



Vendor Management - Quiz #2
WIC Transactions Knowledge Assessment

Store Name / Store #: _____
Cashier Name: _____

Date: _____
Cashier I.D. #: _____

This quiz will test the cashier's understanding of general WIC knowledge, and how to process WIC checks. This quiz is to be used for corrective action training of staff at authorized DC WIC vendors. Vendors may also use this quiz to evaluate staff knowledge of DC WIC policies and procedures, including during on-boarding training for new hires. There are a total of 30 questions worth one point for each correct answer. **A passing score is considered that of 85% (25 questions) or higher.**

Multiple Choice:

1. The role of the cashier is to:
 - a) Ensure that WIC participants obtain the nutritious foods they need
 - b) Verify that the WIC checks are used correctly
 - c) Ensure that WIC participants are registered DC voters
 - d) Answers A & B

2. Each register must have a copy of which of the following documents for cashiers to reference:
 - a) A dictionary
 - b) The DC WIC Vendor Folder & Food List
 - c) The current day's newspaper
 - d) That week's ad sheet

3. When processing WIC checks the cashier must first:
 - a) Ask the WIC customer to sign the checks
 - b) Take a 5-minute break
 - c) Ask the WIC customer for their WIC ID folder and WIC checks
 - d) Write the price of WIC foods on the check

4. A WIC Customer's WIC ID folder will contain all of the following information *except*:
 - a) All names and individual WIC ID numbers of all Household members on the program
 - b) Signatures for all persons authorized to spend the WIC checks (including the participant, caregiver of infant / child participants, and proxies assigned by participants)
 - c) Indication of each family member's participant category (woman, infant, child)
 - d) The WIC customer's Social Security Number

5. While processing WIC checks, the cashier must verify that the:
 - a) WIC ID number on the check(s) matches one of those listed in the customer's WIC ID Folder
 - b) Current date is between the "First Date to Spend" and "Last Date to Spend" dates listed on the check
 - c) Items selected by the WIC customer are DC-WIC approved and match what is listed on the check
 - d) All of the above



6. When processing WIC checks, the cashier must do this last:
 - a) Review the WIC check to ensure its proper completion
 - b) Refuse any WIC check presented on the last day to spend
 - c) Accept only WIC checks from infants enrolled in the WIC Program
 - d) Ask the participant for a photo ID

7. The WIC check can be redeemed by the following persons:
 - a) Any WIC staff person
 - b) The WIC participant
 - c) The WIC participant's parent, proxy, or alternative authorized representative
 - d) Answers B & C

8. DC WIC checks can be used to purchase:
 - a) Household products
 - b) Approved WIC foods tailored for participants by a WIC nutritionist
 - c) Whatever the participant is in the mood for
 - d) Pet food

9. All of the following is essential information which should be present on the WIC check, except:
 - a) Your store's name and address appearing on the back of the WIC check
 - b) Valid dates to use
 - c) Participant's WIC ID Number
 - d) Quantities and types of foods the participant may purchase

10. The cashier should encourage the WIC participant to:
 - a) Eat five servings of fruits and vegetables per day
 - b) Refer to their WIC approved food listing if a question arises as to what is WIC-allowed
 - c) Purchase all the items printed on the WIC check
 - d) Purchase store brand items over the other national known brands

11. After the WIC food purchases are totaled, the price should be inserted by:
 - a) The child only
 - b) The cashier only
 - c) The participant only
 - d) Either the participant or the cashier

12. If an error is made entering the price, what is the correct way to indicate the error
 - a) Scribble a line through the incorrect price
 - b) Draw a circle around the incorrect price
 - c) Draw a single line through the incorrect price, enter the correct price in the box above
 - d) Enter the correct price on top of the incorrect one

13. If an error is made entering the price, the WIC customer must:
 - a) Use a new check
 - b) Do the chicken dance
 - c) Sign their name twice: where the check indicates "Signature for Price Change" and "Participant /Proxy Sign here only after price is entered"
 - d) Not sign the check at all



14. The WIC participant must sign the check in the:
 - a) Upper right-hand corner
 - b) Upper left-hand corner
 - c) Lower right-hand corner
 - d) Lower left-hand corner

15. The WIC Participant must sign the check:
 - a) After the price has been written on the check, in the presence of the cashier
 - b) Before they arrive at the store
 - c) Before the price has been written on the check
 - d) Participants don't have to sign their checks

True or False:

16. WIC participants are allowed to exchange any food item they desire. _____
17. WIC participants may buy less food than what is listed on their check. _____
18. Cashiers can charge the WIC client for non-WIC food items with their WIC check. _____
19. Cashiers can charge the WIC customer for all items listed on the check, even if the WIC customer did not purchase all items. _____
20. Participants are allowed to use coupons towards their WIC purchases. _____
21. Rain checks are allowed if a store is out of a certain WIC food item. _____
22. WIC shelf labels assist WIC clients in their selection of DC WIC approved food items. _____
23. Each WIC check can be used repeatedly. _____
24. WIC participants may purchase fresh vegetables and fruits with their cash value check. _____
25. Cashiers must allow WIC customers to use a split tender (ie cash, debit/credit card, SNAP benefits) if the price of their fruit and vegetable purchase exceeds the price indicated on their cash value check. _____
26. The cash value check will be rejected by the bank if the price entered on it at the store is more than the price listed as the value of the check. _____
27. Participants can only purchase store brands over national brands with their WIC checks. _____
28. A WIC participant may complete their WIC transaction without showing their WIC ID folder. _____
29. WIC Customers deserve the same respect that other customers receive. _____
30. Treating WIC customers rudely could be considered a civil rights violation. _____