

NEW HAMPSHIRE WIC CHECKOUT TIPS FOR CASHIERS

Protect confidentiality.

Do not use “WIC” in your conversation.
Say “card” instead.

Know the WIC card transaction.

Understand the WIC checkout steps and process for your store’s POS. Be sure to scan each item and never use the quantity key.

Know the foods allowed by WIC.

- Keep a copy of the New Hampshire WIC Foods List at your register for reference.
- Use the WIC Shopper App (if allowed by your management) for a list of all WIC approved foods. The app also has a “Scan Barcode” feature.

Not all foods in the food list are on a customer’s benefit.

Run a “balance inquiry” for the shopper for a list of foods currently available in their account.

If the card declines.

Note the error code. Wait about 20 seconds and then have the customer swipe the card again or manually enter the customer’s card number.

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CHECKOUT TIPS FOR CASHIERS CONTINUED

40 item limit.

More than 40 WIC items can cause a transaction to time out and decline.

Split larger WIC purchases into 2 transactions. This is common when buying many jars of infant foods.

Common checkout issues.

The following can commonly cause WIC foods to not go through for a customer:

- Produce: Fresh fruits and/or vegetables (especially seasonal) do not have a PLU sticker, you can use the general WIC 4469 PLU;
- Dairy: The fat content in yogurt and milk is the wrong type (whole vs. low-fat/fat-free);
- Bread: The bread package size is not exactly 16 ounces;
- Infant Foods: Infant foods contain additional ingredients that are not allowed (for example, added rice or noodles, infant dinners and desserts are not allowed);

Customer can't remember PIN?

If the wrong PIN is attempted too many times the card will be locked. However, it will unlock at midnight.

Refer them to the toll-free number on the back of their WIC card.

NEED MORE HELP?

Contact your customer service manager or call WIC at 800-942-4321.

