



Client has shopping complaint

Is the complaint about not being able to buy a WIC food item?

Record complaint in Local Vendor providing details about the situation

What is the name and location of the store? Is the store an authorized ITCA WIC Vendor?

Did the client have benefits for the food item? Check for low fat vs whole fat yogurt, quantity in account, etc.

Is the food item in the Food List?

Did the cashier scan the food?

Educate the client about authorized vendors

Educate the client about their food package and allowable foods:

Educate client on reasons a food item does not ring up:

Educate the client on how to report a food item that didn't ring up or is missing from the APL:

IMPORTANT Educate the client on how to read the mid-transaction receipt:

Include vendor information

Enter name and description of cashier

Explain in detail what happened

Include eWIC ID

WIC shopper app WIC Stores feature

Provide client with a vendor list

We Accept ITCA eWIC Decal

Authorized Food List

How to obtain a benefit balance

WIC Shopper App My benefits feature

Item not allowable check brand and size

Item not in benefits, or not enough benefits

Item needs to be added to the APL

Take a photo of the product with the UPC

Collect the food description and UPC and submit to WIC clinic or ITCA

WIC Shopper App I couldn't buy this feature

Use the mid-transaction receipt example found on the key ring