Troubleshooting Shopper Issues

If participants experience shopping issues, refer to the 'How to Investigate Shopper Issues' sheet (page 2) for assistance in identifying the reason for the shopping issue.

Based on what you learn from the participant, document in the appropriate location(s):

WHERE TO DOCUMENT	WHEN
Participant's Chart	If the shopping issue required participant education due to shopper/cardholder error.
Submit a WIC Complaint or Incident Report form You **must** have: Store name and location Date and time of store visit Description of what happened	• The store treats the cardholder poorly. • A cashier doesn't know how to complete a WIC transaction. • There is a problem with the store's cash register.
Email WICUPC@dhw.idaho.gov Please provide: Name of store (if known) Date of Visit (if known) Brand, size, flavor of food 12-digit UPC number Any item photos (if available)	If a food didn't ring up as WIC **and** you determine there was an adequate benefit balance **and** you have specific information about a food that is believed to be WIC approved.

ASK PARTICIPANTS TO:

- Know their balance before they shop
- Take a food list when they shop or use the WICShopper app
- Ask for a mid-transaction receipt to check their WIC purchases before they use other payment type
- Save the receipt for all transactions
- Take pictures of the items they thought they could buy with their eWIC card

THE STORE CASHIER ONLY KNOWS:

- The UPC scanned is either in their system or not.
- There is a balance for the benefit or not.
- The eWIC card and PIN either work or not.
- The cashier has no control over the above, therefore they cannot change any of these things for the participant.

WHAT CAN THE CASHIER DO?

- Check a participant's benefit balance.
- Void a food item or transaction before the transaction is complete.
- If a transaction has been completed, customer service can process a return for any food items not paid for by WIC. (Subject to the store's return policy)

HOW TO INVESTIGATE SHOPPER ISSUES

Remind participants that cashiers have no control over eWIC card issues and are not able to override food items.

Issue #	If this is the issue:	Ask these questions:	Answer	Next step:
1	Participant is unable to buy a food they want at the store using their eWIC benefits.	**Question #1** Does the participant have the specific product information (i.e. brand, flavor, size, UPC)?	Yes	Move to Question #2
			No	Remind participant to bring specific food information to clinic at their next appointment in order to further investigate.
		Question #2 Is the food brand, flavor, and size authorized in the Idaho Food List?	Yes	Move to Question #3.
			No	Review Food List with participant and provide shopper education on which foods the participant can buy instead.
		Question #3 Is the food assigned to the participant?	Yes	Move to Question #4.
			No	Options: Educate participant about their specific assigned foods. Change/update food package, if appropriate.
		Question #4 Did the participant have enough benefits in their benefit balance to purchase the food? *Keep in mind that if there is a second cardholder they could have used benefits.	Yes	Submit the specific food information to the State Office for review (WICUPC@dhw.idaho.gov). It could be that the specific food is not listed on the APL (Approved Product List). Participants are only able to use WIC benefits to buy items listed on the APL.
			No	Options: Educate participant on checking their benefit balance before shopping. If there is a second cardholder, educate on coordinating shopping trips.
2	Participant had to purchase WIC foods with their own money.	**Question #1** Have you asked the participant the initial questions for Issue 1 and completed the Next Steps?	Yes	Move to Question #2.
			No	Please ask questions listed for Issue #1 to determine why the participant wasn't able to purchase the item with their WIC benefits. Then move to Question #2 for this issue.
		Question #2 Did the participant do any of the following: - Ask for a mid-transaction receipt? - Ask to void food prior to approving the WIC purchase? - Ask to return the food? (Only foods purchased with the participant's own money can be returned)	Yes	Make sure the participant fully understands the reason for requesting the mid-transaction receipt. They should also understand their rights to void food before approving the WIC purchase and to return food after the transaction if they have purchased food with their own money (did not use WIC benefits).
			No	Educate participant on asking for a mid-transaction receipt so they are aware of which foods WIC will be paying for. The participant can ask to void the purchase of a specific food before approving the purchase. If the participant purchased the food with their own money (did not use WIC benefits), they can return the food to customer service for a refund.
3	The participant's card doesn't work at the store.	**Question #1** Is the card in ACTIVE status?	Yes	Move to Question #2.
			No	Determine if a new card needs to be issued. If the card belongs to the second cardholder: Must get permission from first cardholder to issue a new card.
		Question #2 Has the participant set their PIN?	Yes	Move to Question #3.
			No	Educate participant on how to set their PIN.
		Question #3 Was the participant's PIN locked?	Yes	Educate participant on PIN locking after 4 incorrect tries and that PIN will unlock after midnight. Advise participant to change PIN if they have trouble remembering it.
			No	Options: Verify participant had benefits assigned for that month. Verify that the participant hadn't already used all their benefits for the month.