

**Instructions for How to Complete
Lost, Stolen, or Damaged Multi-User Electric Breast Pump Report Online Form**

- 1) [Click here](#) to access the online form.
- 2) Fill out the initial form fields with your WIC staff and clinic information.
- 3) At the bottom of the form, provide the **Pump Number** and use the **Report reason** drop-down to select your reason for submitting the report. You must click inside the Report reason field to display the drop-down options.

The screenshot shows a web form with two fields highlighted by red boxes and red arrows. The first field is labeled "Pump Number*" and is an empty text input box. The second field is labeled "Report reason:*" and is a dropdown menu. The dropdown menu is open, showing four options: "Pump missing in clinic", "Pump damaged/destroyed by clinic", "Pump not returned by participant", and "Missing pump returned/found".

Report reason list examples:

A. Pump missing in clinic. Select if:

- Pump (no record and not distributed) could not be found in the clinic.
- Pump listed as on-hand and documentation on issuance/return noted in Cascades. However, pump could not be found in the clinic.
- Recorded pump was returned by WIC participant but unable to locate the pump.

B. Pump damaged/destroyed by clinic. Select if:

- Pump was damaged in the clinic.
- Pump was destroyed by your clinic due to it no longer working and cannot be fixed.
- Pump was returned by the participant due to malfunction and warranty expired.

C. Pump not returned by participant. Select if:

- Pump was not returned due to it being stolen.
- Pump was not returned due to it being lost by the participant.
- Pump was not returned due to lost contact with the participant.

D. Missing pump returned/found. Select if:

- Your clinic found a previously reported missing pump inside your clinic.

- Participant found and returned a previously reported lost/stolen pump.

Note: If your report reason is not listed above, then choose the most similar reason and provide an explanation.

- 4) After you select a **Report reason**, additional fields will appear for you to complete. Example of a completed Report reason section:

Report reason:*

Missing pump returned/found

Missing Pump Returned or Found

Participant ID

12345678

Family ID

456789

Date returned or found:

Oct 16, 2024

Explanation

We found the missing pump in our storage closet. Pump is still in good condition.

- 5) After you submit the online form, you will receive a confirmation email and a notification will be sent to the State WIC office.
- 6) Keep a copy of the confirmation email for 4 years.

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