

# CASHIER NEWS

Nevada State WIC Program

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WIC Program



## \*\*\*\* IMPORTANT CASHIER TRAINING INFORMATION \*\*\*\*

This newsletter is designed as your CASHIER TRAINING EFFORTS and will also serve as a handy reference guide.

## Infant Formula

Nevada WIC currently has a rebate contract for infant formula with Ross Corporation. Therefore, all Nevada WIC clinics are now issuing Food Instruments' and EBT cards for the following formulas:

- Similac Advance
  - Isomil Advance
  - Similac Sensitive (Formerly Lactose Free)
  - Similac Sensitive RS (added Rice Starch)
- Vendors are required to stock both the 12.9oz. powder and the 13oz. concentrate Similac Advance and Isomil Advance. Additionally, in monitoring expiration dates for formula on visits to vendor outlets, there are some stores that have had expired infant formula on the shelf. Please check expiration dates on formulas in your stores to make sure all formulas have current dates.

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We would like to hear from cashiers as to subjects they would like featured in Cashier News.

Please send or e-mail suggestions to:

Nevada State WIC Program

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Or e-mail to [kmolina@health.nv.gov](mailto:kmolina@health.nv.gov)

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## New Check Handling and Authorized Food Cards

The new "Check Handling Instructions and Authorized WIC Foods" cards were recently mailed to every authorized Nevada WIC vendor. The new cards are white and have an effective date October 1, 2007. These new cards have information for the cashiers regarding handling of the WIC checks on the reverse side of the card.

These cards are mandatory at every check stand. Please review materials at your check stand to make sure the current information is available to all cashiers handling WIC transactions.

**If you need additional cards or more information,  
please call the Nevada State WIC office in Carson City  
at (775) 684-5942.**

## Cashier Questions . . .

### About WIC



Cashiers are constantly confronted by participants who either make honest mistakes or attempt in new and innovative ways to circumvent the WIC authorized foods list and/or WIC procedures. In this and subsequent issues, we will answer questions asked by you and other cashiers regarding WIC transactions.

### MOST COMMON QUESTIONS ABOUT WIC TRANSACTIONS ARE ANSWERED

- Q** Are WIC customers allowed to get “buy one – get one free” items? Sometimes we have a special on eggs–buy a dozen and get a dozen free.
- A** YES. WIC participants are allowed free items the same as any other customer. But, remember – in the WIC EBT card system cashiers should NOT scan the free item on the WIC system. If you do, it will deduct the item from their card balance. You can still scan the item on the vendor register system, because your system will then take it off the total. WIC participants are allowed to use coupons, store discount or club cards.
- Q** Our store does not have orange juice in the 64oz. plastic bottle. Can the participant get the half-gallon orange juice from the refrigerated case?
- A** Yes. The refrigerated 64oz. least expensive orange juice and pineapple/orange are approved WIC items. The approved food list and WIC check are very specific regarding sizes, brands, and packaging. **Substitutions are NOT allowed.** The participant has the option to request that the clinic change their food packages to “concentrate juice” if they desire orange juice and cannot get it at your store or they have the option of shopping at another retailer.

*Send in your questions to have them featured in  
upcoming newsletters!*

*Mail to: State of Nevada WIC*

*3427 Goni Rd Suite 108 Carson City, NV 89706*

*Or e-mail to [kmolina@health.nv.gov](mailto:kmolina@health.nv.gov)*

This serves as required Vendor training & should be posted in a place where employees can easily see & read it

## Handling the New WIC Checks

*Nevada WIC Clinics began issuing new WIC checks with the box for the cashier to enter the "Date Cashed" which was previously eliminated. Therefore, the following is a reminder of the new procedures.*

*Please advise all cashiers and bookkeeping staff of the new changes.*

### CHECKS:

- The cashier must still verify "First Day to Use" and "Last Day to Use" and monitor types and quantities of authorized WIC foods.
- The cashier enters the total amount of the sale in the "Pay This Amount" box and **then** has the participant sign the check.
- Checks deposited without a participant (shopper) signature are being returned to the Vendor unpaid. Vendors **CANNOT** redeposit these checks.
- DO NOT process WIC checks as electronic transfers. They will be denied.
- Please continue to write "WIC" across the receipt.
- Cashiers will see on occasion manual food instruments which were previously yellow in color. Due to a printing error, the manual food instruments were printed in blue. Cashiers will continue to see blue manual food instruments for the next year. Once the blue stock is used cashiers will start seeing yellow manual food instruments. A notice will be sent out to notify you when the blue (Manual Food Instrument) stock is used up; at which time you will start seeing yellow (Manual Food Instrument) stock.

### ID FOLDERS:

- Participants will have a Nevada WIC ID Folder. The bottom front of the ID Folder has signature lines for the participant and two (2) alternate shoppers (total of 3 signatures).
- Cashiers **MUST** ask the participant (shopper) for the ID Folder and **MATCH** the signature on the check with one of the three signatures on the Folder.
- If a participant does not have the WIC ID Folder, the store **CANNOT** accept the check.

### VENDOR STAMP:

- All authorized Vendors were issued a rubber stamp with their Nevada WIC ID number. Vendors were advised they must stamp each WIC check in the box indicated before depositing the check. The bank **WILL NOT** pay checks without the Vendor Stamp.
- Several Vendors have had returned checks due to failure to stamp the check.
- If you failed to stamp the check and the bank returned it to you unpaid, you may stamp the check and redeposit it. Vendors have 60 days from the "First Day to Use" to deposit WIC checks.
- If you had a check(s) returned due to (1) no signature, the bank will stamp **DO NOT** redeposit; (2) a check returned back to the bank **twice** without the vendor stamp will be stamped **DO NOT** redeposit.
- If you have lost or destroyed your Vendor Stamp, you may request a duplicate stamp from the State WIC Office. Delivery time for additional stamps is approximately 1–2 weeks.

# Cashier Training

## Common Errors in Processing Nevada WIC Paper Food Instruments

- Accepting Paper Food Instruments outside the valid date range

Each Food Instrument shows a First Day to Use and Last Day to Use. IF checks are accepted before the First Day to Use or after the Last Day to Use, the full price of the check is charged back to the vendor. Food Instruments must be used within their valid date range **WITHOUT EXCEPTION**.
- Submitting the Paper Food Instruments to the bank without a Vendor Stamp Number

Each Paper Food Instrument must be stamped (never written) with the Nevada State WIC Vendor Number. This Vendor Number must be stamped within the box indicated on the Food Instrument. Stamping the Vendor Number outside the Vendor Stamp Box makes the Food Instrument invalid. Food Instruments submitted to the bank without a Vendor Stamp will be returned by the bank for the vendor to stamp and resubmit, or the full price of the Food Instrument will be charged back to the vendor.
- Changing the Amount of the Food Instrument without Cashier and Participant initials

Sometimes a change needs to be made in the total amount of the check after that amount has already been written in the Pay This Amount box. It is fine to cross out the old amount and write in the new amount. However, if any change is made in the amount of the Food Instrument, **BOTH** the cashier **AND** the participant must initial the change. Food Instruments which do not have both initials on **any** change in the amount of the check will be charged back to the vendor for the full amount of the Food Instrument. If there is no total written in the Pay This Amount box, the Food Instrument is invalid and will be charged back to the vendor for the full amount.
- Submitting the Paper Food Instruments to the bank without a Participant Signature

If the cashier forgets to have a participant sign their Food Instrument and that Food Instrument is submitted to the bank, it will be returned to the vendor and may not be resubmitted to the bank for payment, or the vendor will be charged back the full amount of the Food Instrument. If the participant does not sign within the signature box, the Food Instrument is invalid.
- Writing within the Nevada WIC Vendor Stamp Box

The vendor stamp box is reserved exclusively for the stamped Vendor Number. If there is anything written (during vendor acceptance or processing) within the Nevada WIC Vendor Stamp Box, the full amount of the Food Instrument will be charged back to the vendor.
- Invalid Vendor Stamp Number

If the number which is stamped within the Vendor Stamp Box is not the authorized Nevada WIC Vendor Number (i.e. ITCN or other), the vendor will be charged back the full amount of the Food Instrument.

This serves as required Vendor training & should be posted in a place where employees can easily see & read it

## Spring into Action! Clean up your Vendor Stamps

### Most vendor stamps that are unreadable fall into the following categories:

- The numbers may be indistinguishable. For example, 3's look like 8's or 6's look like 0's. This may indicate a thorough cleaning is needed or due to wear of the stamp, it may need to be replaced. If the quality of your stamp does not work after cleaning thoroughly contact the state WIC office for a replacement stamp at no charge.
- The quality of the mark being made is poor as not enough care was taken in the placement of the stamping. A quality review of the items once stamped will indicate if a new mark needs to be struck.
- Not enough ink is used as the mark is too faint. This becomes more difficult when the original is made into an Image Replaceable Document (IRD) as the mark is undetected. The use of black ink for all stamping will lessen this type of outcome.

### There are many ways to help ensure that the image is readable. Here are the five (5) most important tips:

1. Frequently check the condition of your stamp. Are all the digits visible? Are they clear and distinct? Are there extra marks or missing parts occurring in the stamping of the items? If so, clean or replace your stamp.
2. Use Black ink. Other colors used in the stamping process may not capture the image as well.
3. Make sure the stamp has sufficient ink. Dark and distinct stamps have higher resolution.
4. Make sure the vouchers and stamps are positioned correctly (not upside down or sideways, etc.)
5. Check the "QUALITY" of each mark made by the stamping process. If the stamp just made is smudged, short a digit, too faint, etc. this can lead to higher return rates of unreadable items.

From a bank processing perspective, most returns can be avoided or even eliminated altogether by having an initial quality review made at the time the items are being stamped. Most costs associated with returned items are directly related to missing and/or unreadable vendor stamps. These initial efforts will provide cost saving measures not only to the State of Nevada WIC Program, but also to the Vendor's bottom line in reducing bank fees and costs related to return fees being assessed by your company's financial institution.

## WIC Foods Information

"WIC Food" cards are mandatory at each check stand for all WIC Vendors. During the last price monitoring visit in December 2007, it was discovered that some cashiers did not have the updated information at the check stands.

Another reminder; which will help cashiers & participants would be to work with your retail grocery manager to ensure the WIC food labels are located on the shelves under all WIC authorized food items. Placing brochures at the check stands and labeling the WIC authorized foods will assist both the cashier and the WIC customers. Additional Food Cards are available upon request from the State WIC Office.

## WIC Facts

Occasionally, we hear comments from store employees about WIC participants who, in their opinion, should not be getting “free food”. WIC eligibility requirements may surprise you. There are essentially three qualifying criteria for the WIC program; a potential participant must:

1. Be a pregnant, postpartum or breast-feeding mom or an infant or child under the age of 5,
2. Have a nutrition-related medical need,
3. Meet minimum income guidelines.

WIC is not a “welfare program” but a nutrition program. As such, the income guidelines are substantially higher than entitlement programs such as food stamps and AFDC. The current guidelines for eligibility in Nevada are:

(Income guidelines are updated every July)

Family Size	Gross Monthly Income
1	\$1,575
2	2,111
3	2,648
4	3,184
5	3,721
6	4,257
7	4,794
8	5,330
Each Additional Family member	537

Many WIC participants receive public assistance; majorities are employed or are serving in the military. WIC is about healthy pregnancies and healthy children. If you or someone you know might be eligible to receive WIC benefits, call the WIC information hotline:

**1-800-8-NEV WIC**

## Change in Packaging



**WIC approved Chex Cereal has recently changed its packaging!**

Same Chex Cereal Just a New LOOK!

WIC participants can buy new packaged cereal!

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