KANSAS WIC PROGRAM
CASHIER TRAINING MANUAL

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Section 1

Introduction

This training manual contains information about the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). The WIC Program provides:

- Personalized nutrition information and support including breastfeeding support
- WIC benefits to buy healthy foods
- Referrals for services that can benefit the entire family

As an authorized WIC vendor, you play an important role in helping to improve the health of women, infants and children in Kansas. When WIC transactions are processed properly, WIC customers receive the correct foods and your store is reimbursed by the WIC Program. Both the WIC customer and your store benefit.

Using this manual allows you to move at your own pace. Any time you wish to go back and review a section you may. At the end of each section there is a notice telling you to turn to the Self-Checks at the back of this manual for a learning activity to help you review the information you have just read. Feel free to go back and reread any section or look at any notes you may have made.

Common Terms

**Authorized WIC Vendors** – A full service grocery store that has been approved by the state WIC office to process Kansas WIC electronic benefit transactions in exchange for authorized food items.

**eWIC Card** – An electronic benefit card issued by a Local Agency and used by WIC participants to buy authorized WIC food items at authorized WIC vendors.

**WIC Benefits** – Issued by the Local Agency and placed in the WIC participant’s account. The WIC participant accesses their benefits with the eWIC card. Benefits can include food (including fresh fruits and vegetables) and infant formula.

**Local Agency** – The County Health Department that has WIC clinic sites and provides WIC services. This is where WIC certifications happen, nutrition education is provided and WIC benefits and eWIC cards are issued.

**Approved Product List (APL)** – List of UPC barcodes (typically 12 or more digits located on the food package/container) and PLUs (typically 4 or more digits located on fruits and vegetables), and product information for all WIC approved items. This list is downloaded into the cash register system on a daily basis.
Who is a WIC Participant?

For someone to be a WIC participant, the following requirements have to be met:

- Be a pregnant, breastfeeding, or postpartum woman, or a child under age 5
- Live in Kansas
- Be at or below the income guidelines (185% of the Federal Poverty Level)
- Have a medical or nutritional need

You may know someone on the WIC program now or someone that has been on the WIC program in the past. There are approximately 56,000 WIC participants in Kansas.

WIC shoppers can be anybody of any age. There is not an age requirement for a WIC shopper. Older children or grandparents sometimes do the family shopping. As long as the customer has the correct PIN for the card presented, it is okay to process the WIC transaction.

Go to Self Check #1 (pg 16)
Section 2

WIC Approved Foods

WIC participants receive benefits for nutritious foods at the WIC clinic. The benefits include specific types and quantities of certain foods that meet the participant’s nutritional needs. No substitutions may be provided for the foods included in the WIC benefits. WIC participants also receive nutrition information, breastfeeding support, and referrals to other health care services.

The allowable foods that may be part of the participant’s benefits include:

- **Baby Food – Fruits and/or Vegetables** – single or mixed fruits or vegetables, 4 oz containers
  - Participants may get two-packs of 4 oz containers
    - **Cannot buy:** desserts, dinners, cobbler, delights, multi-packs or organic

- **Baby Food – Meats** – meats with broth or gravy, 2.5 oz containers
  - **Cannot buy:** dinners or organic

- **Infant Cereal** - any brand, 8 oz. box or larger:
  - Barley
  - Mixed
  - Oatmeal
  - Rice
  - Whole Wheat
    - **Cannot buy:** organic cereal or cereal with added fruit, formula, or DHA/ARA

- **Infant Formula** – brand, type and size are specified in the participant’s benefits
  - **Cannot buy:** any other brand, type or size

- **Milk** – gallon, half gallon or quarts. The size and fat content are specified in the participant’s benefits.
  - Nonfat (skim or 0%),
  - Low-Fat (1/2% or 1%),
  - Reduced Fat (2%),
  - Whole Milk
  - Lactose Free – quart or half gallon size
  - Evaporated Milk - 12 oz can.
  - Nonfat Dry Milk
    - **Cannot buy:** buttermilk, flavored milk, raw unpasteurized milk, goat’s milk, non-dairy milk substitutes, coconut milk, rice milk, almond milk, organic, or glass containers
• **Eggs** - dozen package, large, Grade A or AA
  - *Cannot buy:* brown, cage-free, free-range, specialty eggs or organic

• **Cheese** – 8 or 16 oz. packages
  - Pasteurized Processed American (sliced; not individually wrapped),
  - Cheddar (block),
  - Colby (block),
  - Monterey Jack (block),
  - Mozzarella (block)
  - Swiss (block)
  - Blends of any of the cheeses indicated above
    - *Cannot buy:* imported cheese, cheese food, product or spread, shredded cheese, cheese with added flavors, individually wrapped slices or organic

• **Juice** - approved brands only, 11.5 oz - 12 oz. concentrate, 64 oz. container ready to serve
  - Orange Juice is any brand in the above sizes
  - See WIC Food List for specific brands
    - *Cannot buy:* infant juice, organic or DHA added juice, refrigerated juice (excluding orange juice in 64 oz containers), juice cocktails, drinks, or ades

• **Peanut Butter** – any brand, 16oz - 18 oz. container
  - smooth/creamy
  - crunchy
  - natural
    - *Cannot buy:* peanut butter spreads, peanut butter with added flavors, fortified peanut butter, reduced fat, or organic

• **Dried Beans or Peas** - any brand, including mixed dried beans, peas and lentils, 16 or 32 oz packages
  - *Cannot buy:* soup mixes

• **Fish**
  - **Light Tuna, chunk** – Any Brand, 3 oz - 15 oz container, packed in water or oil
  - **Pink Salmon** – Any Brand, 3 oz - 15 oz container, packed in water or oil
    - *Cannot buy:* albacore tuna, tuna spreads, smoked or any other type of salmon, lunch packs or fish with added flavorings

• **Canned Beans** – Any Brand, 15 oz - 16 oz can
  - Black or Red Beans
  - Black-Eyed Peas
  - Crowder or Purple Hull Peas
  - Fat-free Refried Beans
  - Garbanzo Beans or Chickpea Peas
  - Great Northern Beans
  - Kidney Beans
  - Lentils
  - Lima or Butter Beans
  - Navy Beans
  - Pinto Beans
  - Split Peas
    - *Cannot buy:* green beans, baked beans, flavored beans, soups, pork and beans, chili beans, or beans containing added sugars, fats, meats or oils
• **Whole Grains**
  o **100% Whole Wheat Bread/Rolls/Buns** – any brand, 12, 16, 20, or 24 oz packages. Labels must display the words 100% Whole Wheat and whole wheat flour must be the first ingredient listed.
  o **Whole Wheat and Soft Corn Tortillas** – approved brands only, 8, 12, 16, 20, 24, or 32 oz packages
    ▪ See WIC Food List for specific brands
    ▪ **Cannot buy:** any other brand
  o **Brown Rice** – any brand, 16 or 32 oz containers
    • Instant (14 oz)
    • Quick
    • Regular
    ▪ **Cannot buy:** products with added sugar, salt, flavoring, fat or oil
  o **Whole Wheat and Whole Grain Pasta** – approved brands only, 16 oz packages
    o See WIC Food list for specific brands

• **Breakfast Cereal** - approved brands only, 11 oz – 36 oz packages
  o See WIC Food List for specific brands
  ▪ **Cannot buy:** any cereal or brand not listed or organic cereal

• **Soy Milk** – approved brands only, quart or half gallon size only
  o See WIC Food List for specific brands
  ▪ **Cannot buy:** any other size, container, type, flavor, or brand

• **Tofu** – approved brands only, 16 oz containers
  o See WIC Food List for specific brands
  ▪ **Cannot buy:** any other size, container, type, flavor or brand

WIC participants also receive Fruit and Vegetable Benefits (FVB) that they may redeem for fresh fruits and vegetables. FVBs are a specific dollar amount that the participant may use towards their purchase of fruits and vegetables. WIC participants may use cash, credit or SNAP to pay the difference if they purchase more fruits and vegetables than the allowed amount of their FVB benefits.

Allowable fruits and vegetables that may be purchased using the FVB include:

• **Fresh Fruits and Vegetables** – Any variety of fresh, bulk fruits and vegetables, including bagged salad mixes, bagged fruits and vegetables, cut fruits and vegetables
  ▪ **Cannot buy:** Items from the salad bar, party trays, fruit baskets, decorative fruits or vegetable, nuts, leafy herbs or spices (e.g. cilantro, parsley, and basil), canned or frozen fruit or vegetables
Your store manager will give you a WIC Food List. More information about approved WIC foods are in the list to help identify WIC foods.

WIC foods are carefully selected to meet nutritional requirements for WIC participants. This is why substituting other non-WIC food items for a WIC food is not allowed.

You will want to keep a WIC Program Booklet at your register to become familiar with the WIC program and foods.
Section 3

eWIC Transactions

The WIC participant accesses their prescribed WIC benefits through the use of an eWIC card. A WIC transaction is similar to an electronic transaction such as SNAP, credit and/or debit card. Each WIC participant’s household benefits are combined and accessed through one eWIC card. The one exception is with foster children; each foster child will have their own benefit account and eWIC card. It’s important to remember that only one eWIC card can be used per transaction.

This is an example of an eWIC card:

![eWIC card front](front) ![eWIC card back](back)

Participant ID & the PIN

The WIC participant does not need to identify themselves prior to the transaction. They do not need to show an ID. The eWIC card does not list the name of the participant. If the participant has an eWIC card and the correct PIN, they are able to purchase WIC foods using the eWIC card.

Please remember to never ask a WIC participant for their PIN, or enter the PIN for the participant. The WIC participant should be the only person to enter the PIN.

Give the participant plenty of time to enter their PIN. Taking an action on the register prior to the complete PIN being entered by the participant could cause a PIN transaction error.

The participant will have a maximum of 3 attempts to enter the correct PIN. On the third attempt, the eWIC card will be locked resulting in a transaction error. If this occurs, direct the participant to contact their local WIC clinic or wait until after midnight when the PIN attempts will reset.
Mixed Basket Transactions (WIC & Non WIC items)

WIC participants can have a mixed basket of items to purchase that include WIC and non WIC items. The participant is not required to separate their WIC and non WIC items.

WIC Transactions & Receipts

At the register, the cashier will scan the items to be purchased. Make sure to scan the UPC barcode that is affixed to the actual product being purchased. Do not scan UPC barcodes from a sheet of UPC barcodes, a cell phone, or another product.

There will be several receipts with a WIC purchase. It is important to remember to give the WIC participant all the receipts as indicated below. Depending on the register system, the number of receipts will vary.

Balance Inquiry Receipt

A balance inquiry is a separate point-of-sale command that is not part of an actual transaction. A balance inquiry is something the WIC participant may request and provides a current list of their benefit balances before making a purchase. The balance inquiry receipt prints a list of the amounts, sizes, and types of foods the participant’s household has available to purchase. The receipt format is similar to the “beginning balance” indicated on the mid-transaction and ending balance receipt.

Mid-Transaction Receipt

After the cashier scans the food items at the register, the WIC participant will swipe the eWIC card as their first method of payment and enter their PIN. The mid-transaction receipt will print after the PIN has been entered. Some register systems need to be prompted to print it. This receipt shows the items being potentially approved for purchase with the eWIC card. For most register systems, the mid-transaction receipt will include the WIC participant’s beginning balances (this could be one or two receipts).

It is very important for the WIC participant to review the mid-transaction receipt. It allows them to see what items are covered by WIC and gives them the opportunity to approve or disapprove the purchase.
This is an example of a mid-transaction receipt:

The participant can pay the remaining balance for non WIC items with another form of payment, such as SNAP, cash, credit, debit or check. Tax will be included for any remaining balance not covered by WIC.

If the participant doesn’t want to pay or is unable to pay for items left in the remaining balance, the cashier can void the transaction and remove the unwanted items from the order. WIC participants are not required to purchase foods not paid for by WIC.

**Ending Balance Receipt**

This receipt prints at the very end of the transaction after all forms of payment are tendered. It will show the participant’s beginning benefit balances, WIC items purchased and ending benefit balances after the WIC items purchased in the transaction have been deducted. The information from this receipt could print on one or several receipts. The participant can keep the ending balance receipt so they know how much they have left to buy for their next shopping trip.
This is an example of an ending balance receipt:

The receipt shows the total purchase.

The receipt provides the participant’s beginning benefit balances, prior to the purchase.

The participant’s beginning balance for Fish = 90 ounces.

The participant’s WIC benefit purchase of 5 ounces of Fish.

The receipt shows the ending benefit balances for the participant.

The participant’s ending balance for Fish = 85 ounces.

The receipt provides the expiration date for the participant’s benefits.

Go to Self Check #3 (pg 18)
Section 4

WIC Transaction Issues

If the WIC participant experiences any issues with their eWIC card, refer the participant to their local WIC agency for assistance. **Do Not** allow the participant to leave with food items that have not been purchased with some form of payment, as WIC cannot reimburse the store for these items. If there are any questions about whether or not an item was removed from the participant’s benefit account, a balance inquiry can be completed.

If the WIC participant feels something should be WIC approved, but the item is not scanning as approved, one of the following could be occurring:

- The item is not part of the participant’s current available benefits
  - The item is WIC approved but not an eligible item for the participant (example: the participant is issued 1%/skim milk, but is trying to purchase 2% milk)
  - The participant already used the benefit (example: the participant was issued $8 in fresh fruits and vegetables, but already used the benefit during a previous shopping trip)
- The item is not WIC approved
- The item should be WIC approved, but is not in the approved product list (APL).

If a product needs to be added to the APL, contact your manager or store supervisor. They will then provide the product information to the State WIC Agency.

The register system will not allow a product “override” for WIC.

WICShopper app

The WICShopper app is a smart phone app where WIC participants can check their current benefit balances and scan items at the store to see if they are WIC approved. With the app, participants can also find WIC authorized stores. The app can be a helpful tool for store staff as well, as they can scan food items to see if they are WIC approved.

Exchanging WIC Infant Formula

Sometimes a WIC participant may need to exchange infant formula if it is expired, contaminated or if the container is damaged. In these situations, the WIC participant will bring the infant formula item to the store and ask for an exchange. The WIC participant then receives a new container of infant formula of the same type and brand as what was initially purchased using WIC benefits.
A WIC participant may only exchange WIC infant formula that is expired, contaminated or the container is damaged. **Infant formula purchased with WIC benefits cannot be returned for cash or exchanged for a different formula.** If you do not know whether the infant formula was purchased with WIC benefits, you should follow your store exchange policy.

If there is a situation with a WIC customer wanting to exchange infant formula for a different formula or wanting to exchange infant formula for cash or other items, **DO NOT** allow the exchange and please refer the WIC customer to their local WIC clinic so that a certified professional can discuss the formula needs of the child and then change the formula if needed. **There should be no substitutions/exchanges of formula at the store.**

Go to Self Check #4 (pg 19)
Section 5

What if...?

As you worked through this manual, you may have asked yourself several questions, such as:

1. Don’t I have to know if a WIC participant is using WIC prior to starting the transaction at the register?
2. What if the WIC participant includes non WIC items in the transaction?
3. What if the WIC participant insists that an item is WIC approved, can I “override” the register system to allow the item as WIC?
4. Is there an easy way for me to know what foods are WIC approved?
5. What if I find a lost eWIC card?

If you have other questions about situations you may encounter with WIC participants or WIC transactions, ask your store manager, your Local WIC Clinic staff or State WIC staff.

Answers:

1. Don’t I have to know if a WIC participant is using WIC prior to starting the transaction at the register?
   No, the WIC participant does not have to announce that they are using WIC prior to the transaction. The food items will be scanned, just like any other transaction. The WIC participant will then swipe their eWIC card as their first method of payment and enter their PIN.

2. What if the WIC participant includes non WIC items in the transaction?
   The WIC participant can have a mixed basket of WIC and non WIC items. The WIC participant can pay for the non WIC items with another form of payment (SNAP, cash, credit/debit, check). If the participant doesn’t want to pay or cannot pay for the non WIC items, the transaction can be voided and the unwanted items can be removed.

3. What if the WIC participant insists that an item is WIC approved, can I “override” the register system to allow the item as WIC?
   No, the register system will not allow an “override”. All approved WIC item UPC and PLU barcodes are downloaded daily into the register system. If an item is not ringing up as WIC approved, it may not be part of the participant’s benefit, it may not be WIC approved, or it may need to be added to the approved product list (APL).

4. Is there an easy way for me to know what foods are WIC approved?
   Yes, you can install the WICShopper app on your smart phone and use the app to scan food items to see if WIC approved.

5. What if I find a lost eWIC card?
   Please return the card to the local WIC agency or send to the address listed on the back of the card.
Self Check #1

Cashier Name: ________________________________________________
Store Name: __________________________________________________
Store Address: ________________________________________________

On the following questions, please circle the correct answer.
1. WIC is a Special Supplemental Nutrition Program for
   A. Senior Citizens.
   B. Women and Children 2 to 10 years of age.
   C. Women, Infants, and Children up to age 5.

2. The WIC Program provides:
   A. Generic information
   B. WIC benefits to buy anything the WIC participant wants, including diapers.
   C. Referrals for services that can benefit the entire family.

Please write T for true and F for false on the following statements.
3. _____ WIC clients must live in Kansas.
4. _____ The State WIC Office provides all WIC services to all clients.
5. _____ There are approximately 56,000 WIC clients in Kansas.
6. _____ A WIC shopper can be any age.

How did you do? You may check the answer key at the end of this workbook. If you weren’t able to answer questions correctly, please go back and reread Section 1.
Self Check #2

Cashier Name: ______________________________________________________

Store Name: ______________________________________________________

Store Address: _______________________________________________________

Please write T for true and F for false on the following statements.

1. _____ Whole Wheat bread is an allowed WIC food

2. _____ A Kansas WIC Program Booklet should be kept at every register for cashiers to use.

On the following questions, please circle the correct answer(s).

3. Which of the following fresh fruits and vegetables are allowed WIC foods
   A. A bag of salad mix (with no dressing, nuts, seeds, etc.)
   B. A mixed bag of apples and oranges
   C. A fruit tray with chocolate dip

4. Which of the following statements is true about WIC foods?
   A. WIC foods are nutritious.
   B. Sizes of WIC foods can be substituted for any size of the same food item in your store.
   C. Authorized WIC food items are the same for every WIC participant.

5. Which cheese is WIC approved?
   A. Individually-wrapped slices.
   B. Cheddar cheese.
   C. Velveeta cheese.

6. Which of the following kinds of milk are allowed WIC products?
   A. Skim, 1%, 2%.
   B. Lowfat Chocolate.
   C. A and B.

7. Which peanut butter is an allowed WIC product?
   A. Reduced fat peanut butter
   B. Crunchy peanut butter in a 16 oz container
   C. Peanut butter with added honey

How did you do? You may check the answer key at the end of this workbook. If you weren’t able to answer questions correctly, please go back and reread Section 2.
Self Check #3

Cashier Name: ____________________________________________________________

Store Name:  ______________________________________________________________

Store Address: _____________________________________________________________

Please write T for true and F for false on the following statements.

1. _____ Receipts are given to WIC customers.
2. _____ The WIC participant must identify themselves as using WIC, and provide a picture ID.
3. _____ The cashier should not enter the PIN for the WIC participant.
4. _____ Non WIC and WIC items need to be separated at the register.
5. _____ The mid-transaction receipt lists the items that are potentially approved for purchase with the eWIC card.
6. _____ The ending balance receipt lists the total WIC purchase only.

On the following questions, please circle the correct answer(s).

7. The mid-transaction receipt contains the following information:
   A. WIC total purchase amount, and any remaining balance due
   B. Beginning benefit balances, expiration date of benefits, and WIC items that were approved for the participant for purchase.
   C. Items not WIC approved

8. The WIC participant can pay any remaining balance for non WIC items with another form of payment, but what if the participant doesn’t have another form of payment?
   A. Let the participant take the food items without paying
   B. Void the transaction and remove the unwanted items from the order
   C. Insist the participant cannot leave the store without paying

9. The ending balance receipt is important as it
   A. Provides helpful nutritional information
   B. Provides coupons for the next shopping trip
   C. Provides the participant’s ending benefit balances for their next shopping trip

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section 3.
Self Check #4

Cashier Name: ______________________________________________________

Store Name: ______________________________________________________

Store Address: _____________________________________________________

Please write T for true and F for false about the following statements.

1. ____ If the WIC participant’s card is not working, it’s ok to let the participant leave with the unpaid items.

2. ____ If an item needs to be added to the Approved Product List (APL), the manager or supervisor should be contacted.

3. ____ If an item does not scan as WIC, it must be missing from the APL.

4. ____ An item could be WIC approved, but is not scanning as WIC because it is not part of the participant’s current available benefits.

5. ____ With the WICShopper app, participants and store staff can scan food items to see if they are WIC approved.

For the following statements, fill in the blanks with the appropriate answer.

6. A WIC participant may return infant formula if it is expired, contaminated or the container is damaged. The WIC participant then receives a new can-container of infant formula of the _____________ type and brand as that returned.

7. If you know that infant formula was purchased with a WIC benefits, it cannot be returned for _________________.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section 4.
Answer Key

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SELF CHECK #1
1. C
2. C
3. TRUE
4. FALSE
5. TRUE
6. TRUE

SELF CHECK #2
1. TRUE
2. TRUE
3. A, B
4. A
5. B
6. A
7. B

SELF CHECK #3
1. TRUE
2. FALSE
3. TRUE
4. FALSE
5. TRUE
6. FALSE
7. B
8. B
9. C

SELF-CHECK #4
1. FALSE
2. TRUE
3. FALSE
4. TRUE
5. TRUE
6. SAME
7. CASH OR CREDIT.