



eWIC TEST

MANAGERS, BOOKKEEPERS AND CASHIERS

1. Are eWIC cardholders required to show a valid ID? _____
2. May I accept a eWIC card from another State WIC program? _____
3. Does each product UPC have to be scanned? _____
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? _____
5. What should the cashier do if the eWIC cardholder requests a balance inquiry be done?

6. Who keeps the receipts for eWIC transactions? _____
7. Does the eWIC card have to be present or can a manual entry be done by the eWIC card holder?

8. Where must the WIC Approved Food List be kept in the store? _____
9. How many times can an eWIC cardholder attempt to enter their PIN before the account is locked?

10. If a cashier has a problem with an eWIC cardholder how should they handle it?

11. List two things that are federal WIC violations? _____
12. How often should cashiers be trained on WIC Program procedures & policies?

13. What WIC tools should be at the cash register? _____
14. How do you file a complaint against an eWIC cardholder with the WIC Program?

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