

# WIC Vendor Issue Reporting Process

Eff. December 2021

Follow the guidance below prior to submitting a vendor issue form. The more information that is collected the better the vendor unit will be able to process vendor issues.

The IL 444-3212 WIC Vendor Issue Incident Reporting form, which is attached, must be submitted when reporting a Vendor Issue:

The following items can be included when reporting an issue, as it will greatly assist in better helping the participant or the vendor:

- Transaction Receipt – provide the full receipt, not just the WIC transaction portion.
- Images of items (including UPCs which are the numbers below the barcode)

## *Staff Reference Documents:*

- EBT Transactions
- WIC Authorized Food List

## Before Submitting an Issue

Always check the following with the participant prior to completing an issue incident form.

- Is the item WIC eligible?
  - Yes – could be a vendor issue
  - No – provide additional participant education
- Does the item match the benefits issued to the participant?
  - Yes – could be a vendor issue
  - No – provide additional participant education and ask the participant to try again
- Did the participant have available benefits at the time of the transaction?
  - Yes – could be a vendor issue
  - No – provide additional participant education and ask the participant to try again
- Did the participant select the correct payment type?
  - Yes – could be a vendor issue
  - No – provide additional participant education and ask the participant to try again

## General Tips

- If the problem occurred more than 2 weeks ago, provide education to the participant and ask them to try again. Ask them to report back immediately if the problem persists.
- Ask the participant open-ended questions (e.g. “What fat content or color of lid did you try to buy?” vs. “Were you trying to buy whole milk?”).
- It is always most helpful if the participant is able to share a copy of their receipt and/or take a picture of the UPC code of the item in question and submit to the agency. Include any of these documents with the issue reporting form.
- If the participant used the BNFT Scan It! Feature, what color did they see after scanning the item? Please note, that if they say that it was “WIC Eligible” this is not enough, as both yellow and green will give that response.
  - **Green** Item is WIC eligible and matches participants’ available benefits, item should have been able to be purchased.
    - This **IS a vendor issue** and a complaint form should be completed.

- **Yellow** Item is WIC eligible, and will say this on the app, but it does not match the participants' available benefits and would require another form of payment.
  - This is **NOT a vendor issue** and education should be provided to the participant.
- **Red** Item is not WIC eligible.
  - Authorized fresh produce does not use a UPC code and will not scan correctly, participants should always try to purchase fresh produce items and are not recommended to use the Scan It! feature for these items.
  - This is **NOT a vendor** issue and education should be provided to the participant to assist them in selecting items that match their benefits.

## At the store:

- If a food isn't covered by WIC: the shopper can ask the cashier to void the items or transaction before the transaction is complete.
- The store cashier only knows:
  - The UPC scanned is either in the system or not.
  - There is a balance for that benefit or not.
  - The eWIC card and PIN either work or do not.
  - The cashier cannot change any of those things for the participant.
- Card Declined / Not Accepted / Wouldn't Work – Most often the participant did not let the cashier know that they were going to be paying for the purchase with their eWIC Card, and quite possibly selected the incorrect tender when swiping their card. Make sure that they are selecting WIC, not Credit/Debit, or SNAP EBT/EBT Cash.
- Balance Due – Usually the participant trying to purchase an item that is not WIC eligible or does not match their current benefits balance. Remind participants to:
  - Take the WIC Foods List and their Family Shopping List when they shop.
  - Ask for a mid-transaction receipt to check their WIC purchases before they use any other payment.
  - Save the receipt from any transaction they are having problems with.



**WIC PROGRAM**

**WIC VENDOR ISSUE INCIDENT REPORTING FORM**

**Record all pertinent information related to the Participant and Vendor in the space below.**

Please complete and return form to:

**Email:**  
[DHS.WICVendor@illinois.gov](mailto:DHS.WICVendor@illinois.gov)

**Fax:**  
(217) 785-5247

**Participant Information**

Head of Household Name: JANE SAMPLE	Contact: (If different than HH) JOE SAMPLE
Head of Household I.D. No.: 1234567	Contact Phone: 217-782-2166

**Participant Information**

Store Name: CORNER GROCER	WIC Vendor ID#: 3210
Address: 823 E MONROE ST	City: SPRINGFIELD
Names of any Store Employees Involved: SARAH CASHIER	

**Incident Information**  
*Complete relevant information based on the subject of the incident*

Subject of the Incident: (who / what is the complaint about?) Not able to purchase WIC eligible item that was on shopping list.	<input type="checkbox"/> Vendor / Store / Store Employee <input type="checkbox"/> WIC Participant <input checked="" type="checkbox"/> eWIC Transaction (eWIC Information <u>must</u> be provided) <input type="checkbox"/> Other
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Date Incident Reported: Nov 29, 2021	Date of Incident: Nov 28, 2021	Time of Incident: 4:00pm
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**eWIC Information**  
*(specific items must be listed - form will be returned if this section is not completed for eWIC transaction issues)*

Which items were unable to be purchased (include Brand, Size, Flavor and Fat Content)?  
(Attach photos of the product if possible).

Mango, Pineapple, and White Potatoes  
Prairie Farms half gallon of 1% milk

Can they provide the UPC(s) for those items?	<input checked="" type="checkbox"/> Yes	UPC(s)	0072730232082
	<input type="checkbox"/> No		

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**Description of Incident and / or Information regarding the Complaint**  
*(attach additional sheets if needed)*

Pt. tried to purchase fresh produce items listed above and milk. CVB balance available was \$10.83 and benefits for half gallon fat free/ 1% milk were available on Balance Inquiry. Pt. reviewed mid-transaction receipt and produce items and milk were not included as WIC eligible. Pt. used BNFT App Scan It! feature for milk, and it came back as WIC Eligible and matching benefits.

Pt. paid for items with different tender and receipt for entire transaction is attached.

**Education Steps Taken with Participant Regarding this Incident**

Verified that items matched benefits available.  
 Checked available benefits.

**Local Agency Information**

WIC Local Agency Name: Local WIC Agency

Staff Name: Anna Sabin

Staff Phone: 217-782-2166

Staff Email: dhs.wicvendor@illinois.gov