Effective Vendor Training

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Office of the Inspector General
WIC Vendor Integrity Unit Supervisor
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Can I Get Fruit Loops with my WIC Benefits?
Do You Remember?
What Do We Know About Cashiers?

- Average salary: $9.00/hour
- Education level: Less than high school
- Previous work experience: None
- Average age: 46% are 15 – 19 years old
- Training: Short term on-the-job
- How long do they stay: Less than 6 years
- What skills are needed: Friendly, helpful, math, customer service, listening, patience, physical ability to stand and lift
- Complete WIC transactions
7CFR 246.12(i)

- Must provide training annually
- Acceptable types: on-site, off-site, train the trainer, training video, training newsletter
Wisconsin WIC’s interactive, self-paced training
Table of Contents

Click on a topic to continue.

1. Getting Started
2. WIC Approved Foods
3. More WIC Foods (Optional)
4. Understanding WIC Checks
5. Processing WIC Checks
6. Putting It All Together
Imagine...

Would you be concerned that you selected the wrong food?
WHAT’S IN IT FOR ME?

- More confidence.
- Less stress.
- Satisfaction with helping others.
- Better job performance.
- Quick and smooth WIC purchases.
Are You as Smart as a WIC Cashier?
Which types of fruits and vegetables are allowed?
Check all that apply.

- A) Dried
- B) Fresh
- C) Frozen
- D) Canned

Submit
One Potato, Two Potato...

- Red Potatoes
- Sweet Potatoes
- White Potatoes
- Yukon Gold Potatoes
- Orange Yams
TRUE OR FALSE

Spaghetti sauce is allowed.

- A) True
- B) False

Submit
THE ANSWER IS...

Tomatos with olive oil are NOT allowed.

- A) True
- B) False

Submit

Correct! Click anywhere or press ‘y’ to continue.
Fill in the Blank

Any Brand Juices

Submit

Submit

Submit

Submit
ON-SCREEN RESPONSE

- orange
- pineapple
- grapefruit
- orange grapefruit

Submit
Submit
Submit
Correct!
This type of cheese is not allowed.

Why not? Type in the two reasons and then click Submit.
Why not? Type in the two reasons and then click Submit.

not 9 oz, shredded

Submit

Shredded cheese is not allowed.
The package must be 9 oz or more.
Do your answers match?
UNDERSTANDING WIC CHECKS

Is it the proper package size?

PARTICIPANT NAME: Mila Rivera
FAMILY ID / PARTICIPANT ID: 722703/3671699

* 12.7 oz

Valid For These Items Only - No Substitutions
3 * 12.7 oz Powder Good Start Gentle

Deposit Within 45 Days From the First Date to Use
PROCESSING WIC CHECKS

Regular WIC Check

1. Participant Name: John Doe
2. Check # 28412234
3. First Date to Use: Aug 20, 2011
4. Valid For These Items Only - No Substitutions
   12.7 oz Powder Good Start Gentle
5. Actual $ Amounts
6. $ 6
7. Participant signs the check. The signature must match a signature on the WIC ID.
Completing the WIC Check
**Video Clip Screen Shot**

<table>
<thead>
<tr>
<th>Participant Name</th>
<th>Family ID / Participant ID</th>
<th>CHECK #</th>
<th>DATE OF USE</th>
<th>FIRST DATE TO USE</th>
<th>LAST DATE TO USE</th>
</tr>
</thead>
</table>

**WISCONSIN WIC PROGRAM**

- 99-999 State Office
- Minutes of checks are subject to state or federal prosecution. Void if altered.
- Valid For These Items Only - No Substitutions

- $10.00 Approved Fruit and/or Vegetables (fresh, frozen, canned)
- Not Valid at Farmers’ Markets or Roadside Stands

<table>
<thead>
<tr>
<th>Actual $ Amounts</th>
<th>Correction Only</th>
<th>Cashier’s Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>$10.00</td>
<td></td>
<td></td>
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**WISCONSIN WIC PROGRAM**

- 99-999 State Office
- Minutes of checks are subject to state or federal prosecution. Void if altered.
- Valid For These Items Only - No Substitutions

- $6.00 Approved Fruit and/or Vegetables (fresh, frozen, canned)
- Not Valid at Farmers’ Markets or Roadside Stands

<table>
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- Deposit Within 45 Days From the First Date to Use

| **Total** | $16.50 |

Participant: Do Not Sign Until Time of Purchase.
WIC's New Cashier Training

By learning how to correctly process WIC checks, you help WIC customers have a pleasant shopping experience while they buy the approved nutritious foods. Your job will be easier and less stressful, if you know what to do! Store managers need to know about WIC checks, too.

WIC cashier training consists of six chapters that you will complete at your own pace. You can return to review any chapter whenever it is needed. The content of some chapters is customized depending on whether you work in a store that is WIC authorized to sell only formula or a store that is authorized to sell both food and formula.

Training Chapters:

1. Getting Started
2. WIC Approved Foods
3. More WIC Foods (Optional for small stores; not for formula-only.)
4. Understanding WIC Checks
5. Processing WIC Checks
6. Putting It All Together

Begin cashier training (Adobe Connect, help) (Large file; may open slowly)
Guidance for using the course (PDF, 22 KB)
Congratulations, you have completed the course.
QUESTIONS???

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- [https://connect.wisconsin.gov/dhspdphcashierwork/](https://connect.wisconsin.gov/dhspdphcashierwork/)