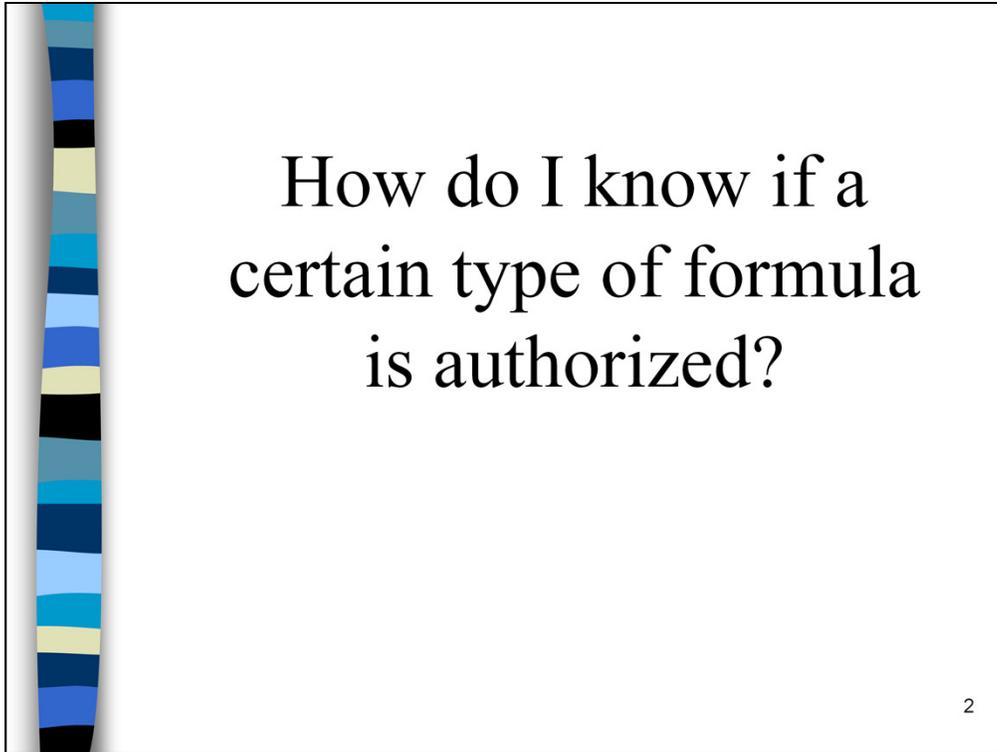




New Hampshire
Division of Public Health Services

TRAINER, CASHIER
MANAGER & BOOKKEEPER
WIC TEST

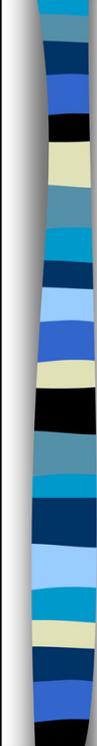
1



How do I know if a
certain type of formula
is authorized?

2

Brand, Type and Size printed on the voucher.



May I accept a WIC
voucher or check from
another State WIC
program?

3

No, not unless you are authorized through that State.

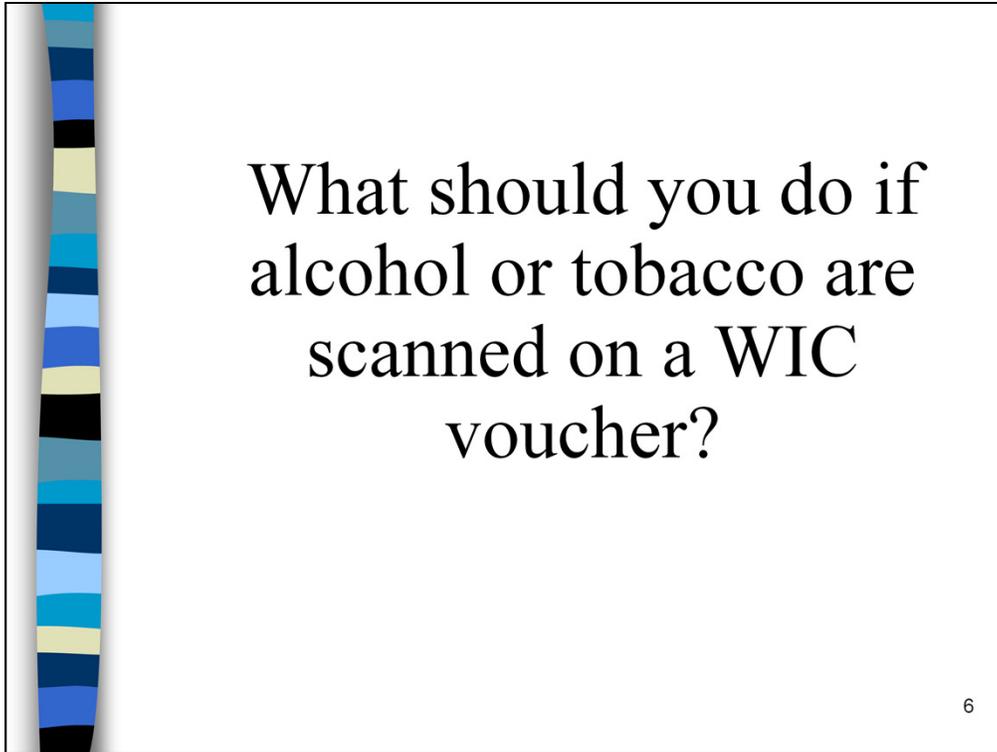


If a store is out of 12 oz.
powdered infant formula,
can 13 oz. liquid
concentrate be substituted?

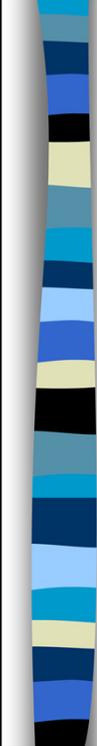
5

NO. As long as the WIC Participant uses the voucher between the valid dates, The Participant may either go to another WIC vendor or wait until it is in stock.

NO SUBSTITUTIONS ON FORMULA FOR ANY REASON!!!



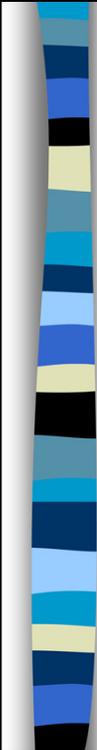
The cashier should void out the entire transaction and start over. Do not void the item and continue.



Can WIC participants
combine their
vouchers?

7

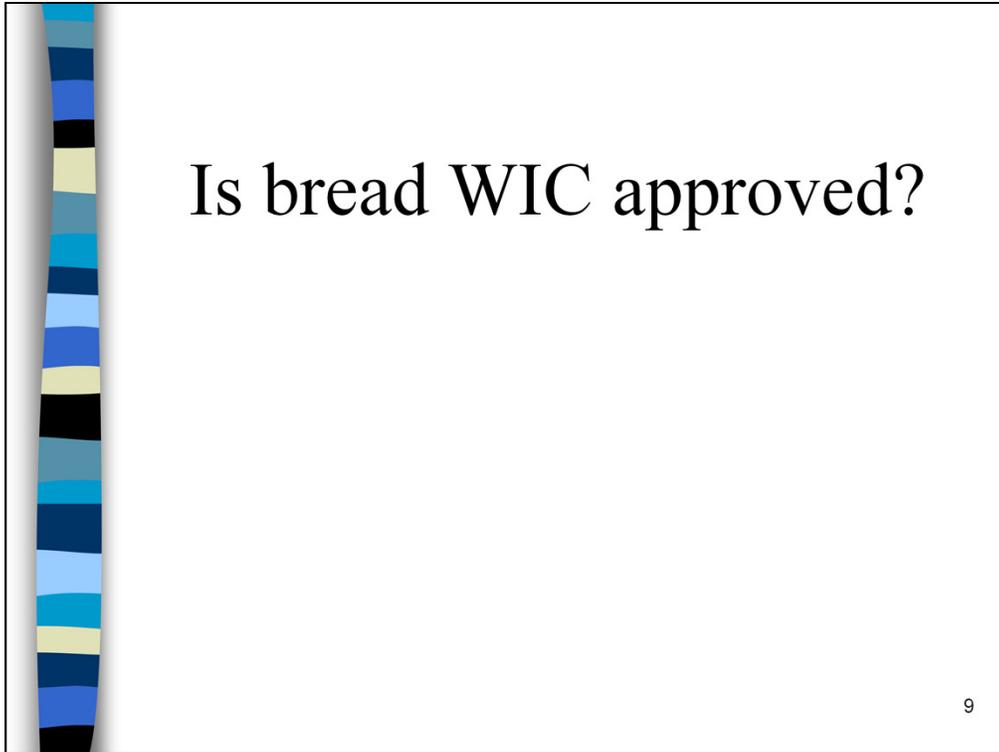
NO



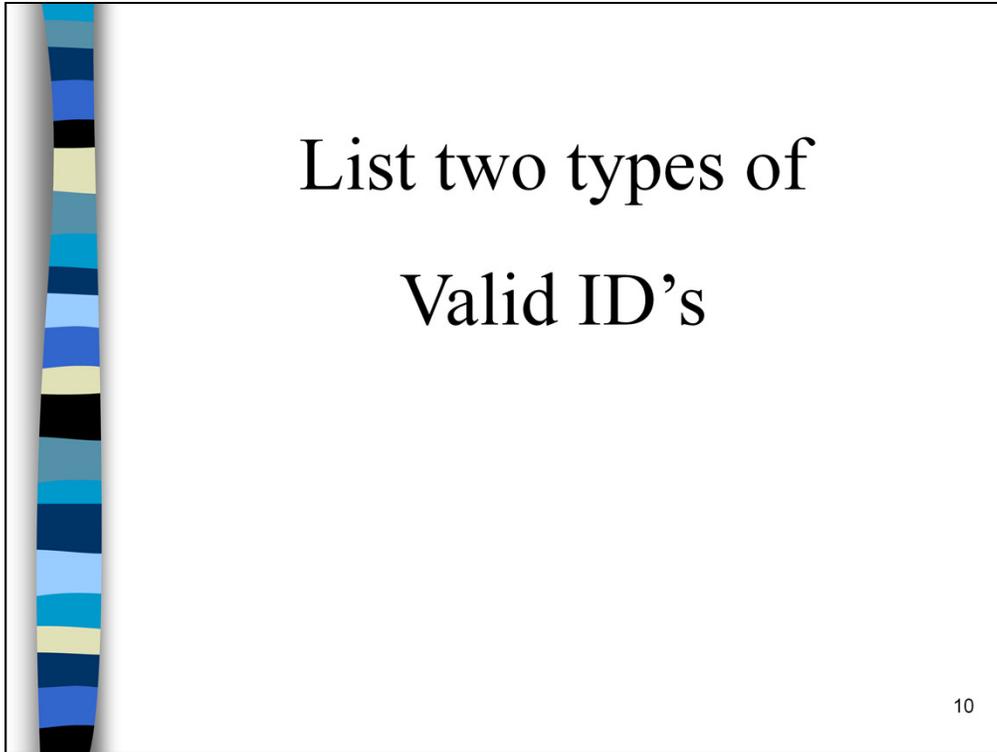
Who must write in the
purchase date and
purchase amount?

8

Participant or Proxy



Yes, as long as it is a WIC approved bread.



Drivers License

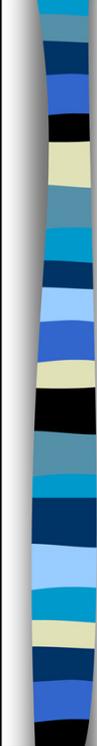
Student ID

Passport

State Issued ID

As long as it has a photo ID, printed name OR signature and is not expired any ID can be used.

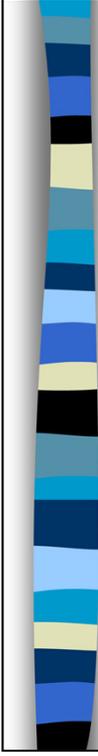
Credit Card as long as it has a photo and either a printed name or signature.



If a cashier has a problem with a WIC participant how should they handle it?

11

Ask for a supervisor to help.



What is a participant
required to have to
redeem their voucher(s)?

12

A Valid photo ID
Valid Vouchers



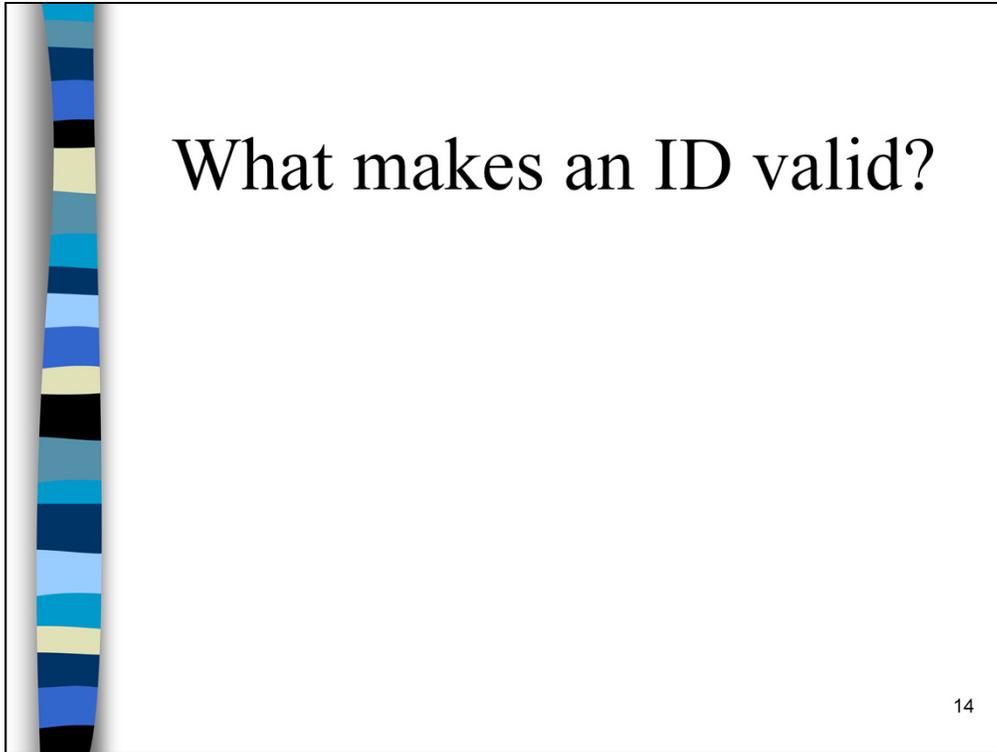
What is a proxy required
to have to redeem a
voucher for someone
else?

13

Valid photo ID

Proxy Card

Valid Vouchers



Must have a photo

Must have a printed name OR signature

Can not be expired



List two things that are federal WIC violations?

15

FEDERAL VIOLATIONS ARE:

ALCOHOL

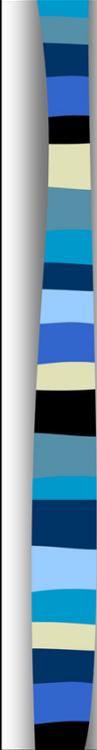
TABACCO

FIRE ARMS

AMMUNITION

EXSPLOSIVES

UNAUTHORIZED PRODUCTS



How often should
cashiers be refreshed on
WIC Program procedures
& policies?

16

As often as needed. Must be done when WIC announces any changes to WIC procedures, policies, foods or rules or if there are issues that need to be addressed with an employee.



What WIC tools should be at the cash register?

17

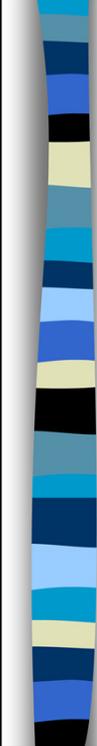
WIC APPROVED FOOD LIST



How do you file a
complaint against a
participant with the WIC
Program?

18

Contact supervisor who will complete a participant complaint form and submit it to the WIC Program.



What is the procedure if a participant brings back a defective product?

19

**They can exchange it for the exact same product.
NO STORE CREDITS OR CASH IS GIVEN TO
PARTICIPANTS.**