

Troubleshooting shopper issues



Ask participants to:

- Request a mid-transaction receipt to check their WIC purchases before they use any other payment type
- Bring the final receipt from the transaction in question
- Bring pictures of the items in question

Use this guide to investigate common shopping issues

#	If this is the issue:	Ask about this:	Consider these possibilities:	Offer this next step:
1.	A food doesn't ring up as a WIC food	<ul style="list-style-type: none"> • What is or was their current benefit balance for that food? (Check app, TWIST, receipt, WIC Direct) • Is the food assigned to the participant? (Check TWIST) • Is the brand and size on the Food List? (Check app) • Is there a 2nd cardholder that may have shopped? 	<ul style="list-style-type: none"> • Store may say not enough money or benefits when it is another issue • You may not have enough information about the food to determine if it is correct • It could be a seasonal or new fruit or vegetable 	<ul style="list-style-type: none"> • Shopper education if tried to purchase an incorrect food • Bring specific food information next time if inadequate information • Submit information about the food if you determine there was adequate balance and you have specific info about the food (UPC, etc.)
2.	They had to purchase WIC foods with their own money	<ul style="list-style-type: none"> • Same as above • Review final receipt to check if ending balance was adequate to buy the item 		<ul style="list-style-type: none"> • Same as above • Shopper education on use of mid-transaction receipt • Shopper education on options: <ul style="list-style-type: none"> ○ Void foods that didn't ring up before approving the purchase ○ Return items purchased with other payment types to customer service for a refund
3.	Their card doesn't work at the store	<ul style="list-style-type: none"> • What is the status of the card and cardholder in TWIST? (Check TWIST FCS) 	<ul style="list-style-type: none"> • PIN entered incorrectly or not set • Card is "locked" (4 tries rule) 	<ul style="list-style-type: none"> • Call customer service, reset the PIN and then try again after midnight • Issue a new card
4.	Can't get the juice they want	<ul style="list-style-type: none"> • Review type of juice assigned versus what they tried to purchase 	<ul style="list-style-type: none"> • Misunderstanding of juice assigned versus what is on Food List 	<ul style="list-style-type: none"> • Educate about juice sizes and amounts when reconstituted • Change the juice assigned in TWIST, reissue

#	If this is the issue:	Ask about this:	Consider these possibilities:	Offer this next step:
		<ul style="list-style-type: none"> Review balance, especially if two types of juice are assigned 		<ul style="list-style-type: none"> Do not enter complaint
5.	Can't get the milk they want	<ul style="list-style-type: none"> Review the milk benefit assigned and the balance, especially if family receives multiple types of milk 	<ul style="list-style-type: none"> Milk cap color is different at different stores 	<ul style="list-style-type: none"> Educate about milk type assigned Do not enter complaint

Document what you learn from the cardholder in one of these locations

Enter a complaint in TWIST	Submit a UPC to wic.upc@state.or.us	Document in the participant's chart
a) If the vendor treats the cardholder inappropriately. b) If a cashier doesn't know how to complete a WIC transaction. c) If fresh produce won't go through with adequate FVB balance. d) If there is a problem with the POS device. You must have: <ul style="list-style-type: none"> WIC ID and/or eWIC card # Name and location of store Date and approximate time of store visit Description of what happened including what they tried to purchase 	If you determine there was adequate balance and you have specific information, submit information about the food via email. You must have: <ul style="list-style-type: none"> The specific UPC (and picture if possible) Description of the food including brand and package size Name and location of store if relevant 	If there is not enough information to enter a complaint or submit a UPC, you can use TWIST to document shopper education on a particular issue, especially if it was due to "cardholder error".

What can the store cashier do?

Remember: The store cashier only knows 3 things:

1. either the UPC scanned is in their system or not;
2. either there is balance for that benefit or not; and,
3. either the eWIC card and PIN works or not.

AND they cannot change any of those things for the participant.

If a food won't be paid for by WIC, the only thing a shopper can do is ask the cashier to void the item or transaction before the transaction is completed. If the transaction has been completed, the shopper can return any foods not paid for by WIC and ask customer service for a refund.

We appreciate all you do to help the cardholder figure out the issue and try to prevent it.