

6a. Transaction Issues Scenarios Worksheet

Name: _____

Directions

Read each of the following scenarios highlighting issues and challenges during a WIC transaction. Following each scenario is a list of possible responses. Choose what you believe is the right response and explain your reasoning.

Scenario 1

A WIC customer presents a WIC check with June 1 of this year in the “First Date to Use” box. Today is May 30. He already has all of his items loaded on the checkout, and there is a long line of customers behind him. What do you do?

- A. Call the manager to seek an override on the WIC check and proceed with checkout.
- B. Tell the customer that the check can't be used for another two days and offer to return the items if he doesn't want to pay with his own money.
- C. Put your initials by the “First Date to Use” box, tell the customer to be more careful next time and proceed with checkout.
- D. Overlook the issue and proceed with checkout since there is no enforcement on valid dates anyway.

Why did you select your answer?



Scenario 2

A WIC customer has presented a valid WIC check, you have checked and scanned all of the items, you have written in the total amount and you are presenting the check to the customer to sign. She looks frustrated as she says, "I forgot my WIC identification folder! I can't get my food, can I?"

- A. Call the manager to seek an override on the need to check a signature against a WIC ID folder.
- B. Ask to see her driver's license and write a small note on the WIC check explaining you checked it, instead.
- C. Tell the customer that you are not required to check her signature against the one on the WIC ID folder; she can have the food items with a signature only.
- D. She seems trustworthy; overlook the issue and tell her to bring it with her next time.

Why did you select your answer?

Scenario 3

A WIC customer has selected a name brand cheese instead of the store brand cheese. She explains that her kids like it so much better and that she's willing to pay the difference in cost between the two items. You figure the cost difference to be \$1.22. What do you do?

- A. Call the manager to seek approval to conduct the transaction.
- B. Tell the customer that paying the difference is not allowed and that she can only get store brand cheese with a WIC check. Offer to get it for her.
- C. Scan the name brand cheese for the WIC transaction and then create a second transaction to collect the \$1.22.
- D. Overlook the issue and proceed with checkout, explaining that these kinds of substitutions are typical.

Why did you select your answer?

