

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.

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.

Click or tap to enter a date.

Approximate Time of Transaction* _____

Was this an online order* _____ 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 _____

*required