

Retailer Tips and Tricks



When an error occurs during a WIC transaction, try these helpful tips and tricks to troubleshoot the problem. **Always attempt to help the WIC customer.** If WIC customers are turned away for an issue that is not card related, they risk losing an entire month of benefits, since many WIC local agencies are open limited days and hours.

Note: If you are experiencing the same issue multiple times, with different WIC customers, ask for a manager's assistance.

CARD READER DISPLAY

If the card reader displays one of the following messages, CARD ERROR RETURN TO CLINIC or INVALID/DAMAGED CARD, do these steps:

- Cancel the WIC transaction. Have the WIC customer wipe or clean the chip on the card before reinserting. Attempt to re-tender WIC.
- If the above does not work, suspend the transaction, if possible, and try a Balance Inquiry with the WIC customer in a different lane.
 - If the Balance Inquiry works, please attempt the transaction again or assist the WIC customer in changing to the lane where the Balance Inquiry worked.
 - If the Balance Inquiry does not work, please advise the WIC customer to contact their WIC local agency.

SYSTEM FREEZES DURING A WIC TRANSACTION

If a system freezes during a WIC transaction and it is unknown if benefits were removed from the WIC customer's card, do the following:

- Attempt a Balance Inquiry. Compare the Beginning Balance receipt from the previous transaction to the Beginning Balance receipt on the Balance Inquiry.
 - If the receipt quantities are identical, the WIC food was not removed from the card. Re-tender WIC.
 - If the receipt quantities are different, the food was removed from the card. Do **NOT** re-tender WIC. Allow the WIC customer to leave with the food removed from the card.

Note: The WIC customer must be allowed to leave the store with any food that was removed from their card. They should not be expected to pay for their WIC food when the WIC transaction is not successful.

This institution is an equal opportunity provider.

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NO CURRENT WIC

Suspend the transaction. Attempt to do a Balance Inquiry in the current lane or in another lane. A Beginning Balance receipt should print and it will show if the WIC customer has current month benefits.

- If the WIC customer does have current month benefits, please try the transaction again or assist the WIC customer with moving to another lane where the transaction should work.
- If the WIC customer does not have current month benefits, please advise them to contact their WIC local agency.

MISCELLANEOUS

- Follow the store's internal procedures for the point of sale system.
- Scan ALL items individually that the WIC customer brings to the register. Use of the quantity key will result in transaction errors.
- If an item does not ring up as WIC-approved the WIC customer has the option to remove that item, only if the transaction is still open.
- If a WIC-approved item does not ring up as WIC-approved, please ask for a store manager's assistance. An override of the system is **not** allowed.
- Cash value benefit (CVB). If a purchase goes over the dollar amount available, the WIC customer has the option to pay the difference. If the customer requests or cannot pay for the item(s), void the item(s) from the transaction.
- WIC customers are no longer required to separate their WIC foods from other items and do not need to pay for their WIC foods in a separate transaction. This is called a mixed basket.
- If receipts show "unknown" in front of the unit of measure (UOM), the APL has not been downloaded successfully to the register. The store will need to reboot the register, put the register in training mode and see if the APL downloaded by using the eWIC training card to print a Balance Inquiry.

Note: WIC customers must separate WIC food items from other items, if the retailer has a stand-beside system for WIC transactions.