



IN THE GROCERY STORE

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.

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 foods listed on the WIC check have been selected
5. Total the WIC items and deduct any coupons the customer might have
6. Enter the total amount of the WIC items—using pen—in the designated space on the WIC check
7. Have the customer sign the WIC check
8. **Verify signature with the WIC Gold Card**

WHAT ROLE DO CASHIERS PLAY IN WIC?

Your knowledge of WIC helps make transactions go smoothly in the grocery store. **You help WIC participants redeem checks for nutritious foods, which help keep pregnant and breastfeeding women and children under 5 healthy.**



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			Last Use Date
Food (No Substitutions)			Improper use of this check is subject to State and Federal prosecution.
1 GALLON FAT FREE/1% LOWFAT MILK 1 DOZEN LARGE EGGS 1 (11.5 OR 12 OZ) FROZEN OR (64 OZ) BOTTLED JUICE			
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

WHY DO WIC PARTICIPANTS ONLY GET CHECKS FOR CERTAIN KINDS OF FOOD?

WIC foods are chosen because they contain the nutrients that women, infants and children need during pregnancy, breastfeeding, infancy and early childhood.



REMEMBER:

- WIC customers can decide **not** to buy all of the items listed on the checks.

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 grocery 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.

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 items:

1. Explain that only the items listed in the WIC Approved Food Guide can be purchased.
2. 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 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

If the customer presents a WIC check that states, "This formula must be purchased at a WIC pharmacy":

1. If your store has a valid WIC pharmacy contract, you can accept this check.
2. If your store does **not** have a valid WIC pharmacy contract, refer the customer to the WIC Retail Store Hotline. The WIC staff can assist the customer in locating a WIC approved pharmacy close to them.



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'This institution is an equal opportunity provider.'

GOOD FOOD
and
A WHOLE LOT MORE