



WV WIC ANNUAL TRAINING QUIZ 2017

Please complete this quiz and fax to 304-558-1541 Attention: VENDOR UNIT or scan as an email attachment to dhhrwicvu@wv.gov.

Returning this quiz is confirmation your store has completed annual training. Each store must submit at least one quiz, but may choose to submit any and all quizzes completed by employees who will conduct WIC transactions. Please note, if only one quiz is submitted, the person completing the quiz is required, as noted in the Vendor Agreement, to ensure other staff conducting WIC transactions are trained according to the information in this newsletter and the Vendor Handbook.

Multiple Choice (circle the best choice):

1. WIC is a Special Supplemental Nutrition Program for:

- a) Pregnant women and children up to six years of age
- b) Women (pregnant, breastfeeding and postpartum), infants and children up to age five
- c) Any needy family

2. WIC customers may participate in the following promotions:

- a) Buy-one, Get-one Free (BOGO)
- b) Free diapers with every purchase of 10 cans of formula
- c) \$5 free produce when using WIC Cash Value Benefits (CVB) at your store

3. If a WIC participant has benefits for .75 gallons of low-fat milk, they:

- a) Can purchase three separate quarts of low-fat milk
- b) Can purchase one quart of white whole milk and two quarts of low-fat chocolate
- c) Must purchase a ½ gallon low-fat milk along with one quart low-fat milk

4. If WIC participants are rude and abusive to store employees, what should you do?

- a) Tolerate their behavior, get them out of the store as soon as possible, and report nothing
- b) Call the police and file a complaint
- c) Follow store policy regarding abusive customers, and file a complaint with the WIC State Agency
- d) Ask them to leave the store, and file a complaint with the WIC State Agency

5. How many cans of WIC approved formula should be in stock at all times?

- a) One can of each variety
- b) Five cans of each variety plus 10 extra cans of the most frequently requested by participants
- c) At least one can of each variety, but a total of 36 cans all together
- d) It doesn't matter as long as the variety requested is ordered and in stock within 72 hours

6. What should be done if an item thought to be WIC approved doesn't scan during check out?

- a) Contact the WIC State Agency
- b) Tell the participant they must have the wrong item
- c) Submit a Universal Product Code (UPC) Approval Request
- d) Both A and C

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7. Circle the allowable WIC food items:

A Whole Pumpkin	Any Brand of Orange Juice	Fresh Veggie Trays With Onion Dip	100% Whole Wheat Flour
Enfamil Prosobee	Fresh Garlic Cloves	Pink Salmon in 5 oz cans	Jumbo Sized Eggs
Stone Ground Corn Tortillas	100% Wheat Dinner Rolls	Organic Peanut Butter	Whole Chocolate Milk

True or False:

8. *For stores with Point of Sale devices* - If a transaction error is noticed immediately after it has been completed, a cashier should use the "Void Last" key on a stand beside machine. **T** **F**

9. *For integrated stores* - The cashier does not need to provide the WIC customer the first receipt which prints from the system; the customer only needs receipts once the transaction is complete. **T** **F**

10. WIC customers may pay the difference if they have more fruits and vegetables than the amount listed on their eWIC Card. **T** **F**

11. WIC customers are encouraged to use coupons, store specials, and loyalty cards to purchase WIC foods. **T** **F**

12. A WIC Vendor Decal must be visible at the store office at all times. **T** **F**

13. It is allowable to purchase formula from the most price effective place (new distributors, auctions, etc.) as long as it is a WV WIC approved formula. **T** **F**

14. A store may have a WIC only checkout lane. **T** **F**

15. A store must be authorized to accept SNAP in order to be authorized to accept WIC. **T** **F**

16. As a WV WIC vendor, you might expect to submit six months of inventory records at any time. **T** **F**

17. As of December 2016, WV WIC vendors are no longer required to carry a soy formula. **T** **F**

18. If a participant has benefits for 3.25 gallons of milk, the participant is allowed to purchase two quarts. **T** **F**

19. A compliance buy is a WIC purchase made by an identified representative of the State WIC office in order to educate store personnel. **T** **F**

20. Routine monitoring by a WIC representative will be scheduled by an appointment at least once during a Vendor Agreement period. **T** **F**

Person completing Quiz _____

Title _____ Date _____

Store Name _____ Vendor Number _____

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