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)	• What 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, flavor, and size on the Food List? (Check app or food list) • Is there a 2nd cardholder that may have shopped?	• 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 non-WIC food, seasonal or new fruit or vegetable, a food they are not assigned (e.g. juice)	• Review food list and provide 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.) • Change food package in TWIST (e.g. Juice)

2.	They had to purchase WIC foods with their own money	• Same as above
		• Did they get a mid-transaction receipt?
		• Did they ask to return it?
		• Review final receipt to check if ending balance was adequate to buy the item
				• Same as above
				• Shopper education on use of mid-transaction receipt
				• Shopper education on options:
				  o Void foods that didn't ring up before approving the purchase
				  o Return items purchased with other payment types to customer service for a refund

3.	Their card doesn't work at the store	• What is the status of the card and cardholder in TWIST? (Check TWIST FCS)	• PIN entered incorrectly or not set • Card is "locked" (4 tries rule)	• Call customer service, reset the PIN and then try again after midnight • Issue a new card

Document what you learn from the cardholder in <u>one</u> of these locations

Enter a complaint in TWIST	Document in the participant's chart

a) If the vendor treats the cardholder poorly.
b) If a cashier doesn't know how to complete a WIC transaction.
c) If there is a problem with the store's point of sale device.
d) If a food didn't ring up as WIC **and** you determine there was adequate balance **and** you have specific information about a food that is **WIC approved**.
 	
You **must** have:
  • WIC ID # and/or eWIC card #
  • Name and location of store
  • Date and approximate time of store visit
  • Description of what happened
  • Brand, size, and flavor of food
  • 12 digit UPC number
	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".

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.