

Texas WIC Program



Cashier Training Manual

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Nutrition Services Section

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The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a food and nutrition program benefiting infants, children under age 5 and pregnant, postpartum and breastfeeding women with low to moderate incomes. The National WIC Program was established on September 26, 1972, following a nutrition survey that found anemia (low levels of iron in the blood) and inadequate growth to be common among American children.

This guide is intended for use by grocery store personnel who have a current vendor agreement with the WIC Program using WIC EBT. The information is useful primarily for cashiers as it deals with transactions, proper labeling, approved foods, and monitoring of WIC operations.

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A special thanks to all store owners, managers and employees for your cooperation with the Texas WIC Program in helping to ensure WIC customers use their WIC EBT Smart Cards properly.

Your courtesy and helpfulness in assisting WIC customers are greatly appreciated. When the WIC customers use their EBT Smart Cards in your store, they receive nutritious foods and the WIC Program reimburses your store. Both the WIC customer and your store benefit.

~The Texas WIC Program Staff~

This is a Self-Paced Workbook that provides helpful guidance for our program. Any time you wish to go back and review a section, you may. At the end of this workbook there are Self-Check Activities to help you review the information you have just read.

The questions that appear in the Self Checks may be answered “open book” fashion. Feel free to go back and re-read any section or look at any notes you may have made.

You may make copies of this Workbook before you begin.

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WHAT IS WIC?

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), funded primarily by the United States Department of Agriculture (USDA). Begun nationally in 1972 and in Texas in 1974, the WIC Program helps provide nutritious foods as well as nutrition education, breastfeeding support and health care referrals for clients who qualify for the program.

WIC is different from the Supplemental Nutrition Assistance Program (SNAP) also known as food stamps. Participants in the WIC Program can only buy the types and quantities of nutritious foods listed on their food prescription. Also, WIC participants can only use their Smart card at stores that have a valid agreement with the State WIC agency.

The Texas Department of State Health Services administers the program in this state through local or regional health departments and private non-profit health agencies. These local agencies certify women, infants and children to participate in the program, provide nutrition education and issue WIC food benefits.

WIC ELIGIBILITY & BENEFITS

TO BE CERTIFIED FOR WIC, A PARTICIPANT MUST MEET THE FOLLOWING REQUIREMENTS:

- ◆ Women who are pregnant, post-partum or breastfeeding or infants or children under age 5
- ◆ Texas Resident
- ◆ Meet Income guidelines
- ◆ Have nutritional risks

*There are approx. 1,000,000
Texas WIC participants*

WHAT DO WIC PARTICIPANTS RECEIVE?

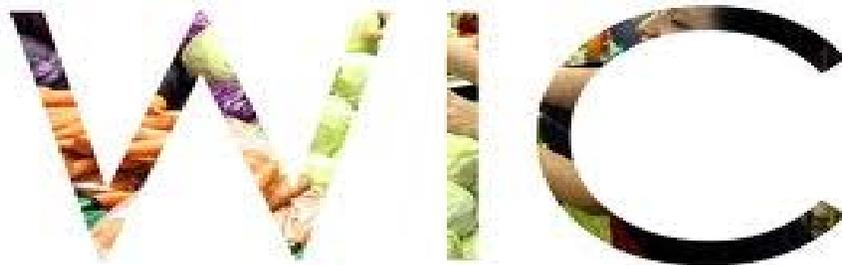
- *Supplemental Foods*
- *Nutrition/Health Education*
- *Healthcare Service Referrals*

WIC participants receive food prescriptions for nutritious foods loaded to their WIC EBT Smart cards at the WIC clinic. These food prescriptions are for specific types and quantities of foods. WIC participants also receive nutrition education, breastfeeding support, and referrals to other primary health care programs.

Self Check #1

Please fill in the blanks on the following questions.

1. The four eligibility requirements for the Texas WIC program are women who are pregnant, post partum, or breastfeeding and infants or children under 5, meet income guidelines, have nutritional risk, and _____.
2. What year was WIC started in Texas _____.
3. The WIC program helps provide nutritious foods, breastfeeding support, health care referrals, and _____.
4. _____ administers the WIC program for the State of Texas.
5. There are approximately _____ WIC participants served each month.



WIC Approved Foods Shopping Guide & List



WIC approved food brochures with pictures of WIC authorized foods are available to grocers to help store personnel identify the allowable WIC foods. If your store needs WIC approved food brochures they can be ordered by going through <http://dshs.texas.gov/wichd/vo/request-materials.aspx>. These are supplied to your store at no cost. WIC participants have individual nutritional needs so you may see different food items and quantities on the WIC EBT cards. This is why substituting non-WIC food items for WIC authorized food items is not allowed.

To view the most current Approved Foods list, visit our WIC Vendor Operations website at:

<http://www.dshs.state.tx.us/wichd/vo/flist.shtm>

Contract Formula

The Texas WIC program has contracted with two manufacturers of infant formula. These formulas are the primary authorized formulas for the WIC program. All other formulas require a doctor's prescription. The current primary formulas are:



Similac Advance
Powder and Concentrate



Gerber Good Start Soy
Powder and Concentrate

Least Expensive Brands

WIC requires vendors to declare and label their traditionally least expensive brands (LEB) of the food items listed below. WIC customers are only allowed to purchase the designated LEB items identified by your store. These declared food items **must be sold 85%** of the time. If a store runs out of a declared LEB item, the next least expensive approved brand available on the shelf shall be sold. A participant should not be denied a purchase because a store ran out of their LEB items. There are 5 LEB categories, milk, juice, cheese, dried peas/beans/lentils and whole grains. The whole grain category consists of brown rice, whole wheat bread, whole wheat tortillas, yellow and white corn tortillas.

WIC LEB Food Item List

- ◆ Milk
- ◆ Buttermilk
- ◆ Fluid, Frozen & Refrigerated Juices
- ◆ Block and Sliced Cheese
- ◆ Pinto Beans
- ◆ Black Beans
- ◆ Navy Beans
- ◆ Lentils
- ◆ Green Split Peas
- ◆ Brown Rice
- ◆ Yellow and White Corn Tortillas
- ◆ Whole Wheat Tortillas
- ◆ Whole Wheat Bread

(Refer to policy WV: 02.0.)



A vendor's failure to have its declared traditionally least expensive brands (LEB) be at least 85% of its WIC redemptions in each of the applicable WIC food categories is cause for termination of the vendor agreement.

Labeling Guidelines

LEB Labeling

WIC policy requires vendors to label their shelves of declared traditionally least expensive brands of milk, dried peas/beans/lentils, fluid and frozen juices, cheese, whole wheat bread, whole grain bread, wheat tortillas, yellow and white corn tortillas, and brown rice with the uniform State issued “WIC Approved Item” pink shelf tag/label. Failure to label these items properly could result in a monitoring finding.



Non-LEB Labeling

Although stores must label their LEB items, the non-LEB items are not required to be labeled. For non-LEB items, vendors are allowed to use the official Texas WIC logo as a shelf label. This allows the vendor to label and identify other WIC items without the penalty associated with LEB labeling. If a vendor chooses to label other allowable WIC food types the State encourages vendors to use the “Texas WIC Smart Choices Healthy Families” labels. These labels are only available on our website. Vendors are responsible for printing their own Texas WIC logo labels.

<http://www.dshs.state.tx.us/wichd/vo/expens.shtm>

Receipts....Why are they important?

WIC requires grocers provide the WIC customers with a three part receipt of each transaction.

1. **Beginning Balance Receipt:** This receipt shows what foods the WIC participant has available. *You may have a participant ask you to print this receipt before they shop at your store.*

2. **WIC Foods Purchased Receipt:** Shows what food items were purchased for that transaction.

3. **Ending Balance Receipt:** Shows the participant the ending balance on the card. The participant is encouraged to keep the ending balance receipt for their next shopping visit.

Once the customer presses the “accept” button no changes can be made.

1

**WELCOME TO
EASY BUY GROCERIES**
HOURS: M-SAT 7:30a-9:00p
SUN: 8:00a-8:00p

BEGINNING BENEFITS BALANCE PAN:5476 SITX

Qty	UOM	Description
7.00	gal	MILK SKIM 1/2% 1% 2%
2.00	qt	MILK SKIM 1/2% 1% 2% QT
3.00	lb	CHEESE
2.00	dozen	EGGS-A OR AA LARGE/MED/SMALL
4.00	cntr	JUICE 64 FL OZ &/OR 16 OZ FRZ
2.00	cntr	JUICE 48 FL OZ &/OR 12 OZ FRZ
108.00	ounce	CEREAL
2.00	item	DRY OR CAN BEANS/PEANUT BUTTER
1.00	item	DRY BEANS 1 LB PKG
5.00	lb	BREAD/TORTILLAS/RICE/OATMEAL
16.00	value	FRUITS &/OR VEGETABLES
3.00	gal	WHOLE MILK ONLY
1.00	qt	WHOLE MILK ONLY

Benefits Expire Midnight on 11/30/20XX

CASHIER NAME: MYRNA CABELLO
C0003 #0019 12:04:33 19NOV20XX
S00001 R001

**THANK YOU FOR
SHOPPING WITH US!**

2

**WELCOME TO
EASY BUY GROCERIES**
HOURS: M-SAT 7:30a-9:00p
SUN: 8:00a-8:00p

CONFIRMATION RECEIPT PAN:5476 SITX

These items will be paid by WIC

Qty	UOM	Description
1.00	GAL	FOOD CLUB 2% MILK
1.00	CTNR	PARADE ORANGE 48 OZ
1.00	CTNR	PARADE ORANGE 64 OZ
1.00	ITEM	REESES PNT BUTTR 18OZ
0.50	GAL	FOOD CLUB WHOLE MILK
\$0.79	VALU	APPLES - GALA
\$2.95	VALU	FOOD CLUB FRZ BROC

Benefits Expire Midnight on 11/30/20XX

CASHIER NAME: MYRNA CABELLO
C0003 #0019 12:05:20 19NOV20XX
S00001 R001

**THANK YOU FOR
SHOPPING WITH US!**

3

**WELCOME TO
EASY BUY GROCERIES**
HOURS: M-SAT 7:30a-9:00p
SUN: 8:00a-8:00p

REMAINING BENEFITS BALANCE PAN:5476 SITX

Qty	UOM	Description
6.00	gal	MILK SKIM 1/2% 1% 2%
2.00	qt	MILK SKIM 1/2% 1% 2% QT
3.00	lb	CHEESE
2.00	dozen	EGGS-A OR AA LARGE/MED/SMALL
3.00	cntr	JUICE 64 FL OZ &/OR 16 OZ FRZ
1.00	cntr	JUICE 48 FL OZ &/OR 12 OZ FRZ
108.00	ounce	CEREAL
1.00	item	DRY OR CAN BEANS/PEANUT BUTTER
1.00	item	DRY BEANS 1 LB PKG
5.00	lb	BREAD/TORTILLAS/RICE/OATMEAL
12.26	value	FRUITS &/OR VEGETABLES
2.50	gal	WHOLE MILK ONLY
1.00	qt	WHOLE MILK ONLY

Benefits Expire Midnight on 11/30/20XX

CASHIER NAME: MYRNA CABELLO
C0003 #0019 12:05:47 19NOV20XX
S00001 R001

**THANK YOU FOR
SHOPPING WITH US!**

Self Check #2

Please circle the correct answer

1. Select the correct LEB categories:

- A) Milk, Juice, Cheese, Canned Beans, and Whole Grains
- B) Milk, Juice, Cheese, Dried Peas/Beans/Lentils, and Whole Grains
- C) Milk, Juice, Cheese, Peanut Butter, and Eggs

2. A stores' declared LEB items must be labeled with this:

- A) Texas WIC Logo label
- B) Nothing
- C) Pink WIC Approved Item label

3. How many receipts print out during a WIC Transaction?

- A) Three
- B) Two
- C) Four

4. If your store runs out of a declared LEB item, what should you do?

- A) Tell the participant to come back when that item is in stock
- B) Sell your next available, approved LEB on the shelf
- C) Let the participant get whatever brand they want

Self Check #3— APPROVED FOODS EXERCISE

Directions: Use the WIC Approved Foods brochure or Shopping guide to determine if the following foods are approved or not approved. Write your response (*Approved* or *Not Approved*) on the line next to the item. If Not Approved, give an explanation.

1a.



Mission Flour Tortillas, 20 oz. _____

1b.



Simple Truth Oatmeal, 16 oz. _____

2a.



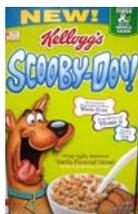
Beech Nut Apples & Chicken Baby Food, 4 oz. _____

2b.



Azumaya Tofu, Extra Firm, 16 oz. _____

3a.



Scooby-Doo Cereal, 18oz _____

3b.



Carnation Sweetened Condensed Milk, 14 oz. _____

4a.



Jif Creamy Peanut Butter, 16 oz. _____

4b.



Pediasure Chocolate 6 pack, 8 oz. _____

5a.



Parade Powdered Milk, 25.6 oz. _____

5b.



Cascadia Farm Organic Frozen Broccoli, 16oz. _____

6a.



Progresso Cannellini Bean, 15.5 oz. _____

6b.



Ocean Spray Cran-Apple Juice, 64 oz. _____

WIC Food Not Scanning?

Have you ever had a WIC customer come to the register and some of their food items would not scan for WIC? If so, we have a few suggestions to help you determine why they may not be scanning:

- ◆ Check the participant's beginning balance receipt. The participant may have purchased their total quantity for the month or may not be prescribed that particular food item.
- ◆ Is it your store's declared Least Expensive Brand of milk, juice, cheese, dried peas/beans/lentils or whole grains?
- ◆ Check the size of the item. Example: Dried beans can only be purchased in 16 oz. packages.
- ◆ Check the ingredients of the food item-Does the item contain an ingredient that is not allowed on WIC?



WIC EBT SMART CARD

DID YOU FIND A WIC EBT CARD IN YOUR STORE?

If a customer leaves their WIC EBT card in the store, hold the card for at least 24 hours, in case the customer returns to claim their card. If the customer does not return, drop the card into any U.S. mailbox, no postage or envelope is needed. Do not return any lost cards to the clinic.

If the customer does return for the card, insert it into the card reader, have the customer enter their PIN number. If the system accepts the PIN number and generates a beginning balance receipt, you may return the card to the customer. This is the **only** procedure for returning the EBT card. Never return a WIC Smart card without the correct PIN #.



Generally, a WIC family's card is loaded with 3 months of benefits and can have up to 6 participants per card. In some cases, a customer may have more than one WIC EBT Smart Card. For example, a foster parent will have an EBT card for each foster child.

Card Decrement VS Card Wipe

What is a card decrement?

A card decrement is when an extra food item is deducted from the participant's WIC EBT card. An example would be if the participant has three gallons of milk on their card, they purchase one, but their ending balance receipt shows they only have one gallon left instead of two. If this happens, the customer must leave with all of the decremented items. In this example, the participant should leave with two gallons of milk instead of one. Any food items that are removed from a WIC EBT card must be given to the WIC customer before they leave your store.



What is a card wipe?

A card wipe could also happen during a WIC EBT transaction. This is when **all** benefits are removed from the card. This may happen when a participant removes their card from the reader too soon. If this happens, you will need to direct the participant back to the clinic to have their benefits restored.

Additional Information

ACCEPTING COUPONS, STORE SPECIALS AND LOYALTY CARD DISCOUNTS

If your store offers such services, the store's WIC EBT system must be able to:

- ◆ Accept coupons on WIC-allowable items.
- ◆ Allow store specials on WIC-allowable items.
- ◆ Provide loyalty card discounts on WIC-allowable items, if applicable.



Prices charged to WIC participants must be equal to or less than the prices charged to all other customers. It is a **violation** for stores to overcharge on WIC transactions.

REPORTING COMPLAINTS/ISSUES

If a WIC customer behaves badly, you may call 1-800-WIC 4 U. If possible, have the customer's last transaction receipt to aid in identifying the individual.

HOW FORMULA IS EXCHANGED

If a participant is prescribed a different formula than the brand loaded to the EBT card, please refer them to the local WIC clinic. The clinic will take the old formula off the card and load the new one. Stores may be disqualified from WIC if the cashier sells a formula other than what is prescribed on the EBT card. Only WIC clinics can exchange formula.

RETURNS AND EXCHANGES

Vendors may not provide refunds or allow exchanges for authorized WIC foods except when the original WIC food is defective, spoiled, or has exceeded its "sell by" or "best if used by" date. Stores may then exchange the item for identical unexpired/damaged food. This means the exact brand and size as the original WIC food obtained and returned by the participants.

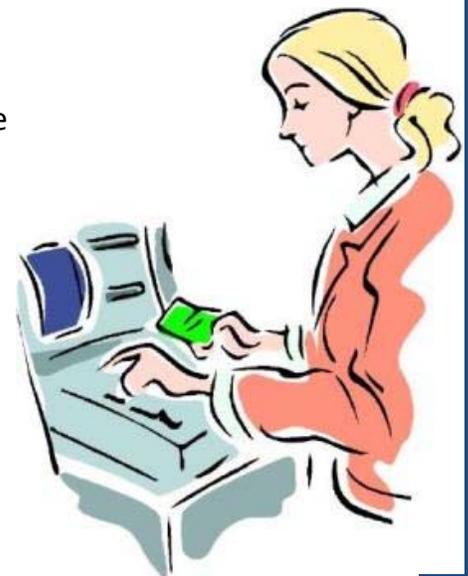
DO NOT give change, cash, refunds or rain checks on a WIC transaction.

Confidentiality

Any information that you learn about a WIC customer during a WIC transaction must be kept confidential.

STEPS FOR CASHIERS

1. Have the WIC customer insert the smart card into the terminal.
2. When prompted, have the WIC customer enter his/her PIN. **Only the customer performs this function.** *It is a violation of WIC Policy for this function to be performed by anyone other than the customer.*
3. Determine if the LEB items to be scanned are the store's declared traditionally least expensive brands of milk, juice, cheese, dried peas/beans/ lentils, whole wheat bread, whole wheat tortillas, yellow and white corn tortillas and brown rice.
4. After scanning is complete, ask the WIC customer to review the WIC Foods Purchased receipt or the display screen.
5. Ask the WIC customer, "Does this complete your WIC purchase?" Note: At this point, you can still add or subtract food items.
6. Have the WIC customer press "Yes" or "No" to accept or reject the WIC purchase. **Only the customer performs this function.** **It is a violation of WIC Policy for this function to be performed by anyone other than the customer. Once the customer accepts the transaction, no changes can be made.**
7. After the Ending Balance Receipt prints, give the receipt to the WIC customer and tell her to keep it to use on her next shopping trip.
8. Tell the customer, "Please remove your card." In most systems, the card reader will beep until the card is removed.



WIC CONTACT & WEBSITE INFORMATION

QUESTIONS?

The WIC State Agency encourages vendors to contact us with any questions or concerns, and to visit the WIC Vendor Operations website at:

<http://www.dshs.texas.gov/wichd/vo/vo1.shtm>

Type of Inquiry	Number
General/All Other Questions	WICVendorInfo@DSHS.texas.state.us
Fax Number	1-512-341-4422
Information Packet Change of Ownership	WICVendorRelations@DSHS.texas.state.us
Authorization Status Contract Termination	WICVendorRelations@DSHS.texas.state.us
Supplies –Brochures, Pamphlets, Posters and Pink WIC Approved Item Stickers, EBT Lane Stickers	http://dshs.texas.gov/wichd/vo/request-materials.aspx
Competitive Pricing Status	WICVendorRelations@DSHS.texas.state.us
Claim Payment Inquiries	WICEBTSupport@DSHS.texas.gov
Claim Reduction Inquiries	WICVendorRelations@DSHS.texas.state.us
Late Submission Appeals	FIRSDisputes@DSHS.texas.gov
Claim Submission Problems	WICEBTSupport@DSHS.texas.gov
Training	WICVendorInfo@DSHS.texas.state.us
General EBT Support	WICEBTSupport@DSHS.texas.gov
Contract Status/Amendment Status	WICVendorRelations@DSHS.texas.state.us



Self Check Answer Key

Self Check #1

1. Be a Texas Resident
2. 1974
3. Nutrition/Health Education
4. DSHS (Dept. of State Health Services)
5. Approx. 1,000,000

Self Check #2

1. B 2. C 3. A 4. B

Self Check #3

- 1a. Not Approved (Flour Tortillas and size not allowed)
- 1b. Approved
- 2a. Not Approved (Mixture not allowed)
- 2b. Approved
- 3a. Approved
- 3b. Not Approved (Condensed Milk not allowed)
- 4a. Approved
- 4b. Approved
- 5a. Approved
- 5b. Approved
- 6a. Not Approved (Progresso Cannellini Beans not allowed)
- 6b. Not Approved (Cran-Apple Juice not allowed)

Cashiers-You Make WIC Work!



On pages 21 and 22 we have provided the Client EBT Shopping Experience exercise. Using a WIC EBT training card, put your register in training mode and staff can experience a transaction similar to a WIC participant. This can help you become more familiar with WIC foods and may also help you identify any potential shopping issues WIC participants may encounter. Perhaps you will come up with some helpful tips for the WIC participants that shop in your store.

CLIENT EBT SHOPPING EXPERIENCE

Step into the shoes of a WIC participant and take a trip to the grocery store!

Armed with the current **TX Shopping Guide** and your **WIC EBT training card**, you'll shop for some WIC allowable foods. This activity will help you become familiar with the new foods and the WIC shopping experience. Your observations today will help you identify issues to watch for and shopping tips to share with participants.

NAME: _____ **DATE:** _____

PRE-CHECKOUT

Step 1: Door/Window Signs & Lane Sticker Observation.

- Are WIC EBT Window/Doors signs visible? Yes No
- Did the store have EBT lane stickers visibly displayed? Yes No

Step 2: Obtain your Beginning Balance Receipt at the register. *(System must be in training mode)*

- Did you find this procedure: Easy to do OK Hard to do Other:

Step 3: Choose 3 items from your Beginning Balance Receipt

- Select 3 items from your receipt and write the choices next to item boxes below. *Choose at least 1 item that is in a LEB category.*

Step 4: Shopping for selected items *(Please take no more than 15-20 minutes)*

- While *shopping*, answer the questions below. *(It is **not** necessary to carry or remove items from aisle/shelf)*

ITEM #1:

1. How much of this item was allowed on your prescription? _____
2. Brand Name: _____
3. Type/Flavor: _____ Size: _____
4. What is the shelf price for this item? _____
5. What aisle was the item located on? _____ Was the item easy to find? Yes No
6. Did the item have a pink WIC tag, TX WIC Logo tag or no WIC labels? Pink Logo None
7. Was the item required to have a Pink Sticker? Yes No
8. What is the expiration date for the item? _____ None found
9. Did you need to refer to your brochure? Yes No Why? _____

ITEM #2:

1. How much of this item was allowed on your prescription? _____
2. Brand Name: _____
3. Type/Flavor: _____ Size: _____
4. What is the shelf price for this item? _____
5. What aisle was the product located on? _____ Was the item easy to find? Yes No
6. Did the item have a pink WIC tag, TX WIC Logo tag or no WIC labels? Pink Logo None
7. Was the item required to have a Pink Sticker? Yes No
8. What is the expiration date for the item? _____ None found
9. Did you need to refer to your brochure? Yes No Why? _____

ITEM #3:

1. How much of this item was allowed on your prescription? _____
2. Brand Name: _____
3. Type/Flavor: _____ Size: _____
4. What is the shelf price for this item? _____
5. What aisle was the product located on? _____ Was the item easy to find? Yes No
6. Did the item have a pink WIC tag, TX WIC Logo tag or no WIC labels? Pink Logo None
7. Was the item required to have a Pink Sticker? Yes No
8. What is the expiration date for the item? _____ None found
9. Did you need to refer to your brochure? Yes No Why? _____

POST-CHECKOUT Activity (if time allows)

Conduct this activity as a group; The trainer or a team member should pick up the items listed below to conduct the check-out activity. **Note:** The system must be in training mode and a cashier will need to be available to scan the items.

Step 1: Select items to check-out (Be sure to select non-perishable items)

- o Choose 1 LEB item (i.e., a loaf of whole grain bread or bag of beans, 48/64oz juice)
- o Choose 1 item from a LEB category that is not the store's declared LEB
- o Choose 1 Non-LEB item (box of Cereal)
- o Choose 1 unauthorized food item (i.e., red beans or box of Honey Kix)
- o Choose 1 type of fresh Fruit or Vegetable

Step 2: Check-out

1. Were you allowed to review your **Foods Purchased Receipt**? Yes No
2. Were you allowed to accept or reject transaction? Yes No
3. What happen with the unauthorized item? _____
4. What happen with the non-declared LEB item? _____
5. What happen with the fruit/vegetable item? _____
6. Were you offered the Ending Balance Receipt? Yes No
7. Did you feel the cashier was knowledgeable/helpful? Yes No

Comments on Overall Experience:
