



Troubleshooting eWIC Card Issues

This form is to help local agency (LA) staff assist WIC participants when there is an eWIC card issue that LA staff cannot resolve. This information should be collected for submission to the MOWINS Help Desk to research. Please email this information to WICHelpDesk@health.mo.gov or call the MOWINS Help Desk at 1-800-554-2544.

Agency Name:			
Agency Phone Number:			
Staff Member Completing Form:			
MOWINS Help Desk Staff that Assisted:			
Household ID:			
eWIC Card Number:			
WIC Retailer Name:			
WIC Retailer Address:			
Transaction Date:	Transaction Time:	a.m./p.m.	Register/Lane Number:

Please provide a brief explanation of issue:

- Has the MOWINS Help Desk verified that the card was loaded correctly? Yes No
 - If No, please contact the MOWINS Help Desk 800-554-2544.
- Were the items being purchased WIC-approved and on the household food prescriptions? Yes No
 - If No, update food prescriptions.
 - If Yes, please identify any items expected to be WIC-eligible that did not show as purchased by WIC on the card balance:

UPC/PLU #: _____ Item Description: _____

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- Was the participant using the correct PIN? Yes No
 - If No, Reset PIN in Card Diagnostics.
- Has the card previously been used to make a purchase? Yes No
 - If Yes, when: _____
- Did the register message state to "Please Insert WIC Card"? Yes No
- Did you follow all of the prompts on the card terminal at the register?
 - Insert the WIC card when prompted? Yes No
 - Enter your PIN when prompted? Yes No
 - Remove your card when prompted? Yes No
- Did the household attempt an Account Balance inquiry at Customer Service? Yes No
 - If No, the household should attempt an Account Balance inquiry. If successful, the card is loaded correctly and there are issues with the register. Household should then attempt to use the card at another lane.
 - If Yes, please include a copy of the Account Balance receipt.
- Do you have any receipts from this incident? Yes No
 - If Yes, please include a copy with this report.
- Did any error messages appear for the cashier? Yes No
 - If Yes, please describe the messages: _____
- Were there both WIC and non-WIC items included in this transaction? Yes No
- Were all WIC items correctly deducted from the card? Yes No
 - If No, please identify: _____