

eWIC Transaction Issue

Before submitting this form, ask the participant the following questions to rule out common transaction issues:

1. Are the foods WIC allowed? Was this confirmed in the WIC app?
2. Did the participant have these benefits available in their benefit balance on the day of the transaction attempt?
Was this confirmed in the WIC app?
3. Was the confirmation step/receipt reviewed at the register before finalizing the purchase?

If the answer to any of the questions is “no”, share with the participant how to resolve & prevent issues identified.

For other issues, the Minnesota Helpdesk or MDH WIC staff might be able to assist. Enough detail must be provided so staff can research the issue. Please complete the information below, including any pictures participants may have taken, and submit to the Minnesota Helpdesk at mnhelpdesk@gainwelltechnologies.com.

*Required field

Household ID*:

Urgent? Yes No

Reason for Urgency:

LDTU* of benefits for reported issue:

Store name*:

Store address (street and city)*:

Name of cashier/manager that assisted during transaction:

Date of Transaction* (If multiple issues occurred, dates and times are needed for each.):

Approximate Time of Transaction*:

Was this an online order* Yes No

If yes, what email address was used for the online account?

Describe the issue in as much detail as possible*:

Error message on the PIN pad or cash register (if known)

Was the participant's WIC card charged for foods NOT received?*

Additional Comments:

Include pictures of receipts and foods in an email to the Minnesota Helpdesk along with this form.

Name of WIC Staff Submitting Form

WIC Agency/Clinic #

Email

Phone Number