



eWIC TEST with ANSWERS

MANAGERS, BOOKKEEPERS AND CASHIERS

1. Are eWIC cardholders required to show a valid ID? **No ID is required with eWIC transactions**
2. May I accept a eWIC card from another State WIC program? **No, unless you have an agreement with that State.**
3. Does each product UPC have to be scanned? **Yes**
4. Can the store keep a UPC sheet of the most common UPC's purchased instead of scanning each product to avoid delays at the register? **No, the UPC on the product must be scanned.**
5. What should the cashier do if the eWIC cardholder requests a balance inquiry be done? **Provide the eWIC cardholder with their benefit balance.**
6. Who keeps the receipts for eWIC transactions? **The receipt is always given to the eWIC cardholder.**
7. Does the eWIC card have to be present or can a manual entry be done by the eWIC card holder? **The card must be present. The number cannot be entered manually.**
8. Where must the WIC Approved Food List be kept in the store? **One list must be at each register.**
9. How many times can an eWIC cardholder attempt to enter their PIN before the account is locked? **Four**
10. If a cashier has a problem with an eWIC cardholder how should they handle it? **If the cashier cannot resolve the issue they should call a supervisor to help.**
11. List two things that are federal WIC violations? **Alcohol, tobacco, firearms, ammunition, explosives and unauthorized foods.**
12. How often should cashiers be trained on WIC Program procedures & policies? **As often as needed.**
13. What WIC tools should be at the cash register? **WIC Approved Food List**
14. How do you file a complaint against an eWIC cardholder with the WIC Program? **Have Manager complete a complaint form.**
15. What is the procedure if a participant brings back a defective product? **Exchange for the exact same product.**