eWIC Customer Service – Online Training Module

REVISED OCTOBER 2024

Introduction

Intro

This training module is provided by the MN Department of Health WIC Program. It provides an overview of the Minnesota eWIC Customer Services available to participants.

<Transition Slide>

<screen description – no audio> Slide transitions to slide with phone and computer on it.

Overview

Overview 1

MN WIC participants have a couple of customer service options, including the Phone Line and Web Portal.

Overview 2

Local Agency WIC staff should understand how our WIC families can use customer service to manage their WIC Card.

Set PIN 1

We should also be familiar with customer service so that we can assist our new families with setting up their PIN so that the card is ready to use right away.

Set PIN 2

The number to the customer service line is printed on the back of the WIC Card, and we will be using this to set PINs.

Web Portal 1

The URL for the web portal is also printed on the back of the WIC Card.

Web Portal 2

However, this requires a login, and our WIC families can set that up for themselves if they want to.

<Transition Slide>

<screen description – no audio> Slide transitions to Gray Stone's Manage eWIC Account page.

PIN Overview

Set PIN 3

In order to set a PIN, the Primary Cardholder must be set, and a WIC Card must be assigned.

Set PIN 4

And we'll need the Primary Cardholder's date of birth and the household's 5-digit mail zip code, which we may want to jot down when helping a family set their PIN.

Set PIN 5

This is the same information the family will need when they use the customer service line, and we need to make sure we tell them this.

<Transition Slide>

<screen description – no audio> Slide transitions from the Manage eWIC Account page to a topic slide.

Choose PIN

Although we are helping to set the PIN, the family should decide what PIN they are going to use.

Ask them to choose a 4-digit number that is easy for them to remember but hard for others to guess.

Don't ask them for their PIN. They will enter it themselves when the time comes.

Be Patient

Call 1

When setting the PIN, we must wait for each voice prompt to start before pressing the digits.

Otherwise, if they are entered too quickly, the service line may not recognize the digits and will disconnect the call.

Disconnect

"Sorry. We seem to be having trouble. Thank you for calling the WIC EBT customer service line. Goodbye."

Voice Prompts

Voice Prompts 1

The following are the voice prompts we will hear when we call customer service.

Voice Prompts 2

"Welcome to the MN eWIC Customer Service line."

"For English, press 1."

Voice Prompts 3

As soon as we hear "Welcome", we can press 1 for English.

Spanish 1

An option for Spanish is also available.

Spanish 2

"Para español, press nueve." ("Para español, presione nueve.")

Spanish 3

If you or the participant selects the option for Spanish, the primary card holder's date of birth, must be entered using the European format of DD/MM/YYYY. This is clearly stated in the Spanish prompts.

Card Number 1

After selecting English, we can enter the card number.

"Please enter your 16-digit eWIC Card number."

"You can press star at any time to start over."

Invalid Entry

Not Valid 1

If the system does not recognize the card number, date of birth or zip code, it will prompt us to enter it again.

Not Valid 2

"Sorry. That's not a valid entry."

"Please enter your…"

Valid Card 1

Once a valid card number has been entered, the system recognizes whether or not a PIN has been set.

Setting the PIN

Set Card PIN 1

A number of voice prompts follow.

"Currently, there is no PIN on this card. Let's take care of this now."

"To set up your PIN, I need to collect some information."

"First, please enter your date of birth, using 2 digits for the month, 2 digits for the day, and 4 digits for the year."

"For example, if your date of birth was August 21, 1985, you would enter 08211985. Go ahead."

Tip 1

Here's a tip. We don't have to listen to all of those prompts.

As soon as we hear "currently," we can start entering the Primary Cardholder's 8-digit date of birth.

Zip Code 1

Next, we enter their mailing address zip code.

Zip Code 2

"Now enter your 5-digit zip code."

Enter PIN 1

The next step is to enter the PIN.

Private 1

We should never ask the Primary Card Holder what their PIN is.

It is private and we should provide them with the phone's keypad so that they can enter it for themselves.

> WIC STAFF: What's your PIN? (Big red X)
>
> PARTICIPANT: Ummm. I don't think so. My PIN is **private**.
>
> WIC STAFF: Here's the keypad. Go ahead and enter your PIN.
>
> PARTICIPANT: Thanks! Will do.

Enter PIN 2

"Thanks. Please select a 4-digit PIN."

Again, only the Primary Card Holder should enter the PIN. (4 tones on phone)

Enter PIN 3

Make sure to wait for the next voice prompt to begin before having the Primary Card Holder re-enter their PIN.

Enter PIN 4

"Thanks. To verify your entry, please re-enter your new 4-digit PIN." (4 tones on phone)

Not Same 1

If the same PIN isn't entered, the system lets us know and starts the PIN entry over again.

Not Same 2

"Sorry. These PINS don't seem to match. Let's try again."

"Please select a 4-digit PIN."

Success 1

Always wait for the next voice prompt to ensure the two PINs matched and setting the PIN was successful.

Success 2

"The system has been updated with your new PIN. It's effective immediately."

Tip 2

Another tip, we only need to wait long enough to hear that the PIN entry was successful before ending our call.

Ready 1

Then let the Primary Card Holder know that their WIC Card and PIN are now ready to use.

Other Customer Service Line Options

Other Options 1

Other available options when using the Customer Service line include:

- To change or reset their PIN;

- Check their current balance, including the last date to use, amounts, and food items left on their current balance;

- Review their transaction history which lists the date, time, amount, and items purchased;

- And benefits availability, which provides the last date to use if their current set still has benefits left.

Troubleshooting

Troubleshooting 1

In general, participants should be directed to the Customer Service line for issues with their PIN.

If they are unable to reset their PIN using Customer Service, there is a little bit of troubleshooting we can do.

Troubleshooting 2

Following policy in the MN Operations Manual (or MOM), we should verify in WINNIE that the name of the person contacting us is an adult participant, the authorized rep, or an alternate rep, and that they can provide at least two of the following details: the Primary Cardholder's date of birth, the family's mail zip code, or the names of the members participating in WIC.

Troubleshooting 3

Once we've verified we can assist the person contacting us, we can troubleshoot by ensuring the primary cardholder's date of birth and mail zip code they are using matches what we have on the Manage eWIC Account page in WINNIE.

Troubleshooting 4

We do **not** replace the card since the PIN automatically transfers to any replacement cards.

Troubleshooting 5

We can also reset their PIN count in WINNIE if they exceeded their four PIN attempts when entering their PIN to buy their WIC foods.

Other Languages

Other Language 1

For participants who speak a language other than English or Spanish, they will need to wait for a Customer Service rep to assist them.

Unfortunately, there is no easy way to access a Customer Service rep, such as pressing 0.

Other Language 2

Instead, they will need to wait through the following prompts to get to a customer service rep.

Click the button when ready to continue.

Welcome to the MN eWIC Customer Service Line. For English, press 1. Para español, marque nueve. Please enter your 16-digit eWIC Card number. You can press start at any time to start over.

(Waits 5 seconds.) Please enter your 16-digit eWIC Card number. If your card has been lost, stolen or damaged press 2 to cancel your card.

(Waits 5 seconds.) I didn't get a response. Please enter your 16-digit eWIC Card number. If your card has been lost, stolen or damaged press 2 to cancel your card.

(Waits 5 seconds.) Sorry. We seem to be having trouble. You are being transferred to a customer service representative that can help you. Please hold. And, by the way, from this time on your call may be monitored or recorded.

(Hold music for 5 seconds. If no representatives are available.)

Thank you for calling. All of our representatives are busy helping others. Please stay on the line and we will be with you as soon as possible.

(Hold music plays and every 30 seconds until someone is available): We are sorry about the delay. Your call is most important to us. Please stay on the line and we will be with you as soon as possible. Thank you.

Other Language 3

When the Customer Service rep answers, the participant will need to state their language, such as "Hmong" or "Somali" and the rep will transfer them to the appropriate language line.

End

End Slide

Thank you for taking the time to review this module. We hope this overview of the MN eWIC Customer Service line has been helpful.

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