

WIC Transaction Troubleshooting Guide for Local Agencies and Contacting the Helpdesk

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Although WIC transactions typically run smoothly, sometimes participants may experience an issue at checkout. This document provides guidance to handle an issue reported by a participant.

Most common checkout issues and how to resolve/report them

1. [A fresh produce item did not ring up for WIC sale](#)
2. [A food available in benefits, other than fresh produce, would not ring up for WIC sale](#)
3. [WIC card was charged for foods not received](#)
4. [Error message when using the WIC card – was unable to get WIC foods](#)
5. [Participant paid for foods with another payment type after foods would not ring up for WIC sale](#)

A fresh produce item did not ring up for WIC sale

Minnesota WIC does not add all fresh produce UPCs to the Approved Product List. Setting up fresh produce for WIC sale (mapping) is done at the store or the store's corporate office. If a participant is reporting that a fresh produce item would not ring up for WIC sale, check to make sure the participant had available benefits at the time of the shopping trip. If benefits were available, email health.wicvendor@state.mn.us and include photos of the produce brand and UPC. You must also include household ID, store name and location, and date of the shopping trip. The state WIC Vendor team will notify the store/corporate office that the item was not set up for WIC sale and request that it is mapped.

A food available in benefits, other than fresh produce, would not ring up for WIC sale

Typically, the reason a food will not ring up for WIC sale is because the participant did not bring the correct food to the register. Some common foods that participants may incorrectly choose are:

1. Milk (participants mistakenly choose whole or 2% when 1% or skim are in the benefits)
2. Yogurt (participants mistakenly choose whole fat yogurt when low-fat/non-fat yogurt is in the benefits)
3. Infant fruits and vegetables (participants sometimes think that 2 packs count as 1 container instead of 2 and exceed the number of containers allowed)

When a participant reports that a food did not ring up for WIC sale, find out what food did not ring up, and check to make sure that the participant did not choose an incorrect food for their benefits or a food that was no longer in their benefits. Encouraging the participant to register their card with the My Minnesota WIC app will help the participant choose WIC allowed foods that are in their benefit balance and improve the shopping experience.

When reporting foods that did not ring up for WIC sale, make sure to have photos of the item, including brand and UPC, or receipts from the transaction, if the participant paid with another payment type. Report the issue to the Minnesota Helpdesk. They will ask you to fill out an [eWIC Transaction Issue](#) form, which can be found on the state [WIC Local Agencies](#) webpage under “Feedback/Questions/Complaint Forms”.

WIC Card was charged for foods not received

When participants report an issue, it’s important to include supporting information, such as receipts, if available, or any error message received to help the state WIC Vendor team research the transaction. Report the issue to the Minnesota Helpdesk. They will ask you to fill out an [eWIC Transaction Issue](#) form, which can be found on the state [WIC Local Agencies](#) webpage for “Feedback/Questions/Complaint Forms”.

Error message when using the WIC card – was unable to get WIC foods

Ask what the error message was or what the PIN pad said when the error happened. There may be a few reasons why the error message occurred. Sometimes it’s as simple as the participant entering an invalid PIN for their WIC card. Other times, it may be due to the store’s register system not functioning correctly. Report this issue to the Minnesota Helpdesk. They will ask you to fill out an [eWIC Transaction Issue](#) form, which can be found on the state [WIC Local Agencies](#) webpage under “Feedback/Questions/Complaint Forms”.

Participant paid for foods with another payment type after foods would not ring up for WIC sale

Minnesota WIC cannot reimburse for foods paid for with another payment type. If the food(s) were available in the benefit balance, and the participant did not choose an incorrect food item, contact the Minnesota Helpdesk. They will ask you to fill out an [eWIC Transaction Issue](#) form, which can be found on the state [WIC Local Agencies](#) webpage under “Feedback/Questions/Complaint Forms”.

Reference – Complete Listing of Hyperlinks

[eWIC Transaction Issue](#)

(<https://www.health.state.mn.us/docs/people/wic/localagency/ewic/transactionformnew.docx>)

[WIC Local Agencies](#) (<https://www.health.state.mn.us/people/wic/localagency/index.html>)

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CONTACTING THE HELPDESK

Minnesota Department of Health - WIC Program 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us. To obtain this information in a different format, call: 1-800-657-3942

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