



UTAH WIC VENDOR TRAINING MODULE FOR CASHIERS  
ASSESSMENT TEST

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Job Title: \_\_\_\_\_

Utah WIC Vendor ID # (Required): \_\_\_\_\_

Store Name: \_\_\_\_\_ Store # (if applicable): \_\_\_\_\_

**Circle the BEST answer:**

SCORE \_\_\_\_\_ 75% passing score required

- 1) **The cashier can combine the total amounts on two or more cash-value vouchers as long as they are in the same family.**
  - a. True
  - b. False
  
- 2) **The food booklet is published on a yearly basis. In which month is the food booklet published?**
  - a. January
  - b. April
  - c. July
  - d. October
  
- 3) **In accordance with the Utah WIC Vendor Agreement, ALL authorized WIC vendors:**
  - a. Must have in inventory a minimum quantity of specific WIC authorized food items in accordance with the vendor's peer group.
  - b. The vendor agrees to acquire additional quantities or brands of infant formula above the minimum shelf requirements, within 72 hours of notification of the need without causing participant inconvenience or hardship.
  - c. All of the above are correct
  
- 4) **For a cashier, what is the last step of the process when processing a check?**
  - a. Cashier writes the total amount in the "Pay Exactly" box
  - b. Cashier checks to make sure that all items are purchased
  - c. Cashier compares the participant's signature on the check with the signature on the participant's WIC packet.
  - d. Cashier checks to make sure the check is being presented between the "first date to use" and the "last date to use."
  
- 5) **The store can be held accountable for all actions of its owners, officers, managers, and employees who commit WIC violations.**
  - a. True
  - b. False
  
- 6) **Cash-value vouchers are to be redeemed for fresh fruits and vegetables and may not include:**
  - a. Vegetable trays with vegetable dip
  - b. Fruit trays with fruit dip
  - c. Processed salsa in a jar
  - d. All of the above
  
- 7) **WIC customers may only redeem their checks between the "First Date to Use" and the "Last Date to Use" dates. Cashiers should carefully examine the dates on each check.**
  - a. True
  - b. False

Continued on page 2



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- 8) The purpose of WIC (Women, Infants & Children Program) is to:**
- a. Serve pregnant, postpartum & breastfeeding women
  - b. Serve infants & children up to age five (5)
  - c. Provide specific foods that are high in iron, protein, calcium & vitamins A, C, & D to participants.
  - d. All of the above
- 9) If the total cost of the fruits and vegetables that were selected for purchase on a WIC cash-value voucher exceeds the maximum allowable amount, the customer CAN pay the difference above the maximum amount within the WIC transaction. (For example: the fruits/vegetables total \$12.30 and the maximum amount on the cash-value voucher is \$11.00).**
- a. True
  - b. False
- 10) If the WIC vendor does not have all of the items listed on the WIC check in stock, the proper procedure is to:**
- a. Give the WIC client a "rain-check" for the items missing and charge the item against the WIC check.
  - b. Take the WIC check from the customer and tell them to return when the item has come in.
  - c. Give the WIC check back to the customer and do not exchange any food items.
- 11) The "Store brand/private label" policy means the WIC customer ALWAYS has to purchase the absolutely lowest priced WIC item.**
- a. True
  - b. False
- 12) The WIC State Agency can issue violation points for which of the following reasons.**
- a. Discourteous treatment of customers
  - b. Excessive errors and check rejections
  - c. Improper or overcharged WIC check
  - d. Failure to complete training
  - e. All of the above
- 13) If the cashier discovers that the check has had any of the dates, quantities of food items, or descriptions of food items altered in any way, then the cashier should not accept the food check.**
- a. True
  - b. False
- 14) When obtaining the authorized signature on Utah WIC checks, the cashier needs to:**
- a. Have the WIC customer sign the WIC check after the cashier has written in the purchase price.
  - b. Ask the customer to sign with a black pen.
  - c. Ask for the WIC ID Packet in order to verify the WIC client signature.
  - d. All of the above are correct
- 15) "Whole milk" may be sold if the check lists "non-fat," "skim," or "1%" milk.**
- a. True
  - b. False
- 16) Good customer service encourages and reinforces wise food purchasing.**
- a. True
  - b. False

**We appreciate your time and effort in completing WIC training.  
Thank you for providing great service to WIC clients!**