



IN THE PHARMACY

What Cashiers Need to Know

WHAT IS WIC?

WIC is a nutrition program that provides nutrition and health education, healthy foods and other services to Massachusetts families who qualify. WIC stands for Women, Infants and Children.

WHAT ROLE DO CASHIERS PLAY IN WIC?

Your knowledge of WIC helps make transactions go smoothly. You help WIC participants redeem checks for infant formula and adult/pediatric nutritionals, which help keep pregnant and breastfeeding women and children under 5 healthy.

HOW TO PERFORM A WIC TRANSACTION

1. Separate WIC items from other items
2. Make sure the customer has their WIC Gold Card and a valid WIC check
3. Only accept WIC checks presented within the dates on the WIC check
4. Make sure the types and quantities of formula listed on the WIC check have been selected
5. Enter the total amount of the WIC items—using pen—in the designated space on the WIC check
6. Have the customer sign the WIC check
7. Verify signature with the WIC Gold Card



THIS DOCUMENT CONTAINS THE FOLLOWING SECURITY FEATURES: VOID PANTOGRAPH, MICROPRINTING, AND WATERMARK ON BACK

**Commonwealth of Massachusetts
Massachusetts WIC Program**

Participant Name	Member ID	Check #	First Use Date
Amount	Food (No Substitutions)	Improper use of this check is subject to State and Federal prosecution.	Last Use Date
2 (12 OZ.) CANS GOOD START GENTLE PLUS (POWDER)		Actual Purchase Price	NOT VALID WITHOUT A WIC VENDOR STAMP
		\$	

Unauthorized Vendors May Not Accept This Check
Vendor must deposit within 60 days of "First Use Date"

SIGN ONLY AFTER PRICE IS WRITTEN ABOVE
I guarantee the correct price was written above



SPECIAL SITUATIONS AND SOLUTIONS

WIC staff spend time with each WIC participant to make sure the participant understands how to correctly use WIC checks in the retail store. Sometimes though, you will run into special situations with a WIC customer—just like you do with other customers. Here are some suggestions for handling special situations.

REMEMBER:

- As a WIC approved pharmacy, your store is **not** authorized to accept WIC checks for food (i.e. milk, juice, baby food).

Customer does not have the WIC Gold Card:

1. Let the customer know you cannot complete the transaction without the WIC Gold Card.
2. Explain to the customer that the WIC Gold Card is the only protection in case WIC checks have been lost or stolen. Refer the participant to the Local WIC office for assistance.

Customer has incorrect sizes or brands of infant formula:

1. Let the customer know that the brand, size, and type of formula listed on the WIC check must be purchased.
2. Explain to the customer that this formula has been carefully prescribed by the WIC nutritionist or health care professional.
3. Offer to hold the items until the customer can come back with replacements.

The WIC check is presented outside of the valid dates:

1. Explain to the customer that only WIC checks with the correct dates will be accepted.
2. Let the customer know that the store will not be reimbursed for WIC checks processed outside of the dates listed on the WIC checks.

Customer uses a WIC check that is already signed:

1. Explain that the store can only accept WIC checks that are signed at the register. This protects the customer in case WIC checks have been lost or stolen.

WIC Retail Store Hotline:

1-800-552-9425

www.mass.gov/wic



WIC Nutrition Program
Nutrition Division • MA Department of Public Health
250 Washington St., 6th floor, Boston, MA 02108
TDD/TTY: 617-624-5992

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and
A WHOLE LOT MORE