

Cashier Training – How to Use This Training

SCRIPT

Slide Number	Voice/Text
1	<p>Narrator: Let's talk about how to use this training.</p> <p>This large button switches between play and pause.</p> <p>Most slides will advance automatically. To advance the training, click on this forward button. To go back in the training, click on this back button.</p> <p>This rewind button takes you back to the beginning of the section.”</p> <p>This button on the far right allows you to exit the training by closing your internet browser. Do not use this button to exit the module. To return to the list of the training modules on the WIC website, use the back button on your internet browser.</p> <p>There is no volume control on the training, which must be controlled on your speakers or your computer.</p> <p>If this training does not fit completely in your screen, use the zoom function on your computer to improve the fit.</p> <p>Some slides include questions. After selecting an answer you will see a notification telling you if you got it right or not. If your answer is incorrect you will not be able to advance slides. Try again, until you get the correct answer. You will then see this notification to click anywhere to advance the training.</p> <p>When you are ready, click the back button on your internet browser and return to the WIC website in order to continue with the training.</p>

Cashier Training – Getting Started	
SCRIPT	
Slide Number	Voice/Text
1.	Narrator Voice: “Getting Started”
2.	Narrator Voice: “This section will introduce you to the WIC program and why it is an important part of your job. Cashiers, your role in WIC is crucial to making the program successful.”
3.	Cashier Voice: “Okay...but <i>what is WIC?</i> ”
	Narrator Voice: “WIC is the Special Supplemental Nutrition Program for Women, Infants and Children. It provides information and healthy food for pregnant and breastfeeding women and children less than five years old, in order to help them be healthy.”
	Cashier Voice: “Well that sounds good, but how does that affect my job?”
	Narrator Voice: “WIC customers will use special WIC checks – called benefits – to buy healthy foods. The benefit lists specific foods that have been approved by the WIC Program because they are nutritious, and you make WIC a success when you only allow approved foods to be purchased by WIC customers. When a customer brings a WIC benefit to the counter there is a special process to follow, and it is important to know each step in the transaction process, which we will review later in this training.”
4.	Narrator Voice: “Meet Jane, who’s son is almost one year old. Because Jane has met income qualifications she is participating in the WIC Program. Jane went to a WIC clinic and received breastfeeding support, healthcare referrals, information on healthy eating, and benefits to buy healthy food.”
5.	Narrator Voice: “Jane wants to make sure her child will grow up healthy, and after going to WIC she has learned some tricks to help develop healthy eating habits now and into the future. She also received benefits to help buy fruits and vegetables, and she received some resources to help her quit smoking, as well as referrals for immunizations. When you help Jane buy only the approved foods on her benefits, you help her and her family live a healthier lifestyle.”
6.	Narrator Voice: “For 40 years the WIC program has been providing these types of services to moms and families just like Jane’s across the United States. There are around 20,000 Montanans on the WIC Program, and more than seventy clinics across the state where people can go for WIC services. WIC helps Montana families to be healthy, and that gives babies and children a good start in life. Cashiers play an extremely important role in this process because they help WIC participants have a good experience while redeeming their benefits in the store.”
7.	Cashier Voice: “I know that customer service is an important part of my job. I am friendly to every customer and treat them with respect, because that is how I would like to be treated.”
	Narrator Voice: “Cashiers, you should look for signs of a WIC purchase, such as WIC benefits in hand or WIC foods on the counter. That prepares you to help them through the checkout process.”

Cashier Training – Getting Started	
SCRIPT	
Slide Number	Voice/Text
	<p>Cashier Voice: “When I am doing a WIC purchase, I am discrete and sensitive to not draw attention to the customer.”</p> <p>Narrator Voice: “Many people need a little extra help when shopping, and that includes WIC customers. It’s satisfying to make sure everyone has a good experience while shopping in the store.”</p>
8.	<p>Narrator Voice: “Because there are many choices of WIC foods, and the customer must only purchase what is specified on the benefit, buying WIC foods can be a challenge. It’s definitely a challenge for Jane, who is new to the WIC Program and is shopping with her small child. Your customer service skills are a huge part of helping WIC customers like Jane to have a good experience in your store.”</p>
9.	<p>Narrator Voice: “This course will help you understand the authorized food list for Montana WIC, how to interpret the specific food prescriptions listed on the benefits, and the transaction process for accepting WIC benefits.”</p>
10.	<p>Cashier 1 Voice: “After completing this training, I will have more confidence and less stress when doing WIC purchases.”</p> <p>Cashier 2 Voice: “I will have quick and smooth WIC purchases, and avoid delays in the checkout line.”</p> <p>Cashier 3 Voice: “I will get satisfaction from being better at my job, and from helping other people out.”</p>
11.	<p>Narrator Voice: “You have completed the <i>Getting Started</i> section.”</p>

Food List – Cashier Training	
SCRIPT	
Description	Text
1.	Welcome to Learning the WIC Food List. This section will guide you through allowable WIC foods and how to use your WIC food list.
2.	Make sure you have a copy of the most recent WIC food list. If you are unsure or don't have one, ask your trainer or store manager. This training will go in the same order as the food list.
3.	The food list is designed to meet the nutritional needs of WIC customers and is also designed to control costs. That's why some items are only available in certain brands. WIC customers are only able to purchase what's on this list.
4.	Take a look at the food list. The food list is organized by food category, like milk or cheese. Under each category heading you will see what types and sizes are approved and in some cases, what items are not approved.
5.	As a cashier, you must be able to understand the food list. Sometimes, WIC customers may need your help choosing what to buy with their WIC benefits.
	A copy of the food list will be at your register. If you don't see one, make sure ask a manager.
	WIC customers have the exact same food list and use it to figure out what they can purchase with their WIC benefits. If you think an item is not WIC approved, check the food list. If you see the customer made a mistake and brought up an incorrect item, show them where it says on the food list they cannot purchase the item and help them find a correct one.
6.	The first food category in this training and on your food list is milk. Milk provides WIC customers with calcium for bone health and development.
7.	WIC customers may purchase many types of milk, including whole, low-fat and skim cow's milk, goat milk, evaporated milk, dry milk and lactose-free milk.
8.	While many types of milk are available, only the type specified may be purchased. For instance, this WIC customer could only purchase skim or 1% milk since those types are listed on the benefit.

<p>9.</p>	<p>With milk, WIC customers must buy the store brand, if it's available on the shelves. If it's not, they can purchase a name brand.</p> <p>They may substitute two half-gallons of milk for one gallon. They may not substitute two quarts for one half-gallon.</p> <p>All milk purchase may not be enhanced, organic or have flavor added.</p>
<p>10.</p>	<p>ACTIVITY - MILK</p>
<p>11.</p>	<p>Using your food list as a guide, click on all the WIC approved milks. Click SUBMIT when you feel you have all the correct answers.</p>
<p>12.</p>	<p>Soy beverage is another name for soy milk. It follows the same rules as regular milk. It's important to remember that quarts can only be purchased if specified and quarts may not be substituted for half-gallons.</p>
<p>13.</p>	<p>Cheese is provided to WIC customers as a replacement for some of the milk. Cheese also provides calcium for healthy bones.</p>
<p>14.</p>	<p>WIC approved cheese is available for purchase in store brand, Cashe Valley, Kraft and AMPI brands, regular or low-fat. WIC customers may purchase one 16oz block or two 8oz blocks. They may purchase Colby-Monterey Jack, Cheddar (any variety, including extra-sharp), Monterey Jack, Colby, Swiss or Mozzarella types of cheese.</p>
<p>15.</p>	<p>ACTIVITY - CHEESE</p>
<p>16.</p>	<p>Use your food list to identify the WIC-approved cheeses and drop them in the grocery bag.</p>
<p>17.</p>	<p>Yogurt is also provided as milk replacement and has calcium.</p>
<p>18.</p>	<p>Yogurt may be purchased in store brand, Dannon, Mountain High or Yoplait. Only a quart sized container in plain or vanilla is available to WIC customers. Just like with milk, they must purchase the fat-type specified, so either non-fat/low-fat or whole yogurt. Organic, Greek-style and fruit added yogurt are not WIC approved.</p>
<p>19.</p>	<p>Peanut Butter. Peanut butter provides protein, which helps build strong muscles.</p>
<p>20.</p>	<p>Peanut butter is available to WIC customers in store brand, Adams, Peter Pan, Jiff and Skippy. They may purchase a 16 to 18 oz. container.</p>

21.	ACTIVITY – PEANUT BUTTER
22.	Use your food list to review what types of peanut butter are not approved and answer the following question. Hit submit after you choose your answer. True or False: Peanut butter spread is WIC approved.
23.	Eggs. Eggs are also a source of protein for WIC customers.
24.	WIC customers may purchase one dozen, white only, “AA” or “A” eggs.
25.	Beans, peas and lentils. This is another source of protein and also provides fiber, which aids in digestion.
26.	WIC customers may purchase either canned or dried beans but they must purchase the type listed. Regardless of the canned or dried, they must purchase a 15-16oz container in any brand.
27.	ACTIVITY – BEANS, PEAS AND LENTILS
28.	Click on the two WIC approved cans of beans. Use your food list as a guide.
29.	Remember, WIC customers may only purchase the type identified. This means they will purchase EITHER canned or dried.
30.	ACTIVITY – BEANS, PEAS AND LENTILS
31.	Which is the only NON-APPROVED bag of beans, peas and lentils?
32.	Breakfast Cereal. These cereals are fortified with iron to help carry oxygen to the blood.
33.	Montana WIC has many approved cereals available. All approved brands are listed by type, like corn flakes or crispy rice. Take a minute and review the cereal section of the food list.
34.	Notice all the cereals listed don't have a lot of sugar or things like marshmallows in them. WIC customers can get any size of box of cereal they choose, as long as they only purchase what's available to them as a benefit.
35.	ACTIVITY – BREAKFAST CEREAL

36.	Tina may purchase 36oz of WIC cereal. Drop the correct items in the bag. Remember to check if the type of cereal is WIC approved.
37.	ACTIVITY – BREAKFAST CEREAL
38.	Why is this container of oatmeal not WIC-approved?
39.	Whole Grain Choice. All of WIC's whole grain choices are high in fiber, which aids in digestion.
40.	Whole grain breads and tortillas are brand and type specific and must be in a 16oz package.
41.	Brown rice, quick cooking or regular, can be any brand. Quick cooking can be a 14-16oz container. Regular brown rice can only be purchased in a 16oz container. 100% whole wheat pasta may be purchased in 16oz containers only. WIC customers may purchase any type of pasta, like spaghetti or rotini, as long as it is 100% whole wheat and in a 16oz container.
42.	ACTIVITY – WHOLE GRAIN CHOICE
43.	Emmitt may purchase two whole grain choices with his child's WIC benefit. Click on the correct choices and hit submit when finished.
44.	Juice. All of WIC's juices are a good source of Vitamin C, which helps help bodies fight illness.
45.	WIC customers can only purchase specific types and sizes of juice, must be 100% juice and a single flavor, like apple or grape. Look at your food list and familiarize yourself with all allowed juices.
46.	ACTIVITY - JUICE
47.	Why is this frozen concentrate not WIC approved?
48.	Canned Fish. Canned fish provides BLANK.
49.	Only light tuna and pink salmon are WIC-approved canned fish and any brand may be purchased.

50.	ACTIVITY – CANNED FISH
51.	Using your food list, drop the correct canned fish into the shopping bag.
52.	Infant formula. Infant formula is used in place of breast milk to feed infants.
53.	WIC customers may only purchase very specific brands, types and sizes of formula. This information will be specified on their WIC benefits.
54.	Infant cereal. Infant cereal provides BLANK.
55.	WIC customers may purchase Beech-Nut, Goya or Gerber infant cereal in plain varieties without any additives like fruit or DHA.
56.	ACTIVITY – INFANT FOODS
57.	True or false: Jasmine is allowed to substitute one 16oz container of infant cereal for two 8oz containers of infant cereal? Answer: True
58.	Baby foods vegetables and fruits. These provide BLANK to WIC infants.
59.	WIC customers may purchase Beech-Nut, Goya or Gerber infant fruits and veggies in 4oz jars only! These can be single varieties like apple or mixed like sweet potato-apple.
60.	Baby food meats. Baby food meats provide BLANK. It's important to remember only 2.5oz jars are allowed in a single variety. Watch out for jars labels "dinners" or meat sticks as these are not WIC approved.
61.	Fresh Fruits and Vegetables. These offer a wide range of vitamins and minerals needed to keep bodies healthy! WIC customers may purchase any type of fresh produce, including organic, with the exception of items from the deli, nuts, salad dressing, herbs or spices.
62.	Frozen vegetables are also WIC approved and most varieties may be purchased, including organic, with the exception of fried or breaded products like French fries, vegetables with sauces, vegetables mixed with non-vegetables like pasta or rice, seasoned or breaded veggies.

63.	Standard outro.

Cashier Training – Understanding WIC Benefits

SCRIPT

Slide Description	Voice/Text
1.	<p><i>(Background Music)</i> Narrator Voice: “Welcome to Understanding WIC Benefits”</p>
2.	<p>Narrator Voice: “In order to help WIC customers use their WIC benefit it is important to understand what is on a benefit and what it all means.” Cashier Voice: “Great...where do we start?”</p>
3.	<p>Narrator Voice: “Well, first of all, you need to know that WIC customers will have two types of benefits that they will bring into the store. The first is a regular WIC benefit and the other is what we call a fruit and vegetable benefit. Let’s talk about the difference between the two types.</p>
4.	<p>Narrator Voice: To begin with let’s look at a regular WIC benefit. You will notice on this benefit that at the top on the left hand side is the WIC customer’s ID number. Next to this you will notice the customer’s name printed. As you can see to the right of the customer’s name is listed the first day to use the benefit and the last day to use this benefit. If the benefit is used outside of the allowable date range it will be rejected by the bank. To the left of this is a section where your store will place its stamp number. A benefit is stamped with the store’s WIC stamp number before it is sent to the bank. Further to the left of this you can see the section where the food items to be purchased are listed. Also, It is important to notice that there are sections to the far right of the benefit where the amount of sale is entered, corrections can be made, and where the customer will enter his or her initials if a correction has to be made. Finally, at the bottom is a section where the customer will enter his or her signature.”</p>
5.	<p>Narrator Voice: “Here is an activity to test your understanding of regular WIC benefits.”</p>
6.	<p>True or False Quiz</p>
7.	<p>Narrator Voice: “Now that you have an idea of what a regular WIC benefit is let’s talk about a fruit and vegetable benefit.”</p>
8.	<p>Narrator Voice: “This is a Fruit and Vegetable Benefit. For the most part this type of benefit is the same as a regular WIC benefit. However, there are a few important differences. First, instead of food items like milk and juice and eggs being listed on the benefit you will notice that the benefit is be for fruits and vegetables only. Also, WIC customers are able to purchase more fruits and vegetables than the dollar amount printed on their benefit. For example, if a customer has a benefit that allows the purchase of \$10.00 worth of fruits or vegetables, the customer can bring up, say, \$12.00 worth and pay the difference using another tender such as cash, a SNAP card, or a debit/credit card.” Cashier Voice: “Is there anything I need to be aware of if this happens?” Narrator Voice: “Yes. Be sure not to write the full amount of the sale on the benefit because you never deposit a fruit and vegetable benefit for an amount more than the amount printed on the benefit. If you write more than that amount the bank will reject the benefit.”</p>

Cashier Training – Understanding WIC Benefits

SCRIPT

Slide Description	Voice/Text
9.	Narrator Voice: “Here is an activity to test your understanding of Fruit and Vegetable Benefits.”
10.	True or False Quiz
11.	Narrator Voice: “Now that you understand what a fruit and vegetable benefit and the important differences between it and a regular WIC benefit is we need to talk about another type of benefit a WIC participant may bring into the store.”
12.	Narrator Voice: “This benefit is from the Farmers’ Market Nutrition Program or FMNP for short. These benefits can only be redeemed by authorized farmers at farmers markets. They cannot be used in grocery stores. As you can see, these benefits are green and they have the words <i>Farm Direct</i> and <i>FMNP</i> printed on the top left corner. If a customer tries to use one politely remind them that they can use these at a farmers’ market and not at a grocery store. Fortunately, these instructions are clearly printed on the FMNP benefit.
13.	<p>Cashier Voice: There is certainly a lot to know about these benefits.”</p> <p>Narrator Voice: “Well, there are really three key things a cashier can look for on a benefit that can make it as easy as 1-2-3.</p> <ol style="list-style-type: none"> 1. Is the quantity correct? 2. Is the package size correct? 3. Are the food items correct? <p>If you keep these three things in mind you should do just fine.</p>
14.	Narrator Voice: “You have completed the <i>Understanding WIC Benefits</i> section.” (Buttons to either return to the Table of Contents or Continue with the Training.)

Cashier Training –Processing WIC Benefits

SCRIPT

Slide Description	Voice/Text
1.	<p><i>(Background Music)</i> Narrator Voice: “Welcome to “Processing WIC Benefits.”</p>
2.	<p>Narrator Voice: In order to properly conduct a WIC transaction it is important to understand each of the steps in the process.” Cashier Voice: “Great...what is the first step?”</p>
3.	<p>Narrator Voice: “Well the first thing you need to do is ask for the WIC Program Booklet. Once you receive this from the customer hold onto it (you will need it later to check the customer’s signature) Do not proceed without it.” Cashier Voice: “What’s next?”</p>
4.	<p>Narrator Voice: “You need to check the dates in the “First Day to Use” and “Last day to Use” boxes on the benefit. Do not accept the benefit before or after these dates. Fill in the current date on the benefit.” Cashier Voice: OK.... sounds easy enough. What do I do after I check the dates?”</p>
5.	<p>Narrator Voice: “You will want to verify that the food items the customer has selected match what is listed on the benefit. Use the WIC Food List if you have any questions. If the wrong food item has been selected politely let the customer know and offer to help in selecting the correct food item. If something is missing, ask if the customer wants to purchase the item before totaling the benefit. Another thing to remember is that the customer can take advantage of store coupons, specials and discount cards. Make sure you say no to IOUs, rain checks and refunds. Cashier Voice: “All right.... once this has been taken care of what do I do?”</p>
6.	<p>Narrator Voice: “You will need to write the “Amount of Sale” on the benefit using black or blue ink. If you make a mistake, cross out the incorrect price with a single line, place the new price in the correction box and have the customer initial the change. If there are no mistakes have the customer, authorized representative or proxy sign the benefit.” Cashier Voice: “Is that the last step?”</p>
7.	<p>Narrator Voice: “Not quite... once this has happened compare the customer’s signature with the signature on the Program Booklet. If the signatures do not match, do not proceed with the transaction. Remember, no WIC program booklet means no sale.”</p>
8.	<p>Narrator Voice: “Once you have completed these steps give the customer, authorized representative, or proxy a receipt and return the WIC Booklet. Once the transaction is completed the bookkeeper for your store will stamp the benefit with the WIC store ID number. This is necessary before it is deposited.” Cashier Voice: “Sounds good!”</p>

Cashier Training –Processing WIC Benefits	
SCRIPT	
Slide Description	Voice/Text
9.	Activity
10.	True or False Quiz
11.	Narrator Voice: “You have completed the <i>Processing WIC Benefits</i> section.” (Buttons to either return to the Table of Contents or Continue with the Training.)

Cashier Training – Connecting All The Pieces

SCRIPT

Slide Description	Voice/Text
1.	Narrator Voice: “Connecting all of the pieces.”
2.	Narrator Voice: “This section will review some key points about WIC and give you an opportunity to practice. So...what have you learned so far?”
	Cashier 1 Man: “I have learned that WIC foods are chosen for their nutrition, which is why WIC customers must get exactly what is listed on their benefits.”
	Cashier 2 Lady: “And that filling out the benefit correctly, and doing all of the transaction steps correctly, ensures that my store gets paid by WIC.”
	Cashier 3 Lady: “Most importantly, I learned to use the WIC Approved Food List to make sure customers get the right foods.”
3.	Cashier 4 Lady: Good customer service can go a long way in making the whole process quicker and easier.”
	Narrator Voice: “Alright, are you ready to practice doing a WIC transaction? Don’t forget to have the WIC Approved Food List and WIC Retailer Booklet handy, and if you have any questions your trainer cannot answer, take a look in the Retail Staff Training Guide or the Retailer Reference Manual. Better yet, call your retailer contact at your local WIC agency if you have any questions.”
4.	Narrator Voice: “This information has been provided by the Montana Department of Public Health and Human Service’s WIC Program. Thank you for the important role you play in the WIC Program, and please contact us if you have any questions.”