



eWIC Vendor and Shopping Issue Report

Instructions: Local Agency staff can submit this form to the State of Alaska WIC Office for assistance in investigating and resolving shopper complaints regarding their experience at WIC approved stores. Every reasonable effort should be made to provide as much information as possible to help in an investigation. Once submitted to the State of Alaska WIC Office, the Vendor Management Unit and/or Local Agency Coordinator will review the information provided and determine the next step. Information shared on this form may be shared with the store staff and findings and resolutions may be shared with the reporting Local Agency if deemed necessary.

Step One: Include a participant statement (*please print clearly*)

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Step Two: Follow up questions

1. What is your household's eWIC card number?

2. What store were you at when the issue occurred?

3. What were the UPCs, brands, quantities, product sizes and items you were trying to purchase? (Please include all digits starting with the farthest left number and ending with the farthest right number.)

| UPC | Brand Name | Item Description including size | Quantity |
|-----|------------|---------------------------------|----------|
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4. What was the date and approximate time that the issue occurred?

Date: _____ Time: _____ am / pm (*circle one*)

5. Please describe the transaction. You can include details such as; did it include non-WIC items, was the store using an integrated or stand-beside eWIC device, did the cashier seem to be knowledgeable about eWIC?

6. Did the cashier tell you the items were not WIC approved or, as the items were scanned, did the items not ring up as WIC approved? Did the cashier scan it into an eWIC stand-beside device?

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7. Did you tell the cashier you were using an eWIC card?

8. Do you have receipts from the transaction? If yes, please provide copies. If copies cannot be provided, please describe what you notice after viewing the receipts and listening to the participant's statement.

Step Three:

Submit this form to the WIC Vendor Management Unit for review, investigation and issue resolution via email to wic@alaska.gov or fax to (907) 465-3416. Please include any additional information you believe would be helpful.

Tips:

- Inform and encourage shoppers to take pictures of UPCs. This may be easier than writing them down.
- Remind participants to contact the Local Agency during or as soon as possible after the issue. And report issues to the Vendor Management Unit as soon as reasonably possible.
- Inform shoppers to keep all receipts and bring the receipts to the clinic if they are reporting issues.