

HyVee Checkout Issues

August 16, 2023

WIC card declines continue at checkout in HyVee stores in Minnesota. There has been an uptick in errors occurring at cashier lanes in the last few weeks that have impacted a larger number of WIC households than in the past. Communication with HyVee and the eWIC service provider continues. The latest update is that HyVee will have the POS issues fixed sometime in early fall.

Tips for Helping Participants with HyVee Transaction Errors

1. Card decline errors are happening when participants exceed ANY of their benefits on their WIC cards. For example, they may have only one gallon of milk in their benefits, but two gallons are in the transaction. **Participants should know what their balances are ahead of checkout and NOT exceed those balances.** Using the Minnesota WIC app or asking a cashier to print a balance inquiry will help determine what benefits are available on the WIC card before shopping.
2. Transactions that result in a WIC card decline should be checked to make sure no items in the transaction exceed the benefits available. The cashier can print a balance inquiry and compare the benefits to the items in the transaction, and items that are not in WIC benefits can be removed from the transaction. Once those items are removed, the transaction should go through without a card decline. If a participant chooses to pay for items that were not in their available benefits with another payment type, those items can be put into a transaction that is run separately after the WIC transaction is finished.
3. Previous guidance was that participants should avoid self-checkouts at HyVee, but some of the issues that prompted that guidance have been fixed. Participants can resume using self-checkout, but **they SHOULD NOT exceed their balances at self-checkout.**
4. If the issue did not include a card decline and seems more like a mapping issue, you may report that directly to health.wicvendor@state.mn.us. As a reminder, mapping issues must include the household ID, date of shopping trip, store name and location, and photo (best practice) of the fresh produce item with UPC included or the UPC exactly as it appears on the package and a description of the item.
5. Local Agencies **SHOULD NOT** call the helpdesk with checkout issues at HyVee. The problems are all known, so further reporting is unnecessary. Instead, instruct the participant to shop elsewhere, or to make sure their WIC benefit balances are not exceeded at checkout.
6. We are asking HyVee to educate their stores and cashiers on this issue, so that there is a greater chance that someone at the store will know how to troubleshoot WIC card declines.
7. Once the system has been fixed and tested by the WIC Food Delivery Unit, we will notify you that the system is functioning as it should for WIC.