

# Minnesota WIC Participant Troubleshooting Guide – Checkout Issues

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## Common Issues

Most of the time WIC transactions go through without issue, but sometimes there are problems checking out. This guide addresses some of the most common issues and what you can do to solve or report the problem and complete your checkout.

- A fresh fruit or vegetable is not scanning for WIC, and benefits are available.
- An item, other than produce, is not scanning for WIC, and benefits are available.
- The My Minnesota WIC App said an item is allowed, but the item is not scanning for WIC at checkout.
- The cash register crashed during the transaction, and I don't know if the items were deducted from my WIC card.
- The transaction failed for an unknown reason.
- There is a "card declined" or "invalid" error message stopping the transaction from completing.
- Additional tips: double check your food types and container sizes to make sure they are WIC allowed.

## **A fresh fruit or vegetable is not scanning for WIC, and benefits are available.**

### What's wrong

Stores need to link pre-packaged produce barcodes (UPC) to the correct four- or five- digit bulk produce number (PLU) on the Minnesota WIC approved list for the fresh item to scan for WIC. Produce won't scan for WIC if the PLU and UPC aren't linked.

Minnesota WIC maintains the list of PLUs, but it is up to store scanning coordinators to link each item's UPC and PLU.



## What's next

### Complete the transaction

Linking a produce item's UPC and PLU is not an immediate process. You can choose to either pay for the produce item out of pocket or request the cashier take the produce item off the transaction. A cashier can void a finalized transaction and rescan everything but the produce for a new transaction.

### Report the item

- You can request the cashier tell the store manager to link the produce item's UPC to the PLU for future purchases.
- You can report a fresh produce item that is not scanning for WIC to your local WIC clinic.
  - You must take photos of the brand and UPC to share with clinic staff or have a receipt that shows the UPC of the item that did not scan.
  - Report the issue as soon as possible to make sure the item can be purchased with WIC benefits.

## Tips

- Do not scan fresh produce using the My Minnesota WIC App, because not all fresh produce UPCs are in the App.
- Bulk, bag-it-yourself produce will scan for WIC, because those are already in the system and do not require manual store entry.
- Pre-packaged, fresh produce have more scanning issues for WIC since each store needs to add those items manually to their systems.

**An item, other than produce, is not scanning for WIC, and benefits are available.**

## What's wrong

There are a couple common reasons why the item may not scan for WIC:

- The item type or size might not match your benefits. For example, whole fat yogurt will not scan for a WIC card that only has low-fat yogurt benefits.
- You may have scanned the item in the My Minnesota WIC App, but your account isn't registered. In this case the item shows as WIC allowed in the app but does not show if it's available in your benefits.

## What's next

### Complete the transaction

- Make sure you have the correct item type and size to match your benefits. Replace any incorrect items or containers with the correct product and complete the transaction.
- Double check to make sure your account is registered in the My Minnesota WIC App and scan the item to see if it's available in your benefits.
- If you cannot find a reason why the item is not scanning for WIC, you can ask the cashier to split the transaction into two or more smaller transactions to see if the item goes through.

### Report an item

- You can report an item that is not scanning for WIC to your local WIC clinic.
  - You must take photos of the brand and UPC to share with clinic staff or have a receipt that shows the item that did not scan.
  - Report the issue as soon as possible to make sure the item can be purchased with WIC benefits.

## Tips

Find [Tips for Buying Foods with Your WIC Card](https://www.health.state.mn.us/people/wic/ewic/ppttips.html) (<https://www.health.state.mn.us/people/wic/ewic/ppttips.html>) on the Minnesota WIC website.

## The My Minnesota WIC App said an item is allowed, but the item is not scanning for WIC at checkout.

## What's wrong

The My Minnesota WIC App shows when items are WIC allowed when your card is not registered with the app. It's important you register your card with the app to make sure it shows if benefits are available to purchase the items you scan.

## What's next

### Complete the transaction

- Register your WIC card with the app and rescan the item to see if benefits are available.
- If benefits are not available:
  - Pay for the item out of pocket or request the cashier remove the item from the transaction.
- If benefits are available:
  - Try scanning the item again. If the item is still not scanning for WIC, report the item to your local WIC clinic. In this case, you can pay for the item out of pocket or request the cashier remove the item from the transaction.

### Report an item

- You can report an item that is not scanning for WIC to your local WIC clinic.
  - You must take photos of the brand and UPC to share with clinic staff or have a receipt that shows the item that did not scan
  - Report the issue as soon as possible to make sure the item can be purchased with WIC benefits.

## Tips

- Do not scan fresh produce using the My Minnesota WIC App, because not all fresh produce UPCs are in the app.

## The cash register crashed during the transaction, and I don't know if the items were deducted from my WIC card.

The cashier can run a balance inquiry to compare the benefits on the card with the midpoint receipt from the crashed transaction.

- If the benefits were deducted, you may take the items.
- If the benefits were not deducted, move to another cash register to try the transaction again.
- If running the balance inquiry doesn't resolve the situation, save all receipts to report to your local WIC clinic as soon as possible.

## The transaction failed for an undetermined reason.

There are a few options you can try to fix the transaction:

- The cashier can split your items into two or more smaller transactions to see if smaller transactions process.
- Remove any items on sale from the transaction to see if it processes.
- Try purchasing only WIC foods in one transaction and purchase any non-WIC foods in a separate transaction.

If these options do not resolve the issue, report this to your local WIC clinic as soon as possible. You may need a replacement card.

## **There is a “card declined” or “invalid” error message stopping the transaction.**

### **What’s wrong**

You may not have set your card’s PIN or you may be using an old, inactive card by mistake.

### **What’s next**

- If you have not set your PIN, call 1-833-566-5248. You will need the cardholder’s date of birth and zip code to set the PIN.
- Double check your card to make sure it’s your current, active card. Old, replaced cards are not active in the system.

If these do not resolve the issue, report this to your local WIC clinic as soon as possible. You may need a replacement card.

## **Additional tips: double check your food types and container sizes to make sure they are WIC allowed.**

You will not be able to complete a WIC transaction if you have the wrong size or variety of WIC-allowed foods. Here are some tips to make sure you have the correct items before you check out:

- WIC yogurt benefits are for specific types. If you have benefits for low-fat or nonfat yogurt, whole-fat yogurt will not scan for WIC at checkout. Look for low fat or nonfat on the label.

**Low-fat yogurt**



**Whole-fat yogurt**



- Whole grains must be 16 ounce or one-pound packages.
- Refrigerated orange juice must be 64 ounces. Many refrigerated orange juices are less than 64 ounces.
- All cheese must be in eight or 16-ounce packages. String cheese is often in different sized packages.
- Baby food fruits and vegetables must be four-ounce containers. A double pack counts as two containers for baby food.

