

# Troubleshooting shopper issues



## Ask participants to:

- **Know their balance** before they shop
- **Take a Food List** when they shop
- **Ask for a mid-transaction receipt** to check their WIC purchases before they use any other payment type
- **Save the receipt** from any transaction they have a problem with
- **Take pictures** of the items they thought they could buy with WIC

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

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

Enter a complaint in TWIST	Document in the participant's chart
<p>a) If the vendor treats the cardholder poorly.</p> <p>b) If a cashier doesn't know how to complete a WIC transaction.</p> <p>c) If there is a problem with the store's point of sale device.</p> <p>d) If a food didn't ring up as WIC <b>and</b> you determine there was adequate balance <b>and</b> you have specific information about a food that is <b>WIC approved</b>.</p> <p>You <b>must</b> have:</p> <ul style="list-style-type: none"><li>• WIC ID # and/or eWIC card #</li><li>• Name and location of store</li><li>• Date and approximate time of store visit</li><li>• Description of what happened</li><li>• Brand, size, and flavor of food</li><li>• 12 digit UPC number</li></ul>	<p>If there is not enough information to enter a complaint, document shopper education on a particular issue in TWIST, especially if it was due to "cardholder error".</p>

### What can the store cashier do?

1. The shopper can ask the cashier to void the item or transaction before the transaction is complete, if a food won't be paid for by WIC.
2. Once the transaction is completed, the shopper can return any foods not paid for by WIC to customer service for a refund.

### The store cashier only knows this:

1. The UPC scanned is either in their system or not;
2. There is balance for that benefit or not;
3. The eWIC card and PIN either works or not; and,
4. They cannot change any of those things for the participant.