

Troubleshooting WIC

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Often when an error appears on the card reader, there is nothing wrong with the card, it may actually be an issue with the store system. **Please 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 clinics are only open limited days/hours.

NOTE: *If you are seeing the same issue occur multiple times with different WIC customers, ask for a manager's assistance. You can attempt to use the training card to see if the issue is with the WIC customer's card or you can contact your technical support to assist you in getting your system to process a WIC transaction.*



If the card reader displays one of the messages in blue below, please try the suggestions listed before turning the WIC customer away.

Card Error Return to Clinic or Invalid/Damaged Card

1. Cancel the WIC transaction. Attempt to re-tender WIC. Have the WIC customer wipe/clean the chip on the card before they reinsert the card.
2. If the above does not work, suspend the transaction and try a different lane. Please **assist** the WIC customer in changing lanes. Before re-attempting the WIC transaction, see if a Balance Inquiry receipt will print with the WIC customer's card.
 - If the Balance Inquiry works, please attempt the transaction again.
 - If the Balance Inquiry does not work, please advise them to contact their local WIC clinic.

System Freezes During a Transaction

If the system freezes during a transaction and you are not sure if benefits were removed from the WIC customer's card, do the following:

1. Attempt a Balance Inquiry.
2. Compare the Beginning Balance receipt from the previous transaction in question to the new Beginning Balance receipt from the Balance Inquiry.
 - If the receipt quantities are identical, the WIC food was not removed from the card and you will need to re-tender WIC.
 - If the receipt quantities are different, the food was removed from the card. Do **NOT** re-tender WIC.

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

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 local WIC clinic.



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