WIC Customer Identification

1. The name of the person using the WIC check must be printed below the customer signature box on the check and match the identification (ID).

2. Identification must be shown when a WIC check is used.

3. A WIC Appointment/ID folder with the printed name and signature of the person using the check is all the identification needed.

4. If the WIC customer does not have their WIC Appointment/ID folder, or if it does not have their printed name and signature, use other types of ID such as:
   - Driver’s License
   - Military ID
   - State ID card
   - Tribal ID card

5. WIC checks must be signed in the presence of the checker and after the actual purchase price is written on the check.

6. If the check is signed before it is presented to the checker, the WIC check cannot be used.
Important Points to Remember at the Check Stand

WIC customers:
- Can decide if they want to buy all or some of the foods up to the amounts printed on the check.
- Can only buy WIC approved foods printed on the check. No substitutions are allowed.
- Can use manufacturer and store coupons, and loyalty cards.
- Are entitled to store promotions offered to all customers (for example: buy one, get one free). The “buy one” food must be WIC approved. The “get one free” does not have to be WIC approved.
- Cannot accept rainchecks, or come back to the store to get the items not purchased if you already completed the transaction.
- Cannot use WIC checks to pay a bill or an account that they have at your store.
- Cannot use pre-signed WIC checks. Use your best customer service skills to explain why you cannot accept a pre-signed WIC check. Tell the WIC customer they can take the check back to their WIC clinic for help or more information.
- Can only exchange outdated, spoiled, damaged, or defective foods for the same product.
- Cannot receive cash, coupons, tokens, or any item with a dollar value for returned foods.
- May ask you to order a WIC approved food (for example, soy beverage). Remember the customer needs to wait to use the check until you have the requested item. Paying for the food with a WIC check, and coming back to the store to pick it up is not allowed.
- Must sign the WIC check after the checker enters the purchase price. No signature, no payment.
- Can use cash, credit, debit, EBT, or other acceptable payments to pay the extra amount not covered on the WIC Fruit and Vegetable check.
- Must receive the same great customer service you extend to all customers.

Helpful Information for Checkers

We value our relationship with you! Because we work together, your store, families, and our communities benefit. Studies show WIC clients spend an additional $3 to $4 at the store for every WIC dollar spent. Each time you create positive shopping experiences for WIC customers, you help ensure moms and kids have the nutritious foods they need to be healthy at critical times in their lives.

Your store has a contract with the Department of Health to accept WIC checks. The contract has many requirements that add to the challenges of your already demanding job. We’re here to support you!

Did you know?
We offer training resources and materials to help you build your knowledge of WIC foods and skills that can ensure smooth interactions with customers. We count on you to identify WIC approved foods and process WIC transactions correctly.

You are the first person WIC customers typically encounter in the store. Your treatment of customers influences their attitudes and choice of where to shop. Your attention to detail helps guarantee that your store is reimbursed for WIC purchases and promotes customer loyalty.

We all deserve some privacy. Many customers are sensitive about using WIC checks. If you need assistance with the transaction, do not announce it is for a WIC transaction. Please do not share customer information with coworkers, other customers, friends, extended family of customers, or your own family.

It is important to sell only WIC approved foods and correctly process WIC transactions. Mistakes are costly to you and your employer. Errors may result in repayments, fines, or termination as an approved WIC retailer.

We expect WIC customers to treat store employees with politeness. We expect store employees to treat WIC customers with the same respect and courtesy as they would treat any other customer.

Sometimes WIC is confusing. There are a lot of rules for customers and retailers. Sometimes the approved foods are very specific to the brand, type, or size, and other times, they are not. Use your best customer service skills to help customers select the correct items and learn which foods to select. We, and your customers, appreciate your patience and understanding.

Thank you for your continued commitment to serving Washington WIC families. You make a difference!
How to Take a WIC Check

1. Getting Started
   - Process each WIC check as a separate transaction.
   - Ask for the check and the customer’s ID.
   - The name on the ID must match one of the names printed below the signature box.
   - Put a check mark in the box next to the customer’s name.
   - Refuse the check if it is already signed, the customer has no ID, the customer’s name is not printed below the signature box, or if the check is altered (for example, if dates or quantities are changed).
   - Use a black or dark blue ink pen when writing on the WIC check. Write clearly. Do not use colored ink pens or gel pens.

2. Check the dates carefully
   - Do not take checks before the “First Day To Use” or after the “Last Day To Use.”
   - Write today’s date in the “Transaction Date” box.

3. Sell only WIC approved foods, and the right amount of food
   - Ring up the food printed on the check.
   - Make sure the customer selected only WIC approved foods. Refuse to sell foods that are not WIC approved.
   - Look at the number of items and quantities printed on the check and sell up to those amounts. It is not a requirement for WIC customers to buy everything on their check.

4. Total the sale
   - Deduct the value of coupons before writing the total amount of the sale in the “Actual Purchase Price” box.
   - If you make a mistake when you write the total purchase amount, you can correct it. Follow these steps:
     - Draw one line through the incorrect amount.
     - Clearly write the correct amount in or close to the box, and write your initials close to the new amount.
     - Do not write or scribble over numbers, use white out, or try to erase the incorrect amount.

5. Finish the sale with their signature
   - Have the customer sign the check in the signature box after you complete the “Actual Purchase Price” box.
   - The customer must sign every check in your presence.
   - Ask them to return the check to you.
   - Review the check to be sure it has:
     - Valid dates
     - Correct “Actual Purchase Price” entered
     - Customer’s signature

If you have questions about WIC checks, call 1-800-841-1410.
How to Take WIC Fruit and Vegetable Checks

Getting Started
- WIC customers may combine more than one WIC Fruit and Vegetable check in a single transaction.
- Ask for the check and the customer’s ID.
- The name on the ID must match one of the names printed below the signature box.
- Put a check mark in the box next to the customer’s name.
- Refuse the check if it is already signed, the customer has no ID, the customer’s name is not printed below the signature box, or if the check is altered (for example, if dates or quantities are changed).
- Use a black or dark blue ink pen when writing on the WIC check. Write clearly. Do not use colored ink pens or gel pens.

Check the dates carefully
- Do not take checks before the “First Day To Use” or after the “Last Day To Use.”
- Write today’s date in the “Transaction Date” box.

Sell only WIC approved fruits and vegetables
- This guide has information on WIC approved fruits and vegetables (see page 12).
- We encourage WIC customers to buy the full value of the check, but it is not a requirement.

Total the sale
- If the purchase amount is less than the value of the check, write the purchase amount in the “Actual Purchase Price” box. For example, if the value of the check is $8.00, and the total purchase amount is $4.50, write in $4.50.
- If the purchase is more than the value of the check, write the dollar value of the check in the “Actual Purchase Price” box. For example, if the value of the check is $8.00, and their total purchase is $9.00, the amount you write on the check is $8.00. The customer pays the additional dollar themselves, using a Washington Electronic Benefit Transfer (EBT) Quest card, debit or credit card, check, or cash. If they pay with cash, they can receive change.
- If you make a mistake, you can correct it. Follow these steps:
  • Draw one line through the incorrect amount.
  • Clearly write the correct amount in or close to the box, and write your initials close to the new amount.
  • Do not write or scribble over numbers, use white out, or try to erase the incorrect amount.

Finish the sale with their signature
- Have the customer sign the check in the signature box after you complete the “Actual Purchase Price” box.
- The customer must sign every check in your presence.
- Ask them to return the check to you.
- Review the check to be sure it has:
  • Valid dates
  • Correct “Actual Purchase Price” entered
  • Customer’s signature

If you have questions about WIC checks, call 1-800-841-1410.