



EFFECTIVE VENDOR TRAINING

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CAN I GET **F**RU**I**T **L**OOP**S** WITH MY WIC BENEFITS?



DO YOU REMEMBER?



WHAT DO WE KNOW ABOUT CASHIERS?

- Average salary
- Education level
- Previous work experience
- Average age
- Training
- How long do they stay
- What skills are needed
- \$9.00/hour
- Less than high school
- None
- 46% are 15 – 19 years old
- Short term on-the-job
- Less than 6 years
- 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

[2012 WIC Cashier Training Video Module D: 11:58 - YouTube](#)



www.youtube.com/watch?v=omID7kRLRw8
Feb 3, 2012 - Uploaded by MyVDH1
2012 WIC Cashier Training Video Module D: 11:58 Funding provided by the U.S. Department of Agriculture ...

[\[PDF\] WIC Cashier Training Handbook 2013 - Delaware Health and S...](#)

dhss.delaware.gov/dph/chca/files/wiccashierhandbook.pdf ▾
31, 2015 **Cashier Training Handbook** for the Special Supplemental Nutrition Program for Women, Infants, and Children (**WIC**). Introduction. **WIC** is a federally ...

[MN WIC Store Cashier Training DVD](#)

www.health.state.mn.us/divs/fh/wic/vendor/dvd.html ▾
The **Cashier Training DVD** is now available for viewing online. This DVD is a great tool for educating new store **cashiers** on the handling of **WIC** transactions and ...

[WIC's New Cashier Training](#)

www.dhs.wisconsin.gov/wic/WICPRO/training/vendor/index.htm ▾
Dec 14, 2012 - Wisconsin **WIC's Cashier Training** for WIC Approved grocery stores and pharmacies.

[2012 WIC Cashier Training Video](#)

www.vahealth.org ▸ DCN ▸ Vendor ▾
Jul 29, 2013 - curved corner. 2012 **WIC Cashier Training Video**. Module A: 5:23. The **WIC Customer**. **WIC** - Click here for streaming video. Module B: 9:57 ...

[\[PDF\] Complete WIC Cashier Training Self-Paced Manual - Missouri ...](#)

health.mo.gov/living/families/wic/wicvendor/pdf/Cashier_Training.pdf ▾
The **Cashier Self-Paced Training Manual** was developed as a tool for your store to use while **training** your store personnel regarding **WIC** check transactions.

[\[PDF\] Answer Key for ... WIC Cashier Training Guide](#)

health.mo.gov/living/families/wic/wicvendor/.../Cashier_Training-Ans.pdf ▾
Answer Key for ... **WIC Cashier Training Guide**. SELF CHECK #1. 1. C. 2. B. 3. D. 4. A. 5. A. SELF CHECK #2-A. 1. FALSE - Do not redeem after the ...

[WIC Cashier Training Toolkit - Nebraska Health and Human Services](#)

dhhs.ne.gov/publichealth/Pages/WICCashierTrainingToolkit.aspx ▾
Aug 13, 2013 - **Cashier Training Toolkit**. **Training** your **cashiers** on proper **WIC** procedures is required. The **Cashier Training Toolkit** is a resource provided to ...

[\[PDF\] Cashier's Training Guide Office of the Maryland WIC Program](#)

fha.dhmh.maryland.gov/wic/.../Cashier-Training-Guide-2012-English.pdf ▾
As a **WIC** authorized vendor, the roles that you and your store play are very important! This guide is designed to assist you in your **cashier training** efforts and ...



WISCONSIN WIC'S INTERACTIVE, SELF-PACED TRAINING



CLICK TO START

Table of Contents

Click on a topic to continue.

Navigation

1. Getting Started

4. Understanding
WIC Checks

2. WIC Approved
Foods

5. Processing
WIC Checks

3. More WIC Foods
(Optional)

6. Putting It All
Together



Imagine...

Would you be concerned that you selected the wrong food?

Yes

No



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?

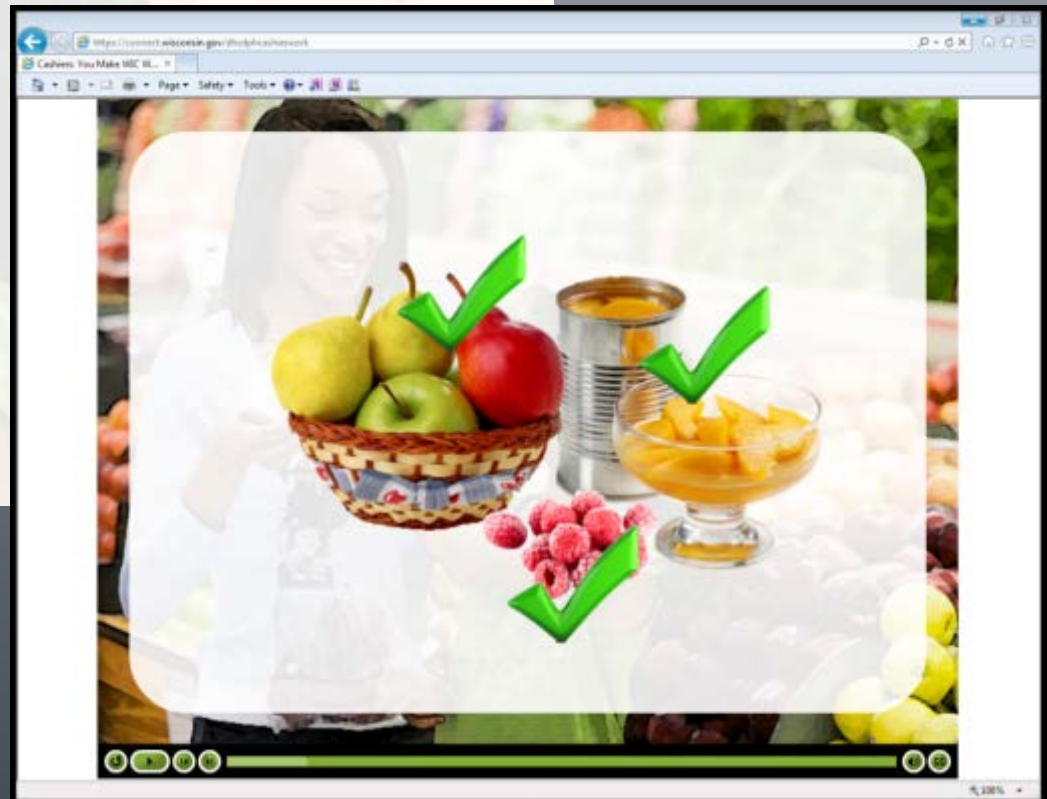


TURN TO FRUITS & VEGETABLES

Which types of fruits and vegetables are allowed?
Check all that apply.

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

Submit



DRAG AND DROP

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

Submit

pineapple

Submit

grapefruit

Submit

orange grapefruit

Correct!

The image shows a young girl with dark hair and a pink shirt holding a glass of orange juice. To her right is a digital interface with four input fields and buttons. The first three fields contain 'orange', 'pineapple', and 'grapefruit', each with a 'Submit' button. The fourth field contains 'orange grapefruit' and has a green 'Correct!' button. The background is a blurred image of various fruits.



ANOTHER FILL IN THE BLANK

This type of cheese is not allowed.

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

Submit



SELF-CHECK

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
WISCONSIN WIC # 99-999 Sta	Misuse of checks is subject to state or federal prosecution. Void if altered.
Valid For These Items Only - no substitutions	
3 * 12.7 oz Powder Good Start Gentle	
8274	
Deposit Within 45 Days From the First Date to Use	



* 284 1 2 2 3 4 *



PROCESSING WIC CHECKS

Regular WIC Check

PARTICIPANT NAME: John Doe		FAMILY ID / PARTICIPANT ID: 722703/3671699	CHECK # 28412234	FIRST DATE TO USE Aug 20, 2011
WISCONSIN WIC PROGRAM 99-999 State Office		Misuse of checks is subject to state or federal prosecution. Void if altered.	75-1248 919 Payable through FSMG, Lake Lillian, MN Acct # 802732	DATE OF USE Sep 19, 2011
Valid For These Items Only - No Substitutions * 12.7 oz Powder Good Start Gentle			Actual \$ Amounts	Pay to the Order of WIC Vendor No.
8274			\$ Correction Only	Cashier's Initials
			\$	
Participant: Do Not Sign Until Time of Purchase			Net Payable Without Authorized Stamp	
Deposit Within 45 Days From the First Date			Signature ID	

Participant signs the check. The signature must match a signature on the WIC ID.



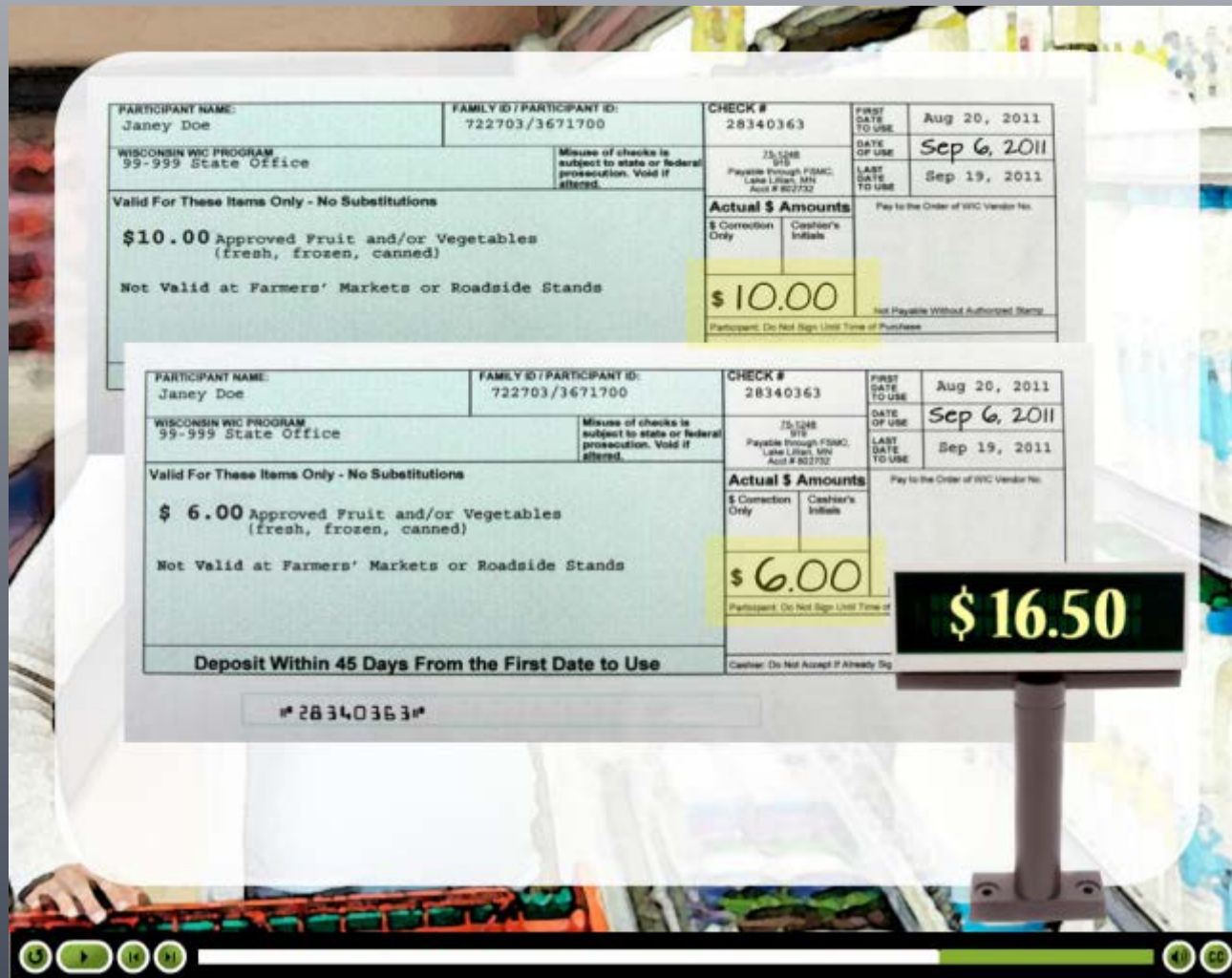
COMPLETING THE WIC CHECK

Checks are valid only if the check is state or federal. Void if	CHECK # 28340360	FIRST DATE TO USE Aug 22, 2011
	75-1248 919	DATE OF USE Sep 19, 2011
	Payable through FSMC, Lake Lillian, MN Acct # 802732	LAST DATE TO USE Sep 23, 2011
Actual \$ Amounts		Pay to the Order of WIC Vendor No.
\$ Correction Only 13.49	Cashier's Initials	
\$15.49		
Participant: Do Not Sign Until Time of Purchase		Not Payable Without Authorized Sign
6671		
se	Cashier: Do Not Accept If Already Signed - Must Match Signature ID	

Actual \$ Amounts	
\$ Correction Only	Cashier's Initials
\$15.49	



VIDEO CLIP SCREEN SHOT



GUIDANCE DOCUMENT

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:

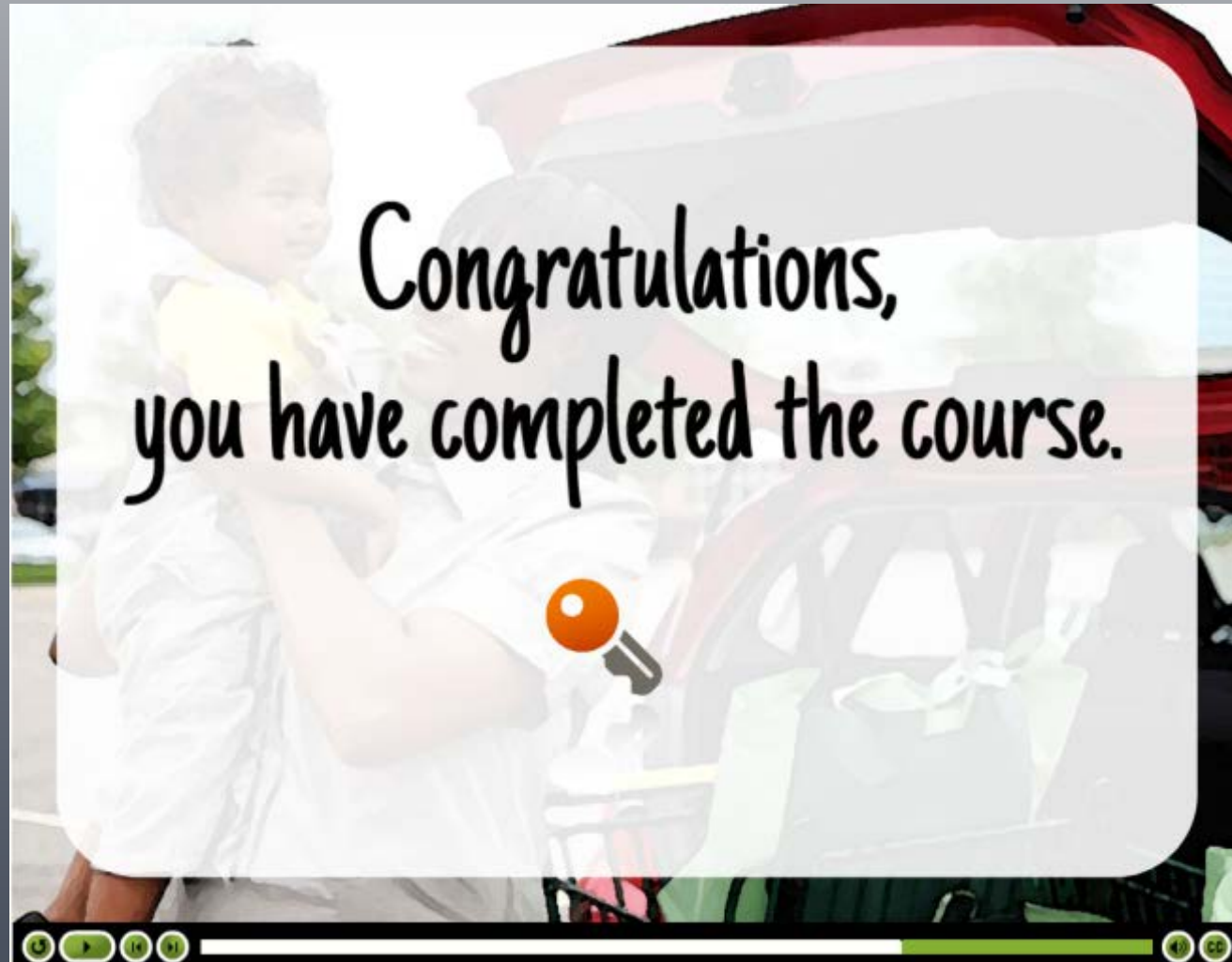
1. Getting Started
2. WIC Approved Foods
3. More WIC Foods (Optional for small stores; not for formula-only.)
4. Understanding WIC Checks
5. Processing WIC Checks
6. Putting It All Together

[Begin cashier training](#) (Adobe Connect, [help](#)) (Large file; may open slowly)

[Guidance for using the course](#) (PDF, 22 KB)



WRAP-UP



QUESTIONS???

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- <http://www.dhs.wisconsin.gov/wic/WICPRO/training/vendor/index.htm>
- <https://connect.wisconsin.gov/dhsdphcashierwork/>

