

Shopping Issues Job Aid

Troubleshooting

Use this checklist to gather information and identify the issue. This will help determine whether to provide shopper education or enter a complaint.

Was the shopper unable to buy a food? What was it? (Ask for UPC and
description of item.)
Review the Food List. Is it an allowed product? (Check brand, type, size, and
flavor. Was it in the "Don't Buy" section?)
Review the participant's benefits . Did they have enough or the right benefit to buy it?
Did the shopper scan the UPC using the WICShopper app ? If so, did they scan the barcode on the product or the shelf tag? (Only the barcode on the product works.)
Did the store have the product on the shelf ? Was the item out of stock ?
Did the shopper try to buy the product at the register ?
Did the cashier ring up the item or refuse to ring it up?
Did the shopper swipe their eWIC card ? If so, what happened (error message, card declined, item not allowed)?
Did this happen at self-checkout ? (Check the online map for stores authorized to accept WIC at self-checkout.)
What else happened during the transaction?
Was the cashier or another store employee rude ?

Shopper Education

- Review and offer a copy of the "I couldn't buy it with eWIC" (1/3 sheet available in Oregon WIC Shopify)
- If a food isn't ringing up as WIC-approved at the register, encourage the shopper to use the "I couldn't buy this!" feature on the shopper app.
- Offer a copy of the **WIC Food List** to use at the store.

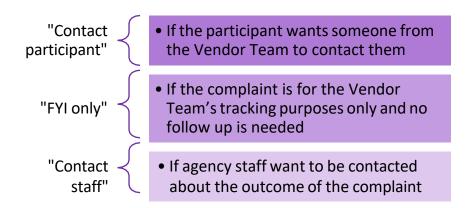


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Enter a Complaint in TWIST

Include as many details as possible to help the WIC vendor team follow up thoroughly.

- Participant name/WIC ID, shopper name, and/or eWIC card number
- Date and time of incident (approximate is OK)
- Store name and location
- Under the Complaint Description section, enter the following:
 - Information gathered during troubleshooting (see above)
 - If the shopper provided pictures of the item and/or receipts
 - Type these phrases to let the Vendor team know if specific follow up is being requested.



- In the Persons Involved section, enter the name and/or description of the cashier or store employee.
- Let the shopper know that someone from the Vendor Team might contact them for more information.
- Optional: Write down the "Complaint ID" to look up the complaint later.
 - Complaint follow up actions are noted by the Vendor Team on the Notice Text (State Use Only) box.
 - Allow at least a week for the Vendor Team to investigate.