

Troubleshooting Shopper Issues

*** **STARS:** If tabs are greyed out or a red exclamation point appears next to a field, hover over it and make note of what it says. If you're not sure how to fix the issue, contact ITCA and let us know what the message says. You may still need to call the STARS Help Desk.

Issue	Possible Reasons	Check to see if...	Next step
Client's card doesn't work at the store	<ul style="list-style-type: none"> • They may have entered the wrong PIN 4 times and had their account locked. • Their PIN may not have been set. • Their account may not be active. • They may be trying to use a deactivated card. 	<ul style="list-style-type: none"> • The client is active. • The card was deactivated. Client may have found a card they reported lost or stolen. 	<ul style="list-style-type: none"> • PIN-You can unlock a client's PIN if they've entered it incorrectly 4 times. They can re-set their PIN in person at the clinic, on the phone with customer service, or on the web portal. • Inactive- Schedule the client for a re-cert if inactive and still eligible. • Deactivated card -Have the client throw away the deactivated card and look for the active card. Can reissue a new card.
Client receives the message 'Insufficient funds' at the grocery store.	<ul style="list-style-type: none"> • The benefits for the current benefit period may have all been used. • Benefits may not have been properly loaded. • The item they are trying to purchase may not be WIC approved or may not be in their benefits. 	<ul style="list-style-type: none"> • The client (or someone else with access to the card) used all benefits for the current benefit period. • Benefits were loaded into the client's account in STARS. 	<ul style="list-style-type: none"> • Benefits Used– Remind client of where to find their benefit balance (last receipt, WICShopper App, webportal, etc.). Items purchased without the client's consent cannot be replaced. Encourage the client to change their PIN or get a new card. Clients can dispute a purchase on the customer service line. • Benefits Not Loaded – Load the benefits and let the client know they are now available. • Benefits Loaded – Call ITCA to check if benefits appear in WIC Direct. If they do not, you will need to contact the STARS Help Desk. • Wrong Item. Ask the client what they are attempting to buy (package size, brand, flavor, etc.). If they are only trying to buy 1 item – like formula –and it is not WIC approved or in their benefits, they will also receive this message.
A food doesn't ring up as a WIC food (can't get the juice, milk, baby food, etc. they want)/ They had to purchase WIC foods with their own \$.	<ul style="list-style-type: none"> • They may be out of usable benefits for the current benefit period. The client may have already purchased the item <u>or</u> have less than the minimum box/jar/can size requirement in their account (i.e. 4oz of cereal, which is less than the 11.8oz minimum.) • The food may not be assigned to the client (i.e. they tried to buy canned beans but have peanut butter in their benefits). • The food may not be WIC approved. • The food might not be in the store's APL (approved product list). NOTE: If an item does not ring up as a WIC eligible item the store is unable to sell it. 	<ul style="list-style-type: none"> • The item is on their current benefits balance. • The item is WIC approved based on the food list and information given. Ask about brand, flavor, and size of the item. <i>You may not have enough information about the food to determine if it is correct.</i> 	<ul style="list-style-type: none"> • No usable benefits left - Remind them of where to find their benefit balance (last receipt, WICShopper App, webportal, etc.). If applicable, review food list and minimum size rules. • Item not assigned to them - Ask if they would like to change their food package for the next benefit period. • Not WIC approved - If they tried to purchase an incorrect food, review food list and provide shopper education. • WIC approved – If you think the item should be WIC approved based on what the client told you (brand, flavor, and size of item; and/or picture of the UPC, PLU, or package) and vendor (store name and address or cross streets), let them know they can report this in the WIC Shopper App or on the client web portal or you can email the information (including any pictures) to ITCA. • Not enough information – Review the food list to ensure the client is aware of all the rules for that food to be allowed. Let the client know they can collect the necessary info and submit to ITCA (see above).