

## Checking Out at the Cash Register

1. WIC customers must separate the foods they are buying with each WIC check from the other foods they are buying.
2. The WIC customer must present a WIC ID card along with the WIC check. Only those people whose signatures appear on the front of the WIC ID card may redeem the check. If the customer's signature does not match one of the signatures on the WIC ID card, the cashier cannot accept the WIC check. No driver's license or other identification is allowed.
3. Look at the First Day to Use and the Last Day to Use on the front of the WIC check to be sure that the check is being used within this time period. (WIC stores have 45 days from the First Day to Use date to deposit checks.)
4. Before the cashier rings up each food item, he or she must match each food item on the counter with the food types and amounts listed on the front of the WIC check. WIC customers are not required to purchase all items listed on the front of the check.
5. If the customer is using more than one WIC check, the cashier must ring up the food for each check separately. Do not combine purchases from different checks.
6. The cashier must clearly print the total cost of the foods purchased with the WIC check in the Pay Exactly box and must not add a dollar sign or a cent sign to the amount. If an error is made when writing in the amount, the cashier must draw one line through the mistake, write the correction above it, and initial the change.
7. After the Pay Exactly box is filled in by the cashier, the WIC customer must sign in the Authorized Signature space located in the bottom right corner on the front of the WIC check.

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## Important Information for WIC Customers and Cashiers

- WIC customers may not want to use all of their checks for the month during one trip to the grocery store, because fresh food such as milk may go bad if too much is purchased at one time.
- Remember, the least expensive brand of eggs, frozen juice, and milk must be chosen. When milk is listed on the front of the WIC check, only one type of milk can be purchased with that check—either all fresh milk, all evaporated milk, or all dry milk.
- Cashiers must honor all store or manufacturer promotions such as buy one, get one free; buy one, get one at a reduced price; free ounces added by the manufacturer; manufacturer cents-off coupons; and store savings card or customer reward card presented by the WIC customer. If a cents-off coupon makes a product the least expensive brand of milk, eggs, or frozen juice, the WIC customer may choose that brand.
- WIC customers are encouraged to shop at stores with lower prices; buy lower priced WIC foods; and use money-saving coupons when buying food with WIC checks. This will help WIC to serve more eligible women and children.
- WIC customers may never receive cash refunds, change, rain checks, or IOUs in exchange for WIC checks. Baby formula purchased with WIC checks may never be exchanged for another brand or type of formula or for cash at the store. WIC customers can be taken off of the WIC program for selling WIC foods or trying to get a cash refund for WIC foods. Formula can only be returned or changed at the WIC office.
- Grocery store employees must be courteous and respectful to WIC customers. At the same time, WIC customers must be courteous to store staff. Inappropriate behavior by WIC customers or by store employees should be reported to the local WIC office.
- Questions about what foods are allowed by the WIC program or how to use WIC checks should be referred to the local WIC office vendor manager or call the state WIC office toll free at 1-800-342-3556.

## Reading the Food Items on the Front of the WIC Check

The bold text shown below is a sample of what could be printed on the front of your WIC check along with an explanation of what food to buy when this is stated on your WIC check. Your check may state different amounts than what is shown below. Remember to check the other side of this brochure for what is and is not allowed for each type of food.

**MILK—2 GAL OR 8 CANS EVAP OR 8 QTS DRY**—You may buy either 2 gallons of fresh milk OR 8 cans evaporated milk OR 8 quarts dry milk.

**MILK—MUST BUY 1% LOWFAT OR FAT FREE MILK; 2 GAL OR 8 QT DRY OR 8 CANS EVAPORATED**—You must buy 1% lowfat or fat free milk with this check. You may buy either 2 gallons of fresh milk OR 8 cans evaporated milk OR 8 quarts dry milk.

**LACTOSE REDUCED OR LACTOSE FREE MILK—MUST BUY LEAST EXPENSIVE BRAND; THREE HALF-GALLONS**—You must buy the least expensive brand of lactose reduced or lactose free milk with this check. You may buy 3 half-gallons of this milk.

**WIC CHEESE—UP TO 1 LB**—You may buy up to 1 pound OR 16 ounces of cheese.

**WIC CEREAL—UP TO 36 OZ**—You may buy up to 36 ounces of cereal.

**EGGS—1 DOZEN**—You may buy 1 dozen large eggs.

**DRY BEANS OR PEAS—UP TO 1 LB**—You may buy up to 1 pound OR 16 ounces of dry beans or peas.

**PEANUT BUTTER—UP TO 18 OZ**—You may buy up to an 18-ounce jar of peanut butter.

**JUICE—24 OZ FROZ OR 2 CANS/BOTTLES 46-OZ SIZE**—You may buy either 24 ounces of frozen concentrate juice or 2 containers of juice in a 46-ounce size can or bottle. To get 24 ounces of frozen juice, you may buy 2 containers in 12-ounce size or 4 containers in the 6-ounce size or any combination that is up to 24 ounces.

**CARROTS—UP TO 2 LB OR 32 OZ**—You may buy up to 2 pounds OR 32 ounces of fresh, frozen, or canned carrots.

**CANNED LIGHT TUNA—(NO WHITE OR ALBACORE TUNA)\*UP TO 25 OZ**—You may buy up to 25 ounces of canned light tuna. You may not buy white or albacore tuna.