

501. Steps in Processing WIC and Cash Value Checks:

Completing a WIC transaction is a simple process. With proper training, cashiers should be able to process Cash Value Checks (CVCs) and WIC Checks smoothly and without errors.

A WIC transaction requires the following steps:

1. Identify the Person:

Request the participant’s WIC ID Folder.

A completed WIC ID Folder is the only identification a participant, parent, or proxy needs to redeem CVCs and WIC checks.

The WIC ID Folder should indicate the name & WIC ID number of each family member currently enrolled in the Program.

2. Verify Valid Dates:

Verify that the current date is between the **First and Last Day to Use**, as indicated on the WIC check

3. Check the Foods:

Participants, parents, or proxies should separate WIC foods from non-WIC items and group foods together by check.

Check that the foods (type and quantity) selected match what is listed on the check(s).

Consult the current DC WIC Approved Foods List, found in the cashier’s WIC Folder & Food List or the participant’s WIC ID folder, as needed.

4. The Participant or Cashier May Enter the Price on the Check:

The WIC participant has the right to record the price on the CVC and/or WIC check(s). The cashier may also record the price. The cashier must verify that the correct price was recorded.

5. Ask Participant for Signature:

Match the signature on the check to one of the signatures on the WIC ID Folder.

Figure 5.1 – WIC ID Folder Example

**DISTRICT OF COLUMBIA DEPARTMENT OF HEALTH
SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR
WOMEN, INFANTS AND CHILDREN**

WIC Identification

This WIC ID folder is your official WIC identification. You must have this WIC ID Folder when you pick up checks, or redeem them at the store. Keep your checks in this folder.

NAME(S) OF PARTICIPANTS LAST NAME FIRST NAME	STATUS (CHECK)			WIC ID NUMBER(S)
	P, N, or B	I	C	

WIC Household ID Number _____

Authorized Representative _____

Signature of Authorized Representative _____

Signature of Proxy # 1 _____

Signature of Proxy # 2 _____

502. Correcting a Price Error:

The following steps should be taken if a pricing error is documented on the CVC or WIC check:

1. Cashier draws a single line through the dollar amount inside the **Actual \$ Amount** box
2. Cashier writes the correct amount in the **Price Correction** box
3. Cashier asks WIC participant, parent, or proxy to sign their full name in the **Signature for Price Change** box and again in the **Participant/Proxy Sign Here Only After Price Is Entered** box.
 - a. **Note:** The bank does not accept initials. Cashier must ensure both participant signatures are on the check.
4. Cashier initials price correction.

Figure 5.2 - Correcting a Price Error Procedure

The image shows a WIC check with the following details:

- Header:** District of Columbia, DOH WIC Program. Bank: United Community Bank, 64-1908 811.
- Participant Info:** NAME OF PARTICIPANT: [Redacted], AS / CL: 10221328.
- Check Details:**
 - QTY: 1
 - DESCRIPTION: \$8.00 CASH VALUE, NOT TO EXCEED \$8.00 FOR FRESH, FROZEN OR CANNED VEGETABLES AND FRUITS REDEEMABLE AT AUTHORIZED DC WIC VENDORS OR FARMERS' MARKETS.
 - PRICE CORRECTION: 8.00
 - ACTUAL \$ AMOUNT: ~~5.25~~
- Signatures:**
 - SIGNATURE FOR PRICE CHANGE: [Handwritten Signature]
 - PARTICIPANT/PROXY SIGNATURE ONLY AFTER PRICE IS ENTERED: [Handwritten Signature]
- Annotations:**
 - 1: Cashier draws a line through the wrong amount (5.25).
 - 2: Cashier inserts the correct amount here (8.00).
 - 3: The participant must sign in both places.
 - 4: Cashier initials price correction (M).

503. Split Tender for Cash Value Checks (CVCs)

The vendor must allow the participant, parent, authorized representative, or proxy to pay the difference when a fruit and vegetable purchase exceeds the value of the CVCs (also known as a split tender transaction).

The payment may be in the form of SNAP benefits, cash, debit card, credit card, or personal check depending on what forms of payment the vendor accepts.

Split tender applies only to the CVCs, and cannot be applied to any other WIC check transaction.

Discounts made available to cash paying customers must also be made available to split tender purchases.

The receipt must show the CVC and the different types of tenders used.

504. Additional WIC Check Processing Requirements:

- Cashiers may not require a WIC participant to purchase a store brand WIC food item
 - Cashiers may not limit the number of checks a participant can redeem at a given time
 - Store managers *may not* issue the participant a "rain check":
 - A rain check is defined as any document claiming to give a participant the right to buy a particular WIC food item, which the vendor does not have in stock at the time the CVC or WIC check is redeemed
 - Vendors may not establish a separate checkout line for WIC purchases
 - Vendors must provide services to WIC participants regardless of race, color, age, sex, national origin, or handicap
 - Vendors must offer WIC participants the same courtesy and respect extended to other customers and should avoid imposing special requirements
 - Vendors must accept valid manufacturer's coupons in accordance with the store's policy, and deduct the savings from the total purchase price entered on the CVC or WIC check
 - Vendors must accept customer discount cards from WIC participants in accordance with the store's policy and deduct the savings from the total purchase price entered on the CVC or WIC check
 - Vendors must allow participants the privilege to participate in "Buy One Get One Free" type promotions without charging the WIC Program for the free item
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505. Deposit of WIC Checks:

- Prior to depositing CVC and WIC checks, vendors are responsible for stamping each check with the vendor's authorized stamp, which includes their DC WIC store number
 - ***Vendors dually authorized to serve DC and Maryland must ensure that the correct vendor stamp is applied to DC CVC and WIC checks***
- All CVC and WIC checks must be deposited to the bank within 60 days of the ***first day to use*** shown on the check
- Each vendor's bank will forward checks to the WIC Program's bank for screening and payment
- If the vendor thinks a check will be rejected from the bank because it is damaged, the vendor should contact the State agency prior to deposit.

506. Non-Payments of WIC Checks:

The bank denies payment of CVC and WIC checks for the following reasons:

- Dollar amount in the **Actual \$ Amount** box is missing or illegible
- Dollar amount in the **Actual \$ Amount** box has been changed without adherence to the 'correcting a price error procedure' (as indicated in Section 502)
- Check was redeemed outside the valid dates
- No signature on the lower right-hand side of the check
- The **first day to use** or **last day to use** has been changed
- List of prescribed foods has been altered
- Over Price Maximum, or NTE level (see section 300), for one or more WIC food items
- A "stop payment" has been placed on the check
- Invalid vendor stamp on the check
- No vendor stamp on the check

Whenever a check is not paid, the reason for rejection is indicated on the front of the check and the check is returned to the vendor. If a check is rejected because there is no vendor stamp, the vendor may have the opportunity to redeposit once the vendor stamp has been placed on the check.

However, **the State agency is not responsible for paying rejected check fee's issued by a vendor's bank under any circumstances.**

Refer to Section 900 – Revalidations - for information on how to submit rejected checks to the State Agency for reissue of payment, and Section 700 – Vendor Monitoring – for more information on how the State Agency may bill vendors for overcharged items.

