

Section 11

APPENDIX 1 – TRAINING AIDS

Example of Food Instruments

ALTERED FOOD INSTRUMENTS

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

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 38856835	75-1248 Payable Through FSMC, AN AFFILIATE OF SECURITY STATE BANK 919 HOWARD LAKE, HR 55349 ACCT# 803270
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE	AZ WIC USE ONLY	
05	01	1050172858	TESTING, C2PACKAGE	003102AZ		
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					FIRST DATE TO USE	10/15/2010
					DATE OF USE	
					ACTUAL \$ AMOUNT	
					\$ CORRECTION ONLY	CASHIER INITIAL
					\$	
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 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 29427567	75-1248 Payable Through FSMC, AN AFFILIATE OF SECURITY STATE BANK 919 HOWARD LAKE, HR 55349 ACCT# 803270		
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE	VENDOR MUST DEPOSIT WITHIN 60 CALENDAR DAYS FROM FIRST DATE TO USE.			
10	11	11100144787	JACOBS, ASHLYNN	002140AA	FIRST DATE TO USE	03/23/2009		
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)					DATE OF USE			
					ACTUAL \$ AMOUNT		LAST DATE TO USE	04/21/2009
					\$ 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:								
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.								

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Example of 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. 9 AM - 5 PM, Call 1-800-2828-WIC			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 38856850 AZ WIC USE ONLY	Payable Through FSMC, 75-1248 AN AFFILIATE OF SECURITY STATE BANK 919 HOWARD LAKE, MN 55349 ACCT# 800000
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME		DRAFT TYPE	
05	01	1050172857	TESTING, FOODPKG		003382AZ	
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						FIRST DATE TO USE 10/15/2010
ACTUAL \$ AMOUNT \$ CORRECTION ONLY CASHIER INITIAL						LAST DATE TO USE 11/18/2010
\$ TAX EXEMPT SALE NOT TO EXCEED \$200.00 NOT PAYABLE WITHOUT VENDOR ID STAMP						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.						

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 to the food instrument. The Vendor must immediately notify the Department of person(s) presenting food instrument(s), which have been altered.

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 **can not** be made to the food instrument once the transaction has been completed and the WIC participant/authorized representative has left the store. Exception: Please see Section 5 WIC Food Instrument Redemption – Not to Exceed (NTE) Procedures page 5-6 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 1-800-2525-WIC			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 38856838	75-1248 Payable Through FSHC. 919 AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 802029
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 3318 <i>DL</i>	LAST DATE TO USE 11/13/2010
					\$ 34.97	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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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 WIC Food Instruments" on page 11 – 6). 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 participant/authorized representative has left the store.

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2826-WIC			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 38856839	75-1248 Payable Through FSNB, AN AFFILIATE OF SECURITY STATE BANK 919 HOWARD LAKE, MHI 55349 ACCT# 802970		
AGENCY	CLINC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE	AZ WIC USE ONLY			
05	01	1050172857	TESTING, FOODPKG	004055AZ				
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					FIRST DATE TO USE	10/15/2010		
					DATE OF USE	10/14/10 10/15/10		
					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 NEGOTIABLE 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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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 on the food instrument where corrections are allowed are the “Actual \$ Amount” (see “Correcting the Dollar Amount” on the previous page) and the “Signature at Store” (see “Resigning WIC Food Instruments” on page 11 – 6). 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 food instrument 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/Transfer 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 FSMC <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	
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 INITIALS		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 WIC food instrument should have the same characteristics as the signature on the ID folder/Transfer 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; or only has initials on it, the cashier should refuse the transaction and refer the WIC Customer to their local WIC clinic.

RESIGNING 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 instrument 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 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.

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

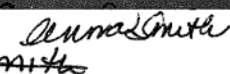

Resigning WIC Food Instruments

The WIC participant, authorized representative, or proxy may re-sign the WIC food instrument or cash value food instrument **one time only** in the presence of the cashier if:



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

The cashier will follow the procedures below when a food instrument or cash value food instrument needs to be re-signed:

1. Draw a single line through the original signature.
2. Have the WIC customer re-sign the food instrument or cash value 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 or cash value food instrument is acceptable.
3. Verify that the WIC customer's signature matches their signature on the ID Folder/Transfer 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 1-800-252-5-WIC</small>			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED			DRAFT # 38856842		75-1248 Payable Through FIDUC. 919 AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 802002	
AGENCY 05	CLINIC 01	PARTICIPANT ID 1050172859	PARTICIPANT NAME TESTING, FOODPKG	DRAFT TYPE 003249AZ		AZ WIC USE ONLY		FIRST DATE TO USE 10/15/2010	
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						ACTUAL \$ AMOUNT \$ CORRECTION ONLY CASHIER INITIAL		LAST DATE TO USE 11/13/2010	
						PAY TO THE ORDER OF:			
						\$			
						<small>TAX EXEMPT SALE NOT TO EXCEED \$500.00</small>		<small>NOT PAYABLE WITHOUT VENDOR ID STAMP</small>	
PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE									
SIGNATURE AT STORE:									
									
									
<small>CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.</small>									

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ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM <small>1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-252-5-WIC</small>			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED			DRAFT # 38856836		75-1248 Payable Through FIDUC. 919 AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 802002	
AGENCY 05	CLINIC 01	PARTICIPANT ID 1050172858	PARTICIPANT NAME TESTING, C2PACKAGE	DRAFT TYPE 003266AZ		AZ WIC USE ONLY		FIRST DATE TO USE 10/15/2010	
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						ACTUAL \$ AMOUNT \$ CORRECTION ONLY CASHIER INITIAL		LAST DATE TO USE 11/13/2010	
						PAY TO THE ORDER OF:			
						\$			
						<small>TAX EXEMPT SALE NOT TO EXCEED \$500.00</small>		<small>NOT PAYABLE WITHOUT VENDOR ID STAMP</small>	
PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE									
SIGNATURE AT STORE:									
									
									
<small>CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.</small>									

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NOTE: If these instructions are **not** followed exactly as described and pictured above, the food instrument or cash value food instrument 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 a “one” signature food instrument. The cashier will obtain the participant’s/authorized representative’s signature at the end of the WIC transaction. Therefore, it is critical that the cashier request to see the Arizona WIC Program Identification Folder/Transfer 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 Arizona WIC Program Identification Folder/Transfer Card or the signature on the Proxy Certification form.

Dates on Food Instruments

After identification has been verified, cashiers should check the dates on the food instrument(s) 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.

Food instruments are valid for thirty (30) calendar days or less. The “First Date to Use” on the food instrument is the first day the Vendor may accept the 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 instruments redeemed before or after the valid dates will **NOT** be paid.

WIC Foods – Purchased / Availability

WIC participants/authorized representatives or proxies may not purchase more than the items and quantities listed on the food instrument, but they may purchase less (**except for infant formula—this is the only WIC food that a participant/authorized representative 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 raincheck 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 when 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.

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 ringing up the WIC transaction, the cashier....”

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.

Finally, please remember that WIC participants/authorized representatives or proxies **may not** use cents-off, free additional ounces, or buy one, get one free coupons when purchasing infant formula.

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.

Anytime 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.

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 either the signature on the ID Folder/Transfer Card or the Proxy Certification form. It does not have to be a carbon copy signature. The two signatures must have the same characteristics. Also, if one of the signatures is missing a middle initial, it should be accepted. However, if the signature and the ID signature have different first or last names, is signed on one item and printed on the other, etc. the cashier should refuse the transaction and refer the participant/authorized representative or proxy to their local WIC clinic. The ID Folder/Transfer Card may have one or two signatures, but the 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").

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.

WIC Quiz

Please circle the appropriate responses.

1. **What are the requirements for a person to qualify for the WIC Program?**
 - a. Must be a woman (pregnant, breastfeeding or less than one year post partum), an infant, or a child (up to 5 years of age).
 - b. Must have a low to moderate income.
 - c. Must have a health and/or nutritional risk identified.
 - d. All of the above.

2. **The WIC Vendor is an important part of the Healthcare Community, what is the Vendor's role in the WIC Program?**
 - a. Cash the food instruments for food items that the customer selects.
 - b. Fill the food instruments (prescription) *exactly* as prescribed.
 - c. Inform the participant that they should get a job.
 - d. All of the above.

3. **In order to participate as an authorized WIC Program Vendor, an applicant must have a fully executed written contract. What are some items that the contract can provide?**
 - a. An explanation of the rights and responsibilities of both parties that signed.
 - b. The term of the contract.
 - c. Retail outlets for WIC participants.
 - d. All of the above.

4. **The On-line WIC Price/Stock Survey must be submitted during what time period?**
 - a. Between June 1-15 and December 1-15 of each year.
 - b. March 15 and September 15.
 - c. Whenever the Vendor wants to increase their prices.
 - d. All of the above.

5. **What is the benefit of having a WIC Food List at the cash register?**
 - a. It contains only the types and brands of foods allowed.
 - b. It specifies items that cannot be purchased.
 - c. It has pictures of food items that are authorized for WIC.
 - d. All of the above.

6. **If a WIC Customer is allowed to purchase an unauthorized item, what consequences may occur?**
 - a. The food instrument or cash value food instrument may be rejected for payment.
 - b. The store can be disqualified from participation in the program for one (1) calendar year.
 - c. The participant will not receive the nutritional benefits from the WIC Program.
 - d. All of the above.

7. **What is the first thing that you will verify when a WIC Customer hands you their food instrument or cash value food instrument for redemption?**
 - a. The food items are authorized.
 - b. The person is there within valid dates.
 - c. The signatures match.
 - d. The coupons relate to their WIC items.

8. List the two form(s) of identification that are acceptable for the WIC customer?

- a. _____
- b. _____

9. Using the food instrument and the items listed below, what can the WIC Customer purchase?

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1740 WEST WILSONS, PHOENIX, ARIZONA 85017 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 29427534	75-1248 Payable Through FSWC AN AFFILIATE OF SECURITY STATE BANK 919 HOWARD LANE, PHX 85049 ACCT# 900036
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE		
10	11	11100158923	ARCHER, FRANCES V	003229AZ		
36 OZ (UP TO 36 OZ) WIC APPROVED CEREAL (NOT INFANT) 2 GAL SKIM/NONFAT OR LOWFAT (1%) MILK (GALLON CONTAINERS ONLY) 2 CONTAINER (64 OZ) WIC APPROVED 100% JUICE OR 3 CONTAINER (11.5 - 12 OZ FROZEN) WIC APPROVED 100% JUICE 18 OZ (UP TO 18 OZ) PEANUT BUTTER						
AZ WIC USE ONLY			FIRST DATE TO USE		12/29/2009	
DATE OF USE			LAST DATE TO USE		01/27/2010	
ACTUAL \$ AMOUNT			CORRECTION ONLY		CASHIER INITIAL	
\$ VOID			VOID		VOID	
TAX EXEMPT SALE NOT TO EXCEED \$300.00 NOT PAYABLE WITHOUT VENDOR ID STAMP PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE SIGNATURE AT STORE: VOID CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.						

Check the boxes next to the items that can be purchased in order for the WIC Customer to receive the maximum benefits from the WIC Program.

<input checked="" type="checkbox"/>	Qty	Size	Item	<input checked="" type="checkbox"/>	Qty	Size	Item
	3	18 oz	Kix (plain)		1	64 oz	TreeTop Apple Juice (shelf stable)
	1	24 oz	Grape Nuts Cereal		1	59 oz	Simply Orange Juice (refrigerated)
	1	12 oz	Special K Cereal		1	64 oz	Donald Duck Orange Juice (refrigerated)
	1	14.5 oz	Honey Bunches of Oats Almonds		1	16 oz	Orange Juice (frozen)
	2	18 oz	Honey Nut Cheerios		2	46 oz	Seneca Apple Juice (shelf stable)
	2	Gal	2% Lowest Cost Milk		3	12 oz	Welch's Grape Juice Cocktail (frozen)
	2	Gal	1% Lowest Cost Milk		1	16.3 oz	Skippy Peanut Butter Spread
	1	Gal	Whole Lowest Cost Milk		1	28 oz	Jiff Peanut Butter
	4	½ gal	Non Fat Lowest Cost Milk		1	16 oz	Laura Scudder Natural Peanut Butter

10. If a mistake is made when writing in the “date of use”, which procedure must you follow:

- a. White out the date, correct, and initial.
- b. Write over the date until legible, and initial.
- c. Draw one line through the date, correct, and initial.
- d. None of the above.

11. The ‘Buy One, Get One Free’ special is acceptable if...
 (Note: Formula does not apply to this or any other offer.)

- a. The purchased item is a WIC approved food item and the free item is a non-WIC approved food item.
- b. The purchased item is a non-WIC approved food item and the free item is a WIC approved item.
- c. The purchased item and the free item are both WIC approved food items.
- d. Both a. and c. are correct.

- 12. When can a WIC Customer re-sign the food instrument or cash value food instrument?**
- Whenever they feel like it.
 - When the WIC Customer comes in with a pre-signed food instrument or cash value food instrument.
 - When the WIC Customer's signature does not match the signature on the ID folder or proxy form.
 - Both b. and c. are correct.
- 13. Which statement below is true?**
- The Date of Use, the Dollar Amount and the Signature can be corrected.
 - 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.
 - None of the above is true.
- 14. When a food instrument rejects for payment, the Vendor can request for a second level review.**
- True
 - False
- 15. What is the time frame for depositing WIC food instruments and cash value food instruments into the bank for payment?**
- Sixty (60) calendar days from the First Date to Use.
 - Forty-five (45) calendar days from the First Date to Use.
 - Anytime they want.
 - None of the above.
- 16. If a Vendor is having redemption problems with WIC Program customers, what can they do to get some assistance in correcting these problems?**
- Threaten them.
 - Call the Arizona WIC Complaint Hotline or Email azwiccomplaints@azdhs.gov.
 - When you are in a Vendor training session, complain about them.
 - None of the above
- 17. All the information that a Vendor may need to remain in compliance with the WIC Program Vendor Contract can be found in the Arizona WIC Program's ...**
- Vendor Manual.
 - Vendor Contract.
 - Policy and Procedure Manual.
 - All of the above.
- 18. Authorized Vendors are monitored to ensure that they are complying with the WIC Program's rules, regulations and procedures. What are some of the various ways that a WIC Vendor may be monitored?**
- Vendor Site Review.
 - Inventory Audit.
 - Compliance Investigations.
 - All of the above.
- 19. When monitoring activities are conducted, the WIC Program will look for program errors or abuses that are found in the Violations and Sanction of the Vendor Manual.**
- True
 - False

- 20. 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, the WIC customer can...**
- a. Return it to the store where it was purchased and receive any item the wish.
 - b. Return the item to the store where it was purchased and receive an identical item in return.
 - c. Return the item and receive cash for the item returned.
 - d. None of the above.
- 21. A Vendor who is disqualified from the Supplemental Nutrition Assistance Program (SNAP) will be disqualified from the WIC Program.**
- a. True
 - b. False
- 22. A disqualification from one WIC Program may result in disqualification from other WIC programs, except in cases where there is inadequate participant access.**
- a. True
 - e. False
- 23. A Vendor who is sanctioned by the WIC Program has a right to appeal the adverse action.**
- a. True
 - b. False
- 24. WIC Customers are allowed to use self check-out lanes?**
- a. True
 - b. False
- 25. All Authorized Vendors must meet WIC minimum stock requirements throughout the term of their contract.**
- a. True
 - b. False
- 26. WIC customers are allowed to purchase white potatoes with their cash value food instrument?**
- a. True
 - b. False
- 27. Vendors are allowed to use the WIC acronym and WIC logo any way they want to?**
- a. True
 - b. False

28. Redeeming a Cash Value Food Instrument (CVFI):

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM <small>1740 WEST ASHLEY, PHOENIX, ARIZONA 85007 NEED HELPT Mon. - Fri. 8 AM - 5 PM, Call 1-800-2325-WIC</small>			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 36622146		75-1248 <small>Payable Through FIDC.</small> 919 <small>AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 403322</small>	
AGENCY 07	CLINIC 42	PARTICIPANT ID 42070052500	PARTICIPANT NAME HENRY, MELISSA	DRAFT TYPE 003773AZ		VENDOR MUST DEPOSIT WITHIN 60 CALENDAR DAYS FROM FIRST DATE TO USE.		FIRST DATE TO USE 04/02/2010
REDEEMABLE AT APPROVED WIC STORES OR AUTHORIZED FARMERS' MARKETS UP TO \$5.00 FRESH VEGETABLES AND/OR FRUITS. WIC CUSTOMER MAY PAY AMOUNT OVER \$5.00 AT SOME LOCATIONS.						DATE OF USE		LAST DATE TO USE 05/01/2010
ACTUAL \$ AMOUNT \$ CONNECTION DRAFT CASHIER INITIAL						PAY TO THE ORDER OF:		VOID <small>TAX EXEMPT SALE NOT TO EXCEED \$500.00</small>
PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE SIGNATURE AT STORE:						VOID <small>NOT PAYABLE WITHOUT VENDOR ID STAMP</small>		VOID <small>PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE</small>
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.								

⑈0036622146⑈ ⑆091912482⑆ 802070⑈

Using the CVFI above

The correct answers are:

- What is the maximum dollar amount that can be entered on the CVFI? _____
- The customer purchases \$6.25 worth of fresh fruits and vegetables, what is the maximum amount that can be entered on the CVFI? _____
- The Customer purchased \$4.35 worth of fresh fruits and vegetables, what is the maximum amount that can be entered on the CVFI? _____
- If the customer purchases \$6.25 worth of fresh fruits and vegetables, and you can only write the maximum amount of \$5.00 on the food instrument, what happens to the difference (\$1.25)? _____

WIC Cash Value Food Instruments

VS

AZ Farmers' Market Nutrition Program Checks

A

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 # 36622146		75-1248 Payable Through FBNIC, <small>AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 803009</small>	
AGENCY 07	CLINIC 42	PARTICIPANT ID 42070052500	PARTICIPANT NAME HENRY, MELISSA		DRAFT TYPE 003773AZ	VENDOR MUST DEPOSIT WITHIN 60 CALENDAR DAYS FROM FIRST DATE TO USE. FIRST DATE TO USE: 04/02/2010 DATE OF USE:		LAST DATE TO USE: 05/01/2010 PAY TO THE ORDER OF:	
REDEEMABLE AT APPROVED WIC STORES OR AUTHORIZED FARMERS' MARKETS UP TO \$5.00 FRESH VEGETABLES AND/OR FRUITS. WIC CUSTOMER MAY PAY AMOUNT OVER \$5.00 AT SOME LOCATIONS.						ACTUAL \$ AMOUNT \$ CORRECTION ONLY COUNTER REFUND		LAST DATE TO USE: 05/01/2010 PAY TO THE ORDER OF:	
\$ VOID <small>TAX EXEMPT SALE NOT TO EXCEED \$200.00</small>						\$ VOID <small>NOT PAYABLE WITHOUT VENDOR ID STAMP</small>		PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE SIGNATURE AT STORE: VOID	
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.									

B

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 # 96000039		75-1248 Payable Through FBNIC, <small>AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 803009</small>	
AGENCY 05	CLINIC 01	PARTICIPANT ID 1050172767	PARTICIPANT NAME COUPON, TRAVIS		DRAFT TYPE	AZ WIC USE ONLY FIRST DATE TO USE: 02/09/2010 DATE OF USE:		LAST DATE TO USE: 10/31/2010 PAY TO THE ORDER OF:	
FARMERS' MARKET 2010 NOT REDEEMABLE IN GROCERY STORES NO SE PUEDE USAR EN SUPERMERCADOS Valid for purchase of LOCALLY grown fresh fruits & vegetables only. GROWERS: DEPOSIT BY NOVEMBER 30, 2010						ACTUAL \$ AMOUNT \$ CORRECTION ONLY COUNTER REFUND		LAST DATE TO USE: 10/31/2010 PAY TO THE ORDER OF:	
\$ 3.00 <small>TAX EXEMPT SALE NOT TO EXCEED \$200.00</small>						\$ VOID <small>NOT PAYABLE WITHOUT VENDOR ID STAMP</small>		PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE SIGNATURE AT STORE: VOID	
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.									

The correct answers are:

- How can you tell the difference between a WIC Cash Value Food Instrument and an Arizona Farmers' Market Nutrition Check? _____

- Who can accept Check A? _____
- Who can accept Check B? _____

WIC Quiz – Answer Key

Please circle the appropriate responses.

1. What are the requirements for a person to qualify for the WIC Program?

- a. Must be a woman (pregnant, breastfeeding or less than one year post partum), an infant, or a child (up to 5 years of age).
- b. Must have a low to moderate income.
- c. Must have a health and/or nutritional risk identified.
- d. All of the above.

The correct answer is (d) All of the above.

2. The WIC Vendor is an important part of the Healthcare Community, what is the Vendor's role in the WIC Program?

- a. Cash the food instruments for food items that the customer selects.
- b. Fill the food instruments (prescription) *exactly* as prescribed.
- c. Inform the participant that they should get a job.
- d. All of the above.

The correct answer is (b) Fill the food instruments (prescription) *exactly* as prescribed.

3. In order to participate as an authorized WIC Program Vendor, an applicant must have a fully executed written contract. What are some items that the contract can provide?

- a. An explanation of the rights and responsibilities of both parties that signed.
- b. The term of the contract.
- c. Retail outlets for WIC participants.
- d. All of the above.

The correct answer is (d) All of the above.

4. The On-line WIC Price/Stock Survey must be submitted during what time period?

- a. Between June 1-15 and December 1-15 of each year.
- b. March 15 and September 15.
- c. Whenever the Vendor wants to increase their prices.
- d. All of the above.

The correct answer is (a) Between June 1-15 and between December 1-15 of each year.

5. What is the benefit of having a WIC Food List at the cash register?

- a. It contains only the types and brands of foods allowed.
- b. It specifies items that cannot be purchased.
- c. It has pictures of food items that are authorized for WIC.
- d. All of the above.

The correct answer is (d) All of the above.

6. If a WIC Customer is allowed to purchase an unauthorized item, what consequences may occur?
- The food instrument or cash value food instrument may be rejected for payment.
 - The store can be disqualified from participation in the program for one (1) calendar year.
 - The participant will not receive the nutritional benefits from the WIC Program.
 - All of the above.

The correct answer is (d) All of the above.

7. What is the first thing that you will verify when a WIC Customer hands you their food instrument or cash value 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.

The correct answer is (b) The person is there within valid dates.

8. List the two form(s) of identification that are acceptable for the WIC customer?

The correct answer is the WIC ID Folder/Transfer Card and Proxy Certification form.

9. Using the food instrument and the items listed below, what can the WIC Customer purchase?

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-352-5463			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 29427534 AZ WIC USE ONLY	75-1248 Payable Through FSNIC 919 AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MI 49349 AZCFA-800036
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE	FIRST DATE TO USE	DATE OF USE
10	11	11100158923	ARCHER, FRANCES V	003229AZ	12/29/2009	
36 OZ (UP TO 36 OZ) WIC APPROVED CEREAL (NOT INFANT)					ACTUAL \$ AMOUNT	LAST DATE TO USE
2 GAL SKIM/NONFAT OR LOWFAT (1%) MILK (GALLON CONTAINERS ONLY)					\$ CORRECTION ONLY	CASHIER INITIAL
2 CONTAINER (64 OZ) WIC APPROVED 100% JUICE						01/27/2010
OR					PAY TO THE ORDER OF:	
3 CONTAINER (11.5 - 12 OZ FROZEN) WIC APPROVED 100% JUICE					\$ VOID	
18 OZ (UP TO 18 OZ) PEANUT BUTTER					NOT PAYABLE WITHOUT VENDOR ID STAMP	
					PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE	
					SIGNATURE AT STORE:	
					VOID	
					CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.	

Check the boxes next to the items that can be purchased in order for the WIC Customer to receive the maximum benefits from the WIC Program.

The correct answers are:

<input checked="" type="checkbox"/>	Qty	Size	Item	<input checked="" type="checkbox"/>	Qty	Size	Item
	3	18 oz	Kix (plain)	<input checked="" type="checkbox"/>	1	64 oz	TreeTop Apple Juice (shelf stable)
<input checked="" type="checkbox"/>	1	24 oz	Grape Nuts Cereal		1	59 oz	Simply Orange Juice (refrigerated)
<input checked="" type="checkbox"/>	1	12 oz	Special K Cereal	<input checked="" type="checkbox"/>	1	64 oz	Donald Duck Orange Juice (refrigerated)
	1	14.5 oz	Honey Bunches of Oats Almonds		1	16 oz	Orange Juice (frozen)
	2	18 oz	Honey Nut Cheerios		2	46 oz	Seneca Apple Juice (shelf stable)
	2	Gal	2% Lowest Cost Milk		3	12 oz	Welch's Grape Juice Cocktail (frozen)
<input checked="" type="checkbox"/>	2	Gal	1% Lowest Cost Milk		1	16.3 oz	Skippy Peanut Butter Spread
	1	Gal	Whole Lowest Cost Milk		1	28 oz	Jiff Peanut Butter
	4	½ gal	Non Fat Lowest Cost Milk	<input checked="" type="checkbox"/>	1	16 oz	Laura Scudder Natural Peanut Butter

10. If a mistake is made when writing in the “date of use”, which procedure must you follow:

- a. White out the date, correct, and initial.
- b. Write over the date until legible, and initial.
- c. Draw one line through the date, correct, and initial.
- d. None of the above.

The correct answer is (c) Draw one line through the date, correct, and initial.

**11. The ‘Buy One, Get One Free’ special is acceptable if...
(Note: Formula does not apply to this or any other offer.)**

- a. The purchased item is a WIC approved food item and the free item is a non-WIC approved food item.
- b. The purchased item is a non-WIC approved food item and the free item is a WIC approved item.
- c. The purchased item and the free item are both WIC approved food items.
- d. Both a. and c. are correct.

The correct answer is (d) Both a. and c. are correct.

12. When can a WIC Customer re-sign the food instrument or cash value food instrument?

- a. Whenever they feel like it.
- b. When the WIC Customer comes in with a pre-signed food instrument or cash value food instrument.
- c. When the WIC Customer’s signature does not match the signature on the ID folder or proxy form.
- d. Both b. and c. are correct.

The correct answer is (d) Both b. and c. are correct.

13. Which statement below is true?

- a. The Date of Use, the Dollar Amount and the Signature can be corrected.
- b. The First Date to Use, the Dollar Amount and the Signature can be corrected.
- c. The Date of Use, the Last Date to Use and the Signature can be corrected.
- d. None of the above is true.

The correct answer is (a) The Date of Use, the Dollar Amount and the Signature can be corrected.

14. When a food instrument rejects for payment, the Vendor can request for a second level review.

- a. True
- b. False

The correct answer is (b) True.

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

- a. Sixty (60) calendar days from the First Date to Use.
- b. Forty-five (45) calendar days from the First Date to Use.
- c. Anytime they want.
- d. None of the above.

The correct answer is (a) Sixty (60) calendar days from the First Date of Use.

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

- a. Threaten them.
- b. Call the Arizona WIC Complaint Hotline or Email: azwiccomplaints@azdhs.gov.
- c. When you are in a Vendor training session, complain about them.
- d. None of the above.

The correct answer is (b) Call the Arizona WIC Complaint Hotline or Email: azwiccomplaints@azdhs.gov.

17. All the information that a Vendor may need to remain in compliance with the WIC Program Vendor Contract can be found in the Arizona WIC Program's ...

- a. Vendor Manual.
- b. Vendor Contract.
- c. Policy and Procedure Manual.
- d. All of the above.

The correct answer is (d) All of the above.

18. Authorized Vendors are monitored to ensure that they are complying with the WIC Program's rules, regulations and procedures. What are some of the various ways that a WIC Vendor may be monitored?

- a. Vendor Site Review.
- b. Inventory Audit.
- c. Compliance Investigations.
- d. All of the above.

The correct answer is (d) All of the above.

19. When monitoring activities are conducted, the WIC Program will look for program errors or abuses that are found in the Violations and Sanction of the Vendor Manual.

- a. True
- b. False

The correct answer is (a) True.

20. 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, the WIC customer can...

- a. Return it to the store where it was purchased and receive any item the wish.
- b. Return the item to the store where it was purchased and receive an identical item in return.
- c. Return the item and receive cash for the item returned.
- d. None of the above.

The correct answer is (b) Return the item to the store where it was purchased and receive an identical item in return.

21. A Vendor who is disqualified from the Supplemental Nutrition Assistance Program (SNAP) will be disqualified from the WIC Program.

- a. True
- b. False

The correct answer is (a) True.

22. A disqualification from one WIC Program may result in disqualification from other WIC programs, except in cases where there is inadequate participant access.

- a. True
- b. False

The correct answer is (a) True.

23. A Vendor who is sanctioned by the WIC Program has a right to appeal the adverse action.

- a. True
- b. False

The correct answer is (a) True.

24. WIC Customers are allowed to use self check-out lanes?

- a. True
- b. False

The correct answer is (b) False.

25. All Authorized Vendors must meet WIC minimum stock requirements throughout the term of their contract.

- a. True
- b. False

The correct answer is (a) True.

26. WIC customers are allowed to purchase white potatoes with their cash value food instrument?

- a. True
- b. False

The correct answer is (b) False.

27. Vendors are allowed to use the WIC acronym and WIC logo any way they want to?

- a. True
- b. False

The correct answer is (b) False.

28. Redeeming a Cash Value Food Instrument (CVFI):

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM <small>1746 WEST ADAMS, PHOENIX, ARIZONA 05207 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 # 36622146		25-1248 <small>Payable Through FSBC, AN AFFILIATE OF SECURITY STATE BANK HOWARD LANG, PHX 52349 ACCT# 001070</small>	
AGENCY 07	CLINIC 42	PARTICIPANT ID 42070052500	PARTICIPANT NAME HENRY, MELISSA		DRAFT TYPE 003773AZ	VENDOR MUST DEPOSIT WITHIN 60 CALENDAR DAYS FROM FIRST DATE TO USE.		FIRST DATE TO USE 04/02/2010	DATE OF USE
REDEEMABLE AT APPROVED WIC STORES OR AUTHORIZED FARMERS' MARKETS UP TO \$5.00 FRESH VEGETABLES AND/OR FRUITS. WIC CUSTOMER MAY PAY AMOUNT OVER \$5.00 AT SOME LOCATIONS.						ACTUAL \$ AMOUNT \$ CORRECTION ONLY CASHIER INITIAL		LAST DATE TO USE 05/01/2010	PAY TO THE ORDER OF:
						\$ VOID <small>(MAX CHEMPY SALE NOT TO EXCEED \$50.00)</small>		VOID <small>NOT PAYABLE WITHOUT VENDOR ID STAMP</small>	
PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE									
SIGNATURE AT STORE:						VOID			
<small>CASHER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.</small>									

Using the CVFI above

The correct answers are:

- What is the maximum dollar amount that can be entered on the CVFI? \$5.00
- The customer purchases \$6.25 worth of fresh fruits and vegetables, what is the maximum amount that can be entered on the CVFI? \$5.00
- The Customer purchased \$4.35 worth of fresh fruits and vegetables, what is the maximum amount that can be entered on the CVFI? \$4.35
- If the customer purchases \$6.25 worth of fresh fruits and vegetables, and you can only write the maximum amount of \$5.00 on the food instrument, what happens to the difference (\$1.25)? The customer may pay the balance with another form of payment (i.e., cash, SNAP benefits, etc.).

WIC Cash Value Food Instruments

VS

AZ Farmers' Market Nutrition Program Checks

A

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 # 36622146		75-1248 Payable Through FBNIC, AN AFFILIATE OF SECURITY STATE BANK 919 HOWARD LAKE, MN 55349 ACCT# 803009	
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE		VENDOR MUST DEPOSIT WITHIN 60 CALENDAR DAYS FROM FIRST DATE TO USE.		FIRST DATE TO USE	04/02/2010
07	42	42070052500	HENRY, MELISSA	003773AZ		DATE OF USE			
REDEEMABLE AT APPROVED WIC STORES OR AUTHORIZED FARMERS' MARKETS UP TO \$5.00 FRESH VEGETABLES AND/OR FRUITS. WIC CUSTOMER MAY PAY AMOUNT OVER \$5.00 AT SOME LOCATIONS.						ACTUAL \$ AMOUNT \$ CORRECTION ONLY COUNTER REFUND		LAST DATE TO USE	05/01/2010
						\$ VOID <small>TAX EXEMPT SALE NOT TO EXCEED \$200.00</small>		PAY TO THE ORDER OF: VOID <small>NOT PAYABLE WITHOUT VENDOR ID STAMP</small>	
						PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE SIGNATURE AT STORE: VOID			
						CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.			

B

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 # 96000039		75-1248 Payable Through FBNIC, AN AFFILIATE OF SECURITY STATE BANK 919 HOWARD LAKE, MN 55349 ACCT# 803009	
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE		AZ WIC USE ONLY		FIRST DATE TO USE	02/09/2010
05	01	1050172767	COUPON, TRAVIS			DATE OF USE			
FARMERS' MARKET 2010 NOT REDEEMABLE IN GROCERY STORES NO SE PUEDE USAR EN SUPERMERCADOS Valid for purchase of LOCALLY grown fresh fruits & vegetables only. GROWERS: DEPOSIT BY NOVEMBER 30, 2010						ACTUAL \$ AMOUNT \$ CORRECTION ONLY COUNTER REFUND		LAST DATE TO USE	10/31/2010
						\$ 3.00 <small>TAX EXEMPT SALE NOT TO EXCEED \$200.00</small>		PAY TO THE ORDER OF: VOID <small>NOT PAYABLE WITHOUT VENDOR ID STAMP</small>	
						PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE SIGNATURE AT STORE: VOID			
						CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.			

The correct answers are:

- How can you tell the difference between a WIC Cash Value Food Instrument and an Arizona Farmers' Market Nutrition Check? The Farmers' Market check has: 1) FARMERS' MARKET printed in big letters; 2) Not redeemable in grocery stores; 3) message to Growers: Deposit by November 30; 4) the dollar amount is already printed on the check; and 5) the dates of use range are from March 1 – October 31st
- Who can accept Check A? Authorized WIC Vendors and Approved Farmers' Markets
- Who can accept Check B? Only Approved Farmers' Markets