

Section 11

APPENDIX 1 – TRAINING AIDS

Examples of Altered Food Instruments

Adding food items with a typewriter or other processor (1 lb. WIC Approved Cheese was added)

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM <small>1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2526-WIC</small>			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 38856835	75-1248 Payable Through FSMC 919 AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 802920
AGENCY 05	CLINIC 01	PARTICIPANT ID 1050172858	PARTICIPANT NAME TESTING, C2PACKAGE	DRAFT TYPE 003102AZ	AZ WIC USE ONLY FIRST DATE TO USE 10/15/2010	DATE OF USE
18 OZ (16 TO 18 OZ) PEANUT BUTTER OR 1 LB DRIED BEANS/PEAS/LENTILS 2 GAL SKIM/NONFAT OR LOWFAT (1%) MILK (GALLON CONTAINERS ONLY) 1 DOZ FRESH EGGS (12 PACK CARTONS ONLY) 1 LB (16 OZ EACH) WIC APPROVED CHEESE					ACTUAL \$ AMOUNT \$ CORRECTION ONLY CASHIER INITIAL LAST DATE TO USE 11/13/2010	PAY TO THE ORDER OF:
\$ TAX EXEMPT SALE NOT TO EXCEED \$200.00 NOT PAYABLE WITHOUT VENDOR ID STAMP					PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE SIGNATURE AT STORE:	
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.						

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Changing the quantity from 1 to 4

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM <small>1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2526-WIC</small>			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 29427567	75-1248 Payable Through FSMC 919 AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 802920
AGENCY 10	CLINIC 11	PARTICIPANT ID 11100144787	PARTICIPANT NAME JACOBS, ASHLYNN	DRAFT TYPE 002140AA	VENDOR MUST DEPOSIT WITHIN 60 CALENDAR DAYS FROM FIRST DATE TO USE. FIRST DATE TO USE 03/23/2009	DATE OF USE
2 CONTAINER (12 OZ FROZEN) WIC APPROVED 100% JUICE OR 2 CONTAINER (46 OZ) WIC APPROVED 100% JUICE 4 GAL WHOLE MILK (GALLON CONTAINERS ONLY) 1 LB (UP TO 16 OZ) WIC APPROVED CHEESE 1 DOZ FRESH EGGS (12 PACK CARTONS ONLY)					ACTUAL \$ AMOUNT \$ CORRECTION ONLY CASHIER INITIAL LAST DATE TO USE 04/21/2009	PAY TO THE ORDER OF:
\$ TAX EXEMPT SALE NOT TO EXCEED \$200.00 NOT PAYABLE WITHOUT VENDOR ID STAMP					PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE SIGNATURE AT STORE:	
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.						

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Examples of Altered Food Instruments – continued

Changing the Last Date to Use

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2528-WIC			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 38856850	75-1246 Payable Through FPMC 919 AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 803000			
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE		AZ WIC USE ONLY	FIRST DATE TO USE	10/15/2010	
05	01	1050172857	TESTING, FOODPKG	003382AZ			DATE OF USE		
36 OZ (UP TO 36 OZ) WIC APPROVED CEREAL (NOT INFANT) 3 GAL SKIM/NONFAT OR LOWFAT (1%) MILK (GALLON CONTAINERS ONLY) 1 LB (16 OZ EACH) WIC APPROVED CHEESE 1 DOZ FRESH EGGS (12 PACK CARTONS ONLY) 30 OZ (UP TO 30 OZ) WATER PACK ONLY TUNA OR PINK SALMON 2 CONTAINER (64 OZ) WIC APPROVED 100% JUICE OR 3 CONTAINER (11.5 - 12 OZ FROZEN) WIC APPROVED 100% JUICE						ACTUAL \$ AMOUNT		LAST DATE TO USE	11/18/2010
						\$ CORRECTION ONLY	CASHIER INITIAL	PAY TO THE ORDER OF:	
						TAX EXEMPT SALE NOT TO EXCEED \$200.00		NOT PAYABLE WITHOUT VENDOR ID STAMP	
						PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE			
SIGNATURE AT STORE:						SIGNATURE AT STORE:			
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.						CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.			

NOTE: The use of correction fluid (white-out) is considered an alteration of the food instrument. However, food items highlighted or circled are not considered alterations. The Vendor must immediately notify the Department of person(s) presenting altered food instruments.

Correcting the Dollar Amount

If an error is made in writing in the dollar amount **during** the WIC transaction, the cashier can correct it by doing the following:

- ➔ Draw a single line through the incorrect dollar amount;
- ➔ Write the corrected dollar amount in the “\$ CORRECTION ONLY” box; and
- ➔ Initial the correction in the “CASHIER INITIAL” box.

NOTE: Changes **cannot** be made to the food instrument once the transaction has been completed and the WIC customer has left the store. Exception: Please see Section 5 WIC Food instrument Redemption – Statewide Average Procedures page 5-9 in this manual.

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2526-WIC			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 38856838	75-1248 Payable Through FIDUC. 919 AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 862029
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE	AZ WIC USE ONLY	
05	01	1050172857	TESTING, FOODPKG	004054AZ		
36 OZ (UP TO 36 OZ) WIC APPROVED CEREAL (NOT INFANT) 2 GAL SKIM/NONFAT OR LOWFAT (1%) MILK (GALLON CONTAINERS ONLY) 1 LB (16 OZ EACH) WIC APPROVED CHEESE 1 DOZ FRESH EGGS (12 PACK CARTONS ONLY) 30 OZ (UP TO 30 OZ) WATER PACK ONLY TUNA OR PINK SALMON 2 CONTAINER (64 OZ) WIC APPROVED 100% JUICE OR 3 CONTAINER (11.5 - 12 OZ FROZEN) WIC APPROVED 100% JUICE					FIRST DATE TO USE 10/15/2010 DATE OF USE	
					ACTUAL \$ AMOUNT \$ CORRECTION ONLY CASHIER INITIAL 33 18 DL \$ 34 97 TAX EXEMPT SALE NOT TO EXCEED \$200.00 NOT PAYABLE WITHOUT VENDOR ID STAMP	
					LAST DATE TO USE 11/13/2010 PAY TO THE ORDER OF:	
PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE						
SIGNATURE AT STORE:						
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.						

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If an error is made in writing the dollar amount during the WIC transaction, **DO NOT:**

- ➔ Write over the incorrect number;
- ➔ Scratch out the error so that it cannot be read; or
- ➔ Use correction fluid (white-out) to cover over the error.

SPECIAL NOTE: This is one of **only** three areas on the food instrument that can be changed. The second area is the “DATE OF USE” (see “Correcting the Date of Use”, next page) and the third is the “SIGNATURE AT STORE” (see “Resigning the Food Instrument” on page 11 – 5). Any other changes made to the food instrument are considered alterations. If the food instrument is considered altered, it will be rejected by the banking contractor and will **NOT** be paid.

Correcting the Date of Use

If an error is made in writing in the date of use **during** the WIC transaction, the cashier can correct it by doing the following:

- ➔ Draw a single line through the incorrect date;
- ➔ Write the correct date above or below the incorrect date; and
- ➔ Initial the correction next to the correct date.

NOTE: Changes **cannot** be made to the food instrument once the transaction has been completed and the WIC customer has left the store.

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1140 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2526-WIC			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 38856839	75-1248 Payable Through FRMC, AN AFFILIATE OF SECURITY STATE BANK 919 HOWARD LAKE, MN 55349 ACCT# 802020		
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE	AZ WIC USE ONLY			
05	01	1050172857	TESTING, FOODPKG	004055AZ	FIRST DATE TO USE	10/15/2010		
1 LB DRIED BEANS/PEAS/LENTILS 2 GAL SKIM/NONFAT OR LOWFAT (1%) MILK (GALLON CONTAINERS ONLY) 2 LB (16 OZ EACH) WIC APPROVED CHEESE 1 DOZ FRESH EGGS (12 PACK CARTONS ONLY) 16 OUNCES (UP TO 16 OZ) WIC APPROVED BREAD, CORN TORTILLAS, OR BROWN RICE (SEE FOOD LIST) 18 OZ (16 TO 18 OZ) PEANUT BUTTER					DATE OF USE	10/15/10 10/14/10 <i>RL</i>		
					ACTUAL \$ AMOUNT		LAST DATE TO USE	11/13/2010
					\$ CORRECTION ONLY CASHIER INITIAL		PAY TO THE ORDER OF:	
					\$		NOT NEGOTIABLE WITHOUT VENDOR ID STAMP	
TAX EXEMPT SALE NOT TO EXCEED \$500.00								
PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE								
SIGNATURE AT STORE:								
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.								

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If an error is made in writing the date of use during the WIC transaction, **DO NOT:**

- ➔ Write over the incorrect date;
- ➔ Scratch out the error so that it cannot be read; or
- ➔ Use correction fluid (white-out) to cover over the error.

SPECIAL NOTE: This is one of **only** three areas on the food instrument that can be changed. The other areas where corrections are allowed are the “ACTUAL \$ AMOUNT” (see “Correcting the Dollar Amount” on the previous page) and the “SIGNATURE AT STORE” (see “Resigning the Food Instrument” on page 11 – 5). Any other changes made to the food instrument are considered alterations. If the food instrument is considered altered, it will be rejected by the banking contractor and will **NOT** be paid.

Signature Procedure

As part of the WIC redemption procedures, the cashier **must** witness the signature of the WIC customer, after the date of use and the dollar amount have been entered. Then verify that the signature matches one of the signatures on the WIC ID Folder, Arizona state-issued Driver License/ID Card or Proxy Certification form.

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM <small>1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC</small>			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED			DRAFT # 29427568		75-1248 Payable Through FSNB <small>AN AFFILIATE OF SECURITY STATE BANK 919 HOWARD LAKE, MN 55349 ACCT # 802070</small>	
AGENCY 10	CLINIC 11	PARTICIPANT ID 11100144787	PARTICIPANT NAME JACOBS, ASHLYNN		DRAFT TYPE 002661AA	VENDOR MUST DEPOSIT WITHIN 60 CALENDAR DAYS FROM FIRST DATE TO USE.		FIRST DATE TO USE 03/23/2009	DATE OF USE
36 OZ (UP TO 36 OZ) WIC APPROVED CEREAL (NOT INFANT) 1 LB DRIED BEANS/PEAS/LENTILS 2 CONTAINER (12 OZ FROZEN) WIC APPROVED 100% JUICE OR 2 CONTAINER (46 OZ) WIC APPROVED 100% JUICE 2 GAL WHOLE MILK (GALLON CONTAINERS ONLY) 1 DOZ FRESH EGGS (12 PACK CARTONS ONLY)						ACTUAL \$ AMOUNT \$ CORRECTION ONLY CASHIER INITIAL		LAST DATE TO USE 04/21/2009	PAY TO THE ORDER OF:
						\$			
						<small>TAX EXEMPT SALE NOT TO EXCEED \$200.00</small>		<small>NOT PAYABLE WITHOUT VENDOR ID STAMP</small>	
						PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE			
						SIGNATURE AT STORE:			

SIGNATURE RULES

When verifying the signatures, remember:

- The signature on the food instrument should have the same characteristics as the signature on the ID Folder, Arizona state-issued Driver License/ID Card or Proxy Certification form.
- The signature does not have to be a carbon copy signature.
- If one of the signatures is missing a middle initial, it should be accepted.
- If the first or last names do not match, the WIC customer has signed on one item and printed on the other, if the WIC customer signed only with initials, or the Arizona state-issued Driver License/ID Card has a thumbprint instead of a signature, the cashier should refuse the transaction and refer the WIC customer to their local WIC clinic.

RE-SIGNING THE FOOD INSTRUMENT

There are two occasions that a food instrument can be re-signed:

1. If the signature does not match or
2. The food benefit is pre-signed.

The food instrument can be re-signed **one time only** and in the presence of the cashier.

Cashiers should always make sure they have asked the WIC customer to sign the food instrument before they leave the store because the signature is an agreement between the WIC customer and the store that the dollar amount entered is correct and the customer has received the food items listed and purchased.

Payment will NOT be made if the signature is missing and it may not be obtained after the transaction is completed and the customer has left the store.

For more information on signatures, please refer to pages 5-4, 11-6 and 11-8 in this Manual.

Re-signing the Food Instrument or Cash Value Voucher

The WIC customer may re-sign the food instrument or cash value voucher **one time only** in the presence of the cashier if:

1. The WIC customer's signature on the food instrument or cash value voucher does not match their signature on the ID Folder, Arizona state-issued Driver License/ID Card or Proxy Certification form.
2. The food instrument or cash value voucher presented was pre-signed.

The cashier will follow the procedures below when WIC food instruments needs to be re-signed:

1. Draw a single line through the original signature.
2. Have the WIC customer re-sign the food instrument above the original signature (**must** be the same name). If there is no room above the original signature, the WIC customer may re-sign in the lower right hand portion (next to the signature box) of the food prescription box. No other place on the food instrument is acceptable.
3. Verify that the WIC customer's signature matches their signature on the ID Folder, Arizona state-issued Driver License/ID Card or Proxy Certification form.

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-252-5WIC			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 38856842	75-1248 Payable Through FDIC, 919 AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 802029
AGENCY	CLINK	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE	AZ WIC USE ONLY	
05	01	1050172859	TESTING, FOODEPKG	003249AZ		
36 OZ (UP TO 36 OZ) WIC APPROVED CEREAL (NOT INFANT) 2 GAL SKIM/NONFAT OR LOWFAT (1%) MILK (GALLON CONTAINERS ONLY) 1 LB (16 OZ EACH) WIC APPROVED CHEESE 2 CONTAINER (64 OZ) WIC APPROVED 100% JUICE OR 3 CONTAINER (11.5 - 12 OZ FROZEN) WIC APPROVED 100% JUICE 18 OZ (16 TO 18 OZ) PEANUT BUTTER					FIRST DATE TO USE 10/15/2010	DATE OF USE
ACTUAL \$ AMOUNT \$ CORRECTION ONLY CASHIER INITIAL					LAST DATE TO USE 11/13/2010	PAY TO THE ORDER OF:
\$					TAX EXEMPT SALE NOT TO EXCEED \$500.00 NOT PAYABLE WITHOUT VENDOR ID STAMP	
PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE						
SIGNATURE AT STORE:						
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.						

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ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-252-5WIC			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 38856836	75-1248 Payable Through FDIC, 919 AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 802029
AGENCY	CLINK	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE	AZ WIC USE ONLY	
05	01	1050172858	TESTING, C2PACKAGE	003266AZ		
36 OZ (UP TO 36 OZ) WIC APPROVED CEREAL (NOT INFANT) 2 GAL SKIM/NONFAT OR LOWFAT (1%) MILK (GALLON CONTAINERS ONLY) 32 OZ (UP TO 32 OUNCES) WIC APPROVED ONLY BREAD, CORN TORTILLAS, OR BROWN RICE (SEE FOOD LIST) 2 CONTAINER (64 OZ) WIC APPROVED 100% JUICE OR 2 CONTAINER (11.5 - 12 OZ FROZEN) WIC APPROVED 100% JUICE					FIRST DATE TO USE 10/15/2010	DATE OF USE
ACTUAL \$ AMOUNT \$ CORRECTION ONLY CASHIER INITIAL					LAST DATE TO USE 11/13/2010	PAY TO THE ORDER OF:
\$					TAX EXEMPT SALE NOT TO EXCEED \$500.00 NOT PAYABLE WITHOUT VENDOR ID STAMP	
PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE						
SIGNATURE AT STORE:						
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.						

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NOTE: If these instructions are **not** followed exactly as described and pictured above, the food instrument or cash value voucher will be rejected for payment and the Vendor will not be reimbursed.

Answers to Common Questions

We encourage cashiers to contact the Arizona WIC Program each time a participant/authorized representative or proxy does not follow correct procedures when redeeming WIC food instruments. The problems your cashiers encounter and report will help reduce the number of program errors/abuses committed by the participants/authorized representatives or proxies.

Identifying the WIC Customer

The Arizona WIC Program uses food instruments that require one signature. The cashier will obtain the WIC customer's signature at the end of the WIC transaction. Therefore, it is critical that the cashier request to see the Arizona WIC Program ID Folder, Arizona state-issued Driver License/ID Card or the Proxy Certification form to verify that the person attempting to redeem the WIC food instrument(s) is authorized to do so. The cashier will match the signature obtained in the store at the end of the transaction with one of the signatures (there may be two) on the WIC ID Folder, the signature on the Arizona state-issued Driver License/ID Card or the signature on the Proxy Certification form.

Dates on Food Instruments

After the cashier is presented with the identification, they should check the dates on the paper food benefits being presented. If the dates are not valid, do not continue with the transaction. Refer the participant/authorized representative or proxy to their local WIC clinic.

WIC food instruments are valid for thirty (30) calendar days or less. The "FIRST DATE TO USE" on the paper food benefit is the first day the Vendor may accept food instrument. The "LAST DATE TO USE" on the food instrument is the last day the Vendor may accept the food instrument. The food instrument is good through 11:59 P.M. of the "LAST DATE TO USE". Remember, food instrument redeemed before or after the valid dates will **NOT** be paid.

WIC Foods – Purchased / Availability

WIC customers may not purchase more than the items and quantities listed on their food instruments, but they may purchase less (**except for infant formula - this is the only WIC food item that a WIC customer is required to purchase the entire quantity printed on the food instrument**).

If the store is out of stock of a WIC item a participant/authorized representative or proxy is attempting to purchase, the purchase of the items in stock can be made, but they will lose the items that the store does not have in stock. The cashier may not offer or give the participant/authorized representative a rain check or allow a substitution of the item(s) listed on the food instrument. The participant/authorized representative may choose to wait to use their food instrument until your store has enough stock or go to a different authorized WIC Vendor. Remember, WIC participants/authorized representatives **must** purchase **all** the infant formula printed on the food instrument.

Corrections to Food Instruments

Cashiers are allowed to correct mistakes that may occur when redeeming WIC food instruments. There are three (3) areas on the food instrument that can be changed: 1) the date of use; 2) the dollar amount; and 3) the signature.

The corrections must be made at the time of purchase in front of the WIC customer. When making any correction to the food instrument, do not scribble out, trace over, or use correction fluid or tape. This will alter the food instrument and the store will not be paid. Please see Section 5 of this Manual for the correct procedures for correcting the error.

Actual \$ Amount

Cashiers should always ensure that the actual \$ amount entered on the food instrument reflects only the items listed and purchased on the food instrument. The WIC transaction is a tax exempt sale and cannot exceed \$200.00. If the transaction exceeds \$200.00, the cashier must cancel the transaction and refer the WIC customer back to the local WIC clinic for assistance.

Signatures

The last thing a cashier should do before finalizing the WIC sale is to verify that the signature (the signature obtained in the "SIGNATURE AT STORE" box on the food instrument) matches one of the signatures on the ID Folder, Arizona state-issued Driver License/ID Card or the Proxy Certification form. It does not have to be a carbon copy signature. The two signatures must have the same characteristics (first and last name) and cannot be only initials. However, if one of the signatures is missing a middle initial, it should be accepted. If the signature and the ID signature have different first or last names, is signed on one item and printed on the other, has only initials, or the Arizona state-issued Driver License/ID Card has a thumbprint instead of a signature, the cashier should refuse the transaction and refer the participant/authorized representative or proxy to their local WIC clinic. The ID Folder may have one or two signatures, but the Arizona state-issued Driver License/ID Card and Proxy Certification form will always have only one signature. If the signatures do not match, do not finalize the transaction. Refer the participant/authorized representative or proxy to their local WIC clinic.

If the signature is already on the food instrument at the beginning of the transaction, the cashier should allow the participant/authorized representative to re-sign it. The food instrument can be re-signed one time only and in the presence of the cashier. (Refer to Section 5, "WIC Food Instrument Redemptions").

NOTE: Only the person who originally signed the food instrument can re-sign; the re-signed signature must be the same name as the first signature.

Cashiers should always make sure they have asked the WIC participant/authorized representative or proxy to sign the food instrument before they leave the store. The signature is an agreement between the WIC customer and the store that the dollar amount entered is correct and the customer has received the food items listed on the food instrument. Payment will NOT be made if the signature is missing and it may not be obtained after the transaction is completed and the customer has left the store.

eWIC Transactions

The Arizona WIC Program will be implementing electronic benefits to WIC participants/authorized representatives using an eWIC card. Upon implementation, when handling eWIC transactions, the cashier is not required to ask for identification. The WIC customer will use their card with a Personal Identification Number (PIN) to access their WIC benefits. The cashier will scan the food items, ensuring the correct items are being purchased. If the item is not authorized on their benefits, the cashier will advise the WIC customer that the item is not authorized and let them choose to pay the amount separately from their WIC purchase or not purchase it at all. After all items are scanned, the cashier will advise the WIC customer of the total amount of the purchase. The WIC customer will enter their PIN to approve the purchase.

Participant/Authorized Representative or Proxy Training

When a participant/authorized representative or proxy attempts to buy unauthorized foods, the cashier may offer assistance by referring them to the Arizona WIC Programs Food List and explain that only authorized foods may be purchased. If necessary, you may call 1 (866) 737-3935 for assistance. If the participant/authorized representative insists or again attempts to buy the wrong foods, refer the participant/authorized representative or proxy to the local WIC clinic.

Any time the cashier feels the participant/authorized representative is not following proper WIC procedures or is not treating them courteously, the cashier is encouraged to call the Arizona WIC Complaint Hotline at 1 (866) 229-6561 or email the issue or concern to the Program at azwiccomplaints@azdhs.gov. The Department will forward the complaint to the participant's/authorized representative's clinic for proper follow-up and training. (Refer to Section 8, Page 8-4 "Complaint Reporting"). The participant/authorized representative or proxy problems you encounter and report will help reduce the number of program errors/abuses committed.

Coupons

The Arizona WIC Program encourages its participants/authorized representatives to use coupons and sales to reduce food costs so additional participants may be served on the Program. The coupon value is deducted from the sale price and no cash or change is exchanged. Proper procedures for accepting coupons, purchasing items on sale, and taking advantage of promotional specials are found under Section 5 "When processing any WIC transaction."

Note: Above-50-Percent Vendors (per WIC Vendor Provisions of P.L. 108-265) are exempt from the above-mentioned paragraph regarding the use of coupons and may not provide any type of incentive items or other free merchandise to WIC Program participants.

Full Line Grocery Stores

Vendor Applicants and current Vendors must be a full line grocery store that stocks a minimum specific amount and variety of cereal, breads/tortillas, fresh dairy products, fruits, vegetables, and fresh meats/poultry/fish. The amount and variety of items may include, but not be limited to, the Arizona WIC Program minimum stock requirements (Section 2-Foods).

Vendor Applicants and current Vendors must stock the following items in their stores, at a minimum:

1. Five (5) or more varieties with five (5) or more units of each variety of cereal
2. Four (4) or more varieties with five (5) or more units of each variety of breads/tortillas
3. Five (5) or more varieties with five (5) or more units of each variety of fresh dairy products
4. Seven (7) or more varieties with five (5) or more units of each fruit
5. Seven (7) or more varieties with five (5) or more units of each vegetable
6. Four (4) or more varieties* with five (5) or more units of each variety of fresh meats/poultry/fish
* (includes but is not limited to, different cuts of the same type of fresh meat.)

WIC Quiz

Please circle the appropriate responses.

1. **A person must meet all of the following requirements to participate in the WIC Program EXCEPT**
 - a. Have a health and/or nutritional risk.
 - b. Be a woman (pregnant, breastfeeding, or post-partum).
 - c. Be an infant or a child (up to 5 years of age).
 - d. Live in another state.

2. **What is the Vendor's role in the WIC Program?**
 - a. To cash food instruments for food items that the customer selects.
 - b. To fill food instruments (prescriptions) *exactly* as prescribed.
 - c. To inform the participant that they should get a job.
 - d. To make sure that they get paid for food instruments taken.

3. **The Vendor Contract includes the term of the Contract; what other item does the contract provide?**
 - a. A list of all WIC approved food items.
 - b. Information on how to contact your congressman.
 - c. An explanation of the Vendor's rights and responsibilities.
 - d. All monitoring activities the Program conducts.

4. **Why are Vendors not allowed to use the WIC acronym and logo any way they want to?**
 - a. They constantly change from year to year.
 - b. They are registered service marks owned by USDA.
 - c. The WIC Program said not to use them.
 - d. Only manufacturers are allowed to use them.

5. **The Semi-Annual Price Survey is due twice a year; what are the dates by which they must be submitted?**
 - a. January 15 and July 15.
 - b. March 15 and September 15.
 - c. April 15 and October 15.
 - d. June 15 and December 15.

6. **All of the following are benefits to having the Food List at the cash register EXCEPT,**
 - a. It contains only the types and brands of foods allowed.
 - b. It can be given out to any customer.
 - c. It specifies items that cannot be purchased.
 - d. It has pictures of food items that are authorized for WIC.

7. **What can happen to the WIC Vendor if a WIC customer is allowed to purchase unauthorized foods?**
 - a. Nothing will happen to the Vendor as long as the customer received food.
 - b. The participant will not receive the nutritional benefits from the WIC Program.
 - c. The Vendor can be disqualified from participation in the program for one (1) calendar year.
 - b. The Vendor can be required to attend training.

- 8. What is the first thing that you will verify when a WIC customer hands you a food instrument for redemption?**
- The food items are authorized.
 - The person is there within valid dates.
 - The signatures match.
 - The coupons relate to their WIC items.
- 9. The following forms of identification are acceptable for the WIC customer, EXCEPT**
- An Arizona state-issued Driver License/ID Card.
 - Proxy Certification form.
 - United States Passport.
 - WIC ID Folder.
- 10. If a mistake is made when writing in the "DATE OF USE", how is it corrected?**
- Draw one line through the date and correct.
 - White-out the date, correct, and initial.
 - Draw one line through the date, correct, and initial.
 - Write over the date until legible, and initial.
- 11. The following statements are true regarding the use of 'buy one get one free' specials, EXCEPT**
- The purchased item is a WIC approved food item and the free item is a non-WIC approved food item.
 - The 'buy one get one free' offer can be used to purchase WIC infant formula.
 - The purchased item is a non-WIC approved food item and the free item is a WIC approved food item.
 - The purchased item and the free item are both WIC approved food items.
- 12. There are two (2) occasions when a WIC customer can re-sign the food instrument; one is when the signatures do not match. What is the second occasion the WIC customer can re-sign the food instrument?**
- When the WIC customer feels like re-signing.
 - When the food instrument presented is pre-signed.
 - When the dates on the food instrument are not valid.
 - When the dollar amount is changed on the food instrument.
- 13. Which statement below is true?**
- The First Date to Use, the Dollar Amount, and the Signature can be corrected.
 - The Date of Use, the Last Date to Use, and the Signature can be corrected.
 - The Date of Use, the Dollar Amount, and the Signature can be corrected.
 - Only the Dollar Amount and the Date of Use can be corrected.
- 14. When can a Vendor request for a second level review?**
- When the Vendor Contract expires.
 - When the Vendor receives a sanction.
 - When food instruments reject for payment.
 - When the Vendor Contract is denied.

15. What is the time frame for depositing WIC food instruments into the bank for payment?

- a. Twenty-five (25) calendar days from the Date of Use.
- b. Thirty (30) calendar days from Last Date to Use.
- c. Forty-five (45) calendar days from the First Date to Use.
- d. Sixty (60) calendar days from the First Date to Use.

16. If a Vendor is having problems with WIC Program customers, what can they do to get some assistance in correcting these problems?

- a. Complain about them at Vendor training.
- b. Threaten to call the police.
- c. Call the Arizona WIC Complaint Hotline.
- d. Call them names and tell them to leave the store.

17. All of the following are monitoring activities the WIC Program uses to determine compliance, EXCEPT

- a. Vendor Site Reviews.
- b. Fair Hearings.
- c. Compliance Investigations.
- d. Inventory Audits.

18. Where can you find a list of the Department's Violations and Sanctions?

- a. In the State Statutes.
- b. In the Vendor Manual.
- c. In the Federal Regulations.
- d. In the Vendor Contract.

19. If a WIC customer purchases an authorized WIC food item that is defective, spoiled, or has exceeded its "sell by", "best if used by" or other date limiting the sale or use of the food item, what can the WIC customer do?

- a. Return it to the store where it was purchased and receive any item the wish.
- b. Return it to the store where it was purchased and receive an identical item in return.
- c. Return to the WIC office and have their food instrument replaced.
- d. Return it to the store and receive cash for the item that was returned.

20. What can happen if a Vendor is disqualified from the Supplemental Nutrition Assistance Program (SNAP)?

- a. The Vendor will be suspended from the WIC Program.
- b. The Vendor will be disqualified from the WIC Program.
- c. The Vendor will have to pay a fine to the WIC Program.
- d. The Vendor will receive a written warning from the WIC Program.

21. What happens if a Vendor is disqualified from one WIC Program?

- a. The Vendor will lose their business license.
- b. The Vendor may be suspended from SNAP.
- c. The Vendor may be disqualified from other WIC Programs.
- d. The Vendor may be suspended from other WIC Programs.

- 22. If adverse action is taken against a Vendor, what does the Vendor have a right to do?**
- Request a letter of apology.
 - Submit a corrective action plan.
 - Request a fair hearing.
 - Submit a letter to dispute the action.
- 23. Why are authorized Vendors required to maintain WIC minimum stock and variety requirements throughout the term of their Contract?**
- So the WIC representative doesn't have to wait around when doing their site visit.
 - To ensure there is enough authorized food available when WIC customers shop.
 - So store employees don't have to run to another store to get food items.
 - To ensure that the Vendor does not have to send WIC customers away.
- 24. WIC customers can purchase any of the following fruits and vegetables with a cash value voucher (CVV) EXCEPT**
- Fresh fruits and vegetables.
 - Any brand of canned and frozen fruits and vegetables.
 - Fruits and vegetables with added ingredients.
 - Any size and type of container.
- 25. WIC Vendors must purchase their infant formula from what source?**
- The supplier where the store purchases all other foods for their store.
 - Another authorized WIC Vendor who has formula on the shelf.
 - A supplier on the Arizona WIC Program Infant Formula Suppliers List.
 - A person who is selling infant formula out of his truck.
- 26. If a CVV has a maximum amount of \$8.00, what is the maximum amount that can be written in the "ACTUAL \$ AMOUNT" box?**
- \$5.25
 - \$7.50
 - \$8.00
 - \$8.06

WIC Quiz – Answer Key

Please circle the appropriate responses.

1. **A person must meet all of the following requirements to participate in the WIC Program EXCEPT**
 - a. Have a health and/or nutritional risk.
 - b. Be a woman (pregnant, breastfeeding, or post-partum).
 - c. Be an infant or a child (up to 5 years of age).
 - d. **Live in another state.**

2. **What is the Vendor's role in the WIC Program?**
 - a. To cash the food instrument for food items that the customer selects.
 - b. **To fill the food instruments (prescriptions) exactly as prescribed.**
 - c. To inform the participant that they should get a job.
 - d. To make sure that they get paid for food instruments taken.

3. **The Vendor Contract includes the term of the Contract; what other item does the Contract provide?**
 - a. A list of all WIC approved food items.
 - b. Information on how to contact your congressman.
 - c. **An explanation of the Vendor's rights and responsibilities.**
 - d. All monitoring activities the Program conducts.

4. **Why are Vendors not allowed to use the WIC acronym and logo any way they want to?**
 - a. They constantly change from year to year.
 - b. **They are registered service marks owned by USDA.**
 - c. The WIC Program said not to use them.
 - d. Only manufacturers are allowed to use them.

5. **The Semi-Annual Price Survey is due twice a year; what are the dates by which they must be submitted?**
 - a. January 15 and July 15.
 - b. March 15 and September 15.
 - c. April 15 and October 15.
 - d. **June 15 and December 15.**

6. **All of the following are benefits to having the Food List at the cash register EXCEPT**
 - a. It contains only the types and brands of foods allowed.
 - b. **It can be given out to any customer.**
 - c. It specifies items that cannot be purchased.
 - d. It has pictures of food items that are authorized for WIC.

7. **What can happen to the WIC Vendor if a WIC customer is allowed to purchase unauthorized foods?**
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