Reporting Participant Shopping Problems

I.   Whenever a participant contacts the clinic (or the state office) reporting a problem using their WIC card at the store, follow the steps below:

    a.   Listen to participant's complaint to determine if a common issue may be the problem.

    b.   Ask if they have set up a PIN by calling the number on the back of their card. If not, guide them through this process and ask them to try shopping again.
        i.   If the participant has forgotten the PIN or locked the card with excessive PIN attempts, the PIN can be reset by calling the customer service line on the back of the card.

    c.   Look up the family in Vision. Verify they have an active card and that they have benefits for the current month. Check if the items they tried to buy are still in their remaining benefits.

    d.   Ask the participant if they have the WIC Shopper app on their phone and their Utah WIC card linked. Ask if it is showing current benefits for the items they tried to buy.

    e.   As part of troubleshooting, keep in mind:
        i.   Temporary internet outages at the store can make WIC transactions fail.
        ii.   In rare cases, transactions may be canceled if the participant attempts to purchase more than 50 different WIC items with different UPCs in the same transaction.

    f.   If everything seems to be normal to that point, involve the local vendor coordinator to help investigate the situation.

    g.   Detailed information will need to be gathered from the participant. Please see the WIC Vendor Transaction Complaints Form on SharePoint, Vendor tab, (bottom of the list):
https://docs.google.com/forms/d/e/1FAIpQLSfFQp26P-yCJVEJr7vCppYc8GF9WNj-MQgcd8Lq9m5bYJU8TQ/viewform?pli=1
        i.   This form requests the information required for the local and state vendor coordinator to do research at the store level. The local

vendor coordinator should submit this form if they need the state vendor manager's assistance in resolving the issue.

ii. Please also send an email to the state vendor manager notifying them of the issue that has been submitted.