Arizona Department of Health Services

ARIZONA WIC ALERT

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A little R & R (Redemption Review) for the New Year!

The Arizona WIC Program has received a number of rejected food instruments and would like to take this opportunity to review the cashier's responsibilities during WIC transactions. Please ensure that your cashiers are familiar with and fully understand the following procedures:

1. **Identify the WIC customer**
   - Request the WIC participant's or authorized representative's ID Folder, or
   - The completed Proxy Certification Form.

2. **Check the dates on the food instrument**
   - Do not accept the food instrument before the date shown in the "FIRST DATE TO USE" box or after the date shown in the "LAST DATE TO USE" box.

3. **Check that the food instrument has not been reported lost or stolen (in writing) by the department**

4. **Enter the date the food instrument is accepted in the "DATE OF USE" box**
   - The date of use can be corrected **one time only** in the presence of the WIC participant and/or authorized representative, or Proxy.
     a) Draw one single line through the incorrect date.
     b) Write the correct date above it.
     c) Initial the correction.

5. **Check that the selected items, quantities and units being purchased are as specified on the food instrument**
   - All infant formula listed on the food instrument must be purchased.
   - Substitutions are not allowed.
   - Do not issue or accept rain checks on a WIC purchase.
   - Check the price of each item to avoid overcharges.

If you have any questions regarding this WIC Alert or need technical assistance, please contact any member of the Vendor Management Team at 1 (866) 737-3935.

WIC Helping Arizona Families Grow Strong

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6. **Keep each WIC transaction separate**
   - Allow WIC customers to redeem more than one food instrument per visit.
   - Do not combine the total purchase amounts from two or three food instruments onto one food instrument.
   - Food instruments cannot exceed the maximum amount stated on the food instrument.

7. **Allow the use of store coupons, the purchase of items on sale, and to take advantage of promotional specials (with the exception of infant formula purchases)**
   - Cents off coupons.
   - Free additional ounces.
   - Buy one, get one free.
   - In-store or manufacturer promotions.
   - Store membership discount cards.

8. **Enter the purchase price in the "$" box**
   - The purchase price shall be equal to the dollar amount of the food items listed **and** purchased on the food instrument**.**
   - The purchase price can be corrected **one time only** in the presence of the WIC participant and/or authorized representative, or Proxy.
     a) Draw one single line through the incorrect purchase price.
     b) Write the correct purchase price in the "$ CORRECTION ONLY" box.
     c) Initial the correction in the "CASHIER INITIAL" box.

9. **Witness the customers signature**
   - Verify that the signature on the food instrument matches one of the signatures on the ID folder or Proxy Certification Form before finalizing the WIC transaction.
   - The signature does not need to be a carbon copy of the signature on the ID folder. Look for similar characteristics, first and last name, and the same spelling of first and last name.
   - The WIC customer may re-sign the food instrument **one time only** in the presence of the cashier if: the first signature **did not match** their signature on the ID folder or Proxy Certification Form, or if the food instrument was **pre-signed**.
     a) Draw one single line through the original signature.
     b) Ask the WIC customer to re-sign the food instrument above the original signature if room, or to the left of the original signature (in the lower right hand corner of the food prescription box).
     c) Verify that the new signature matches one of the signatures on the ID folder or Proxy Certification Form.

10. **Give the WIC customer a clear, legible cash register receipt for each WIC purchase**

Coming together is a beginning. Keeping together is progress. Working together is success. Henry Ford