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.
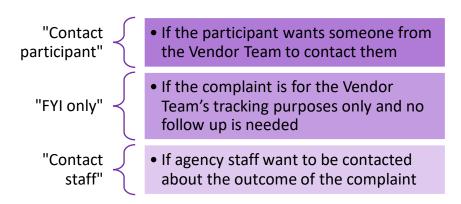- Offer a copy of the **WIC Food List** to use at the store.

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.

"Contact participant"	• If the participant wants someone from the Vendor Team to contact them
"FYI only"	• If the complaint is for the Vendor Team's tracking purposes only and no follow up is needed
"Contact staff"	• If agency staff want to be contacted about the outcome of the complaint

- 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.