

## Instructions to Participants

- I. Endorsers and proxies must receive instructions on the proper redemption procedures of their food instruments and cash value vouchers. At a minimum, verbal instructions must be given to all endorsers and proxies at each certification appointment on the following topics:
  - a. First and last days to use checks
  - b. Authorized WIC Foods booklet (food card)
  - c. ID Packet and check signature requirements
  - d. Right to complain about WIC vendors
- II. First-time applicants must receive thorough instructions regarding these topics. At subsequent certifications these must be quickly reviewed to ensure understanding.
- III. Verbal instructions are required in addition to any instructions or education given via orientation video, computer based training, or printed instructions.
- IV. New applicants must view the WIC orientation video in the most appropriate language available during or before the initial certification visit. (See Core Contact in the Nutrition Education section, Nutrition and Breastfeeding folder.)
- V. Significant changes to the Authorized WIC Foods booklet must be explained when distributing newly revised booklets to participants. When a new revision of the Authorized WIC Foods booklet is given to current WIC participants or when the Authorized WIC Foods booklet is given to first time participants, it must be documented that this was given and explained verbally. In order to complete this documentation it is recommended to open the "Education and Care" panel and the "Nutrition Education" screen. In the "Pamphlets Provided" box, place a check mark in the "Authorized Foods booklet" under Certification Core Contact.
- VI. The WIC Endorser /proxy must be instructed that the time in which the checks can be redeemed is between the "First Day to Use" and the "Last Day to Use." Most clients will be receiving three months of checks; therefore, the clinic needs to reinforce the fact that checks cannot be redeemed prior to the "First Day to Use".
- VII. The WIC client/proxy must be instructed that they will need to sign the WIC check on the authorized signature line at the WIC vendor after the cashier has placed the total amount of the check in the "PAY EXACTLY" box. The authorized signature needs to stay within the signature box. Extra lines in the

vendor stamp area or below in the MICR line area could cause redemption problems with the bank. The authorized signature on the check must match the signature of the endorser or proxy on the WIC ID Packet. If the signatures do not match or if the signature does not appear on the WIC ID Packet, the check should be rejected by the vendor. An original WIC ID Packet must be used for the signature verification process.