that, but what I can do is wait for a minute while you go grab another item.

LISA: Well, what if what I get puts me over the amount of the check?

CASHIER: You could just pay the little bit of difference there might be?

LISA: I don't have time to go get something else. I have to get to an appointment.

CASHIER: OK.

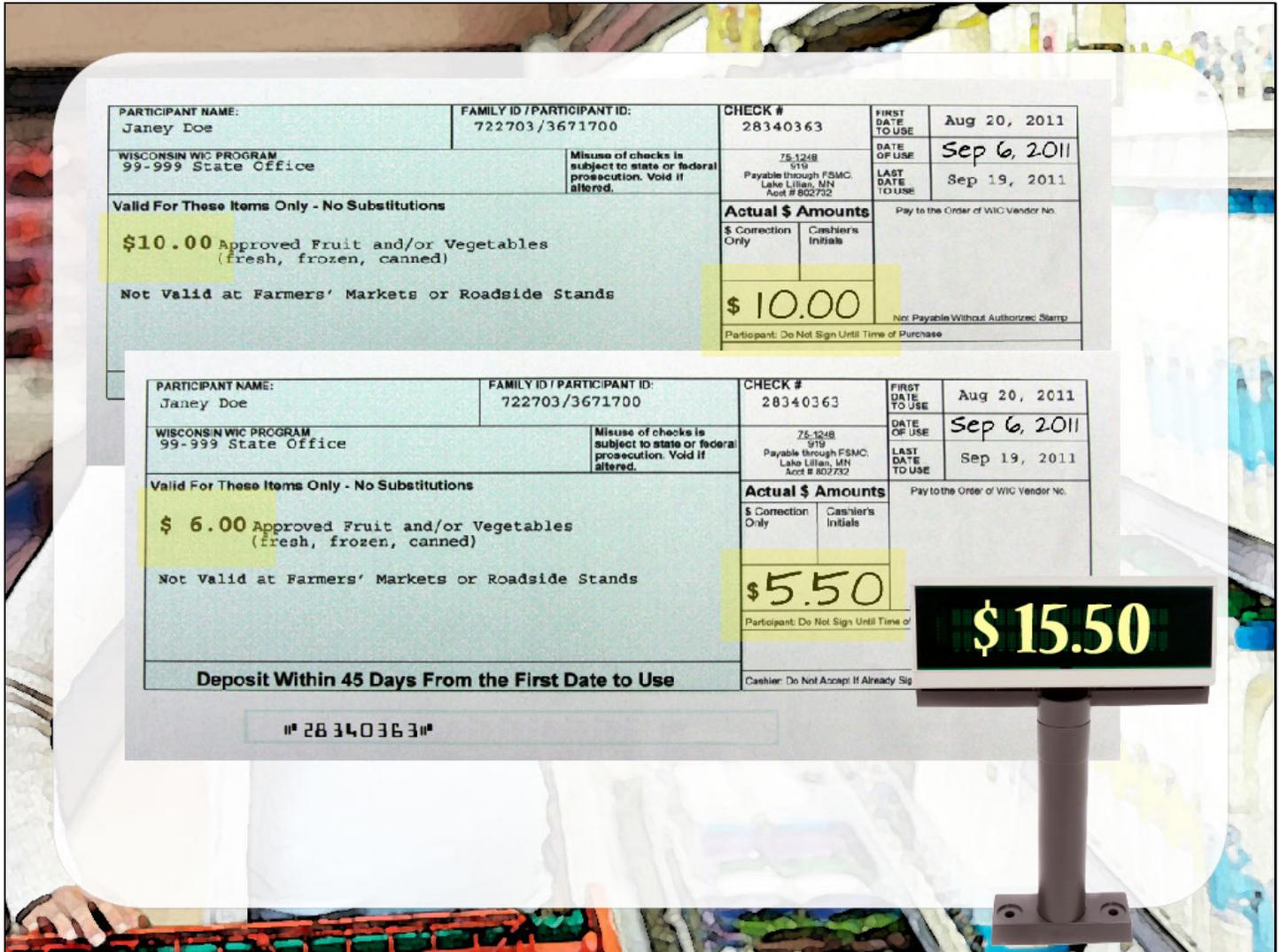
LISA: I will remember next time.

CASHIER: Alright, could you just sign there please? Alright, you have a great day. Thanks for shopping with us. And don't forget to go to the farmers' market to use that check.

LISA: Thanks again.

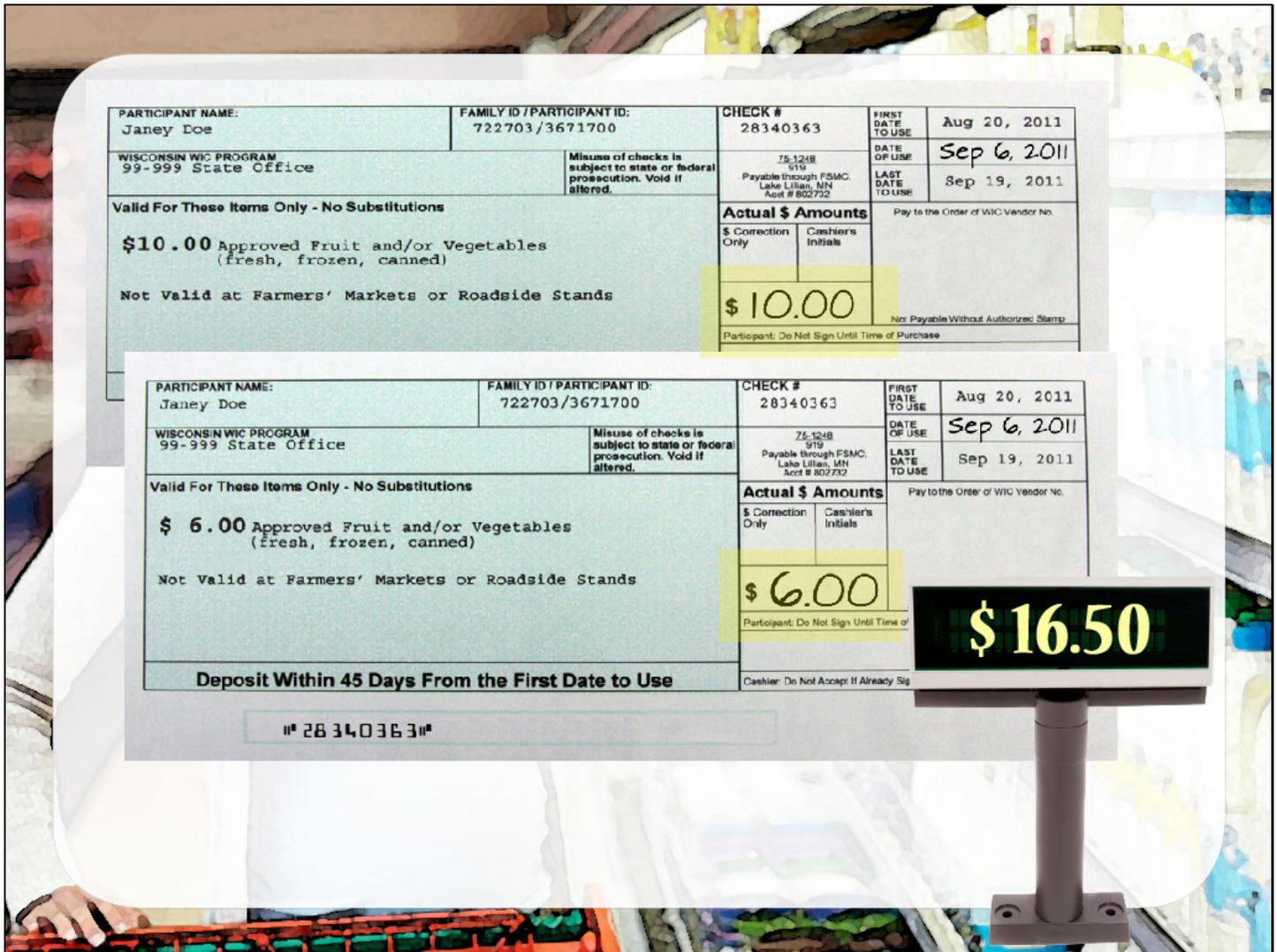
CASHIER: You're welcome.

Slide 10: Two checks



WIC customers may use more than one fruit and vegetable check for a purchase. The cashier splits the total price between the two checks. For example, the participant might have a total purchase of \$15.50 and two checks with a total value of \$16. One way to split the purchase price would be to enter 10 dollars on the \$10 check, leaving \$5.50 yet to be paid. This amount can then be entered on the \$6 check. Remember, you only charge the amount of the purchase, so the remaining 50 cents would not go to the customer or the store.

Slide 11: Two checks



The customer needs to pay the difference if the total purchase is more than the combined value of the checks. In this case, the customer pays fifty cents.

Slide 12: Cashier instructions



**CASHIERS INSTRUCTIONS FOR
ACCEPTING WIC CHECKS**

Cashiers should follow these steps when they accept
WIC checks from customers:

To remind you of the steps for processing a WIC check, you should have a copy of this at your register.

Slide 13: Completed Module 5



Slide 14: Table of Contents



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