

## **Hy-Vee Online Ordering Pilot Answers to Frequently Asked Questions**

**Question:** If a WIC participant currently shops with Aisles Online and has an account and now wants to use Aisles Online for WIC shopping, do they need create a new account for WIC Transactions?

**Answer:** No, the participant can use the existing Aisles Online account they already have. They will however, need to add their WIC card to their account as a form of payment to shop for WIC foods. Note that most but not all Hy-Vee stores can accept WIC cards for online transactions.

**Question:** Can WIC participants shopping online allow for substitutions?

**Answer:** Yes, during the checkout process they can choose whether to allow for substitutions or not. If the participant chooses to allow substitutions, Aisles Online will show WIC-allowed items the participant can choose for potential substitution. The WIC-allowed substitution options shown will be in sizes equal to or less than the options being substituted.

After the order has been placed, if the WIC participant instructs the Hy-Vee shopper to substitute a non-WIC item for a WIC item, the participant will need to pay for the non-WIC substitute. The WIC eligible item that was not purchased will go back onto their WIC account.

**Question:** Is there a minimum dollar amount for Hy-Vee online orders?

**Answer:** Yes, the order (WIC plus non-WIC, if applicable) must total at least \$24.95.

**Question:** Can a participant choose whether to pick-up their order or have it delivered?

**Answer:** Yes, participants can choose whether to pick-up their order or have it delivered. Delivery is only available to certain areas around each store, and requires a \$9.95 delivery fee.

**Question:** Can WIC and non-WIC items be purchased in the same order?

**Answer:** Yes.

**Question:** Are the products on the Hy-Vee Aisles Online platform that are shown as “WIC Eligible” specific to the participant’s WIC account?

**Answer:** No. All WIC allowed products will show as “WIC Eligible” regardless of whether the participant has that product on their WIC account. For example, a gallon of WIC allowed whole milk will show as “WIC Eligible” even if a participant only has fat-free/low-fat milk on their WIC account.

**Question:** Can only WIC allowed products be shown when a participant is shopping online?

**Answer:** Yes. The participant would need to use the filter for WIC Eligible items.

**Question:** Can a SNAP (EBT card) be used in the same online order with a WIC card?

**Answer:** No, although the customer could place a second SNAP order for pickup at the same time. Both orders would need to meet the \$24.95 minimum threshold.

**Question:** How will participants be charged for fresh fruits and vegetables since the cost of many of those items are based on the weight of the produce?

**Answer:** The total amount of the produce will be estimated when submitting the online purchase, and then changed once the the Hy-Vee shopper completes selecting products. The shopper will always strive to be at or below the amount ordered, but if the amount purchased is more than what is available on the WIC balance, the participant will be charged for the additional amount.

**Question:** What happens if the participant places an order online and they want to make a change to their order?

**Answer:** The participant cannot change their WIC order after it has been placed. The participant would receive a pop-up message that states this is if they were to attempt a change after the order has been placed. They would be able to call the store and cancel the order if they would need to make a change.

**Question:** Can online orders be placed at the end of the participant's benefit period?

**Answer:** Yes, if there is an available pick-up or delivery time available. If not, the participant will receive a message asking them to reselect a time for pickup or delivery within the benefit period.

**Question:** If a family has foster children and want to shop online, how will this work?

**Answer:** Only one WIC card can be associated with a Hy-Vee Aisles Online account. There are therefore a couple of options for this.

1. If the participant has more than one email, Hy-Vee Aisles Online accounts could be created using different emails. Each account could then be associated with each WIC card.
2. The same Aisles Online account can be used for multiple cards. If a purchase was made with the WIC card for Foster Child 1 and the guardian wants to use Foster Child 2's WIC card for a purchase, the WIC card for Foster Child 1 would need to be removed and the WIC card for Foster Child 2 added. Note that the WIC card for Foster Child 1 cannot be removed until the purchase with that card has been completed. Switching back and forth (removing one of the foster child's card and then adding the other's) can be repeated for future purchases.

When registering the WIC cards with WIC Direct/CDP, the same email could be used, but the participant would need to use unique usernames for each card.

**Question:** A participant who has shopped online with their WIC card has lost their card, it has been deactivated in Hubert, and they have been issued a new WIC card. What does the participant need to do to use the new WIC card to shop online?

**Answer:** Nothing; the CDP system will seamlessly let them continue to use their benefits.

**Question:** How do you remove a WIC card in an HyVee Aisles Online account?

**Answer:** In Payment Methods, under the WIC card, select "remove card".

**Question:** Who should participants contact if they have questions about using HyVee Aisles Online or if there is a problem with what was delivered (Example: wrong item delivered, damaged product, etc.)?

**Answer:** Participants should first contact HyVee Customer Care at (800) 772-4098 or <https://www.hy-vee.com/grocery/customer-service/frequently-asked-questions.aspx>.