



RETAILER REGISTER GUIDE



WICShopper App

1. Scan UPCs to identify WIC-approved food items. This helps identify where to place WIC-approved shelf tags.
2. Access WIC resources, including WIC-approved foods, to assist customers.

Navigating the App



WIC Approved Foods



Scan Barcode

CONTACT INFORMATION

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 WIC.Mo.Gov

Need help troubleshooting?

Please scan to see our “Tips and Tricks” to help with register issues and for any questions you have.



[Health.Mo.Gov/
living/families/wic/
wicretailer/manual](http://Health.Mo.Gov/living/families/wic/wicretailer/manual)

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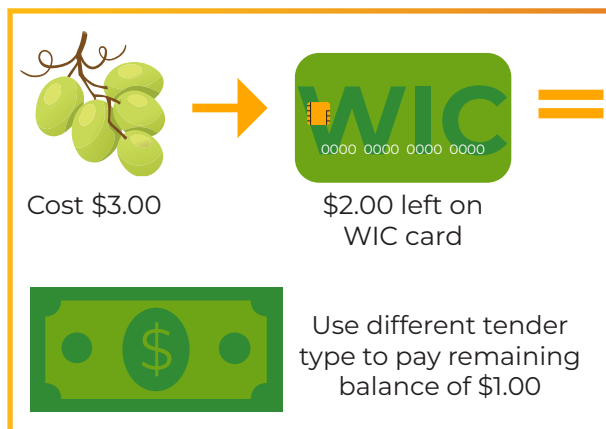
Troubleshooting Tips: Items Not Scanning

- Check customer's benefit balance to ensure customer was prescribed selected food item.
- Check if item is WIC-approved on the food list.
- Use food list to check if size and brand are approved.
- Check customer's benefit balance to ensure benefits are available for the month.
- Check that fresh produce has been mapped to a 4- or 5-digit PLU code.

Reminders

- Never ask WIC customer for ID verification or PIN.
- Always provide customer the opportunity to complete a balance inquiry.
- All receipts go to the customer when receipts print.

Split Tender



How to Process WIC

1. Scan items (WIC and non-WIC).
2. Total sale.
3. Select WIC tender button.
4. WIC customer enters PIN on PIN pad and presses enter.
5. Two receipts are printed. Hand both to WIC customer.
6. WIC customer will either accept or decline the transaction.
 - Accepted.** If there is a balance due, complete transaction by other tender types.
 - Declined.** Allows cashier to void any items.
7. Transaction completed. Ending balance receipt and store receipt will print. Give both receipts to WIC customer.

**Note: Above instructions are for integrated systems. Name of WIC tender button varies on integrated systems.*

Fresh Produce WIC Mapping

All fresh produce must be mapped to 4- or 5-digit PLU code. If fresh produce does not scan on card as Cash Value Benefit (CVB), check to see if:

- CVB is a benefit on the card.
- Any money is left on the card or it might be a split tender transaction.

** If CVB is issued on card and WIC customer has money on card, then fresh produce is NOT mapped and must be mapped to allow item to be redeemed. For more information visit Missouri WIC website or refer to mapping flyer or Retailer Manual.*

WIC Exchanges

