

# SHOPPING WITH YOUR eWIC CARD



GROWING HEALTHY FUTURES

[www.healthoregon.org/wic](http://www.healthoregon.org/wic)



# USE THE WICSHOPPER APP

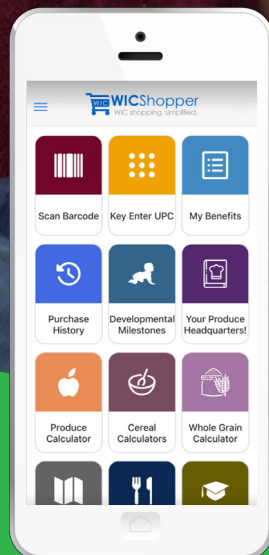


## Use the WICShopper App to:

- Check your benefit balance.
- Get reminders before your benefits expire.
- Scan barcodes to find WIC foods.
- Use the Food List to help find the right brands and sizes.
- Find stores that take WIC.
- Look up recipe ideas.
- Access **WICHealth.org** to find online nutrition lessons.

**Download the  
WICShopper App  
and register your  
eWIC card today!**

*\*available for iPhone and Android.*



## How do I get WIC benefits?

- WIC provides healthy food benefits for every month that you are on the WIC Program.
- You may be issued up to 3 months of food benefits at a time.
- The next benefits are not automatically added. Contact your WIC office as directed to receive more benefits.
- Spend your WIC food benefits at any Oregon WIC authorized grocery store. You can use the WICShopper App and Oregon WIC website to find a store.

## Your responsibilities

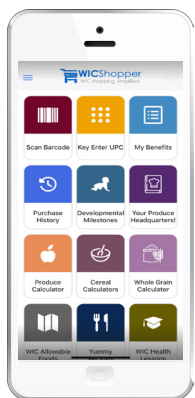
- Never sell, trade or give away your WIC foods, formula or eWIC card.
- Don't return WIC foods or formula for cash, store credit or other items.
- Treat WIC and store employees with respect.





## Before you shop

- Find your current food benefit balance:



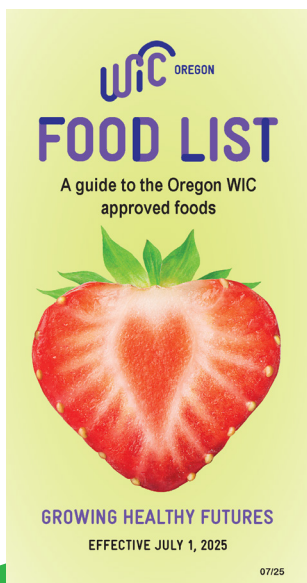
- Use the WICShopper App
- Look at the remaining balance printed on your last WIC shopping receipt

- Call customer service toll-free: **1-844-234-4946**

- Check your food balance on the website

**[www.ebtedge.com](http://www.ebtedge.com)**

- Review the Food List and plan which foods to buy.



## As you shop

- You can only buy foods that are approved by WIC and in your current benefits.
- Use the WICShopper App to scan foods. Don't scan produce. Instead, bring produce to the register and try to buy it.
- Use the Food List, the WICShopper App and your benefit balance to help you choose the right brands, types and sizes of foods.

## When you check out

If something doesn't go through as paid by WIC, you can ask the cashier to remove it or you can pay for it in a different way.

### IF YOU ARE NEW TO WIC:

In the checkout lane, consider separating your WIC foods from your other groceries. Then pay for your WIC foods first. Once you are comfortable with WIC shopping, then you can mix your WIC foods in with your other groceries when you check out.

**Save your receipt** so you know what foods you have left the next time you shop for WIC, or in case there are problems during your shopping trip.

# HOW TO READ YOUR RECEIPT

Receipts can look different at each store.  
Most receipts have these sections.

## WIC beginning benefit balance

After you swipe your card, most stores print a receipt that shows the benefits that were available at the start of your shopping trip. If there is a problem with a food you are trying to buy, use this section to see if you have that food benefit available.

## WIC benefit redemption

These are the WIC foods that you are planning to buy. The cashier should ask you to check this section before approving it. Make sure all the WIC foods you're trying to buy are listed.

## WIC benefit ending balance

Remaining eWIC benefit balance after purchase.

## WIC benefit expiration date

Every receipt has a reminder of when your current month of benefits expire. Each month, buy your WIC foods by midnight of the last day of the month.

# HOW TO READ YOUR RECEIPT

## WIC Beginning Balance

1.00	1b	Cheese
2.00	doz	Eggs
36.00	oz	Cereal - hot/cold
1.00	ctr	Nut, seed butter/ beans
48.00	oz	Whole grains
29.00	\$\$\$	Fruit and vegetables
1.00	can	Sim Adv PWD 12.4 oz
1.00	ctr	Low or nonfat yogurt
3.00	gal	Fat free or 1% milk
12.00	oz	Fish - can or pouch

## WIC Benefits Used

18.00	oz	G/MILLS CEREAL
16.00	oz	JIF PEANUT BUTTER
48.00	oz	MAHATMA RICE
1.18	\$\$\$	ORANGES, NAVEL
1.98	\$\$\$	SPRING MIX

## WIC Ending Balance

1.00	1b	Cheese
2.00	doz	Eggs
18.00	oz	Cereal - hot/cold
25.84	\$\$\$	Fruit and vegetables
1.00	can	Sim Adv PWD 12.4 oz
1.00	ctr	Low or nonfat yogurt
3.00	gal	Fat free or 1% milk
12.00	oz	Fish - can or pouch

WIC Benefits Expire on 7-31-2025

## Buying Fruit and Vegetables

WIC gives you a dollar amount to buy fresh, frozen or canned fruit and vegetables.

You can use the Produce Calculator in the WICShopper App to keep track of purchases by adding the weight or count.

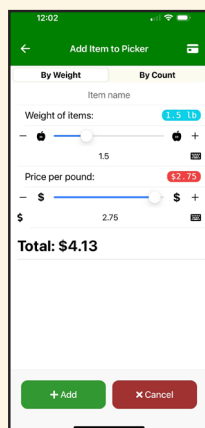
### By Weight

You would like to buy apples. Apples cost \$2.75/lb.

Using the scale at the store, you can see that your bag of apples is 1.5 lb.

Using the WICShopper App enter 1.5 under weight and 2.75 under price =

**Your apples will be \$4.13**



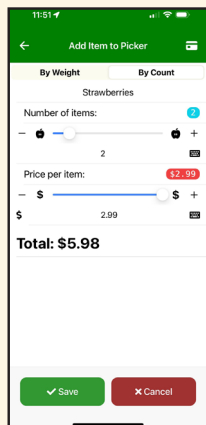
### By Count

You would like to buy two containers of strawberries.

The cost of the strawberries is \$2.99 per container.

Using the WICShopper App enter 2 under item and 2.99 under price =

**Your strawberries will be \$5.98.**

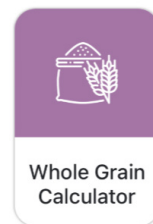
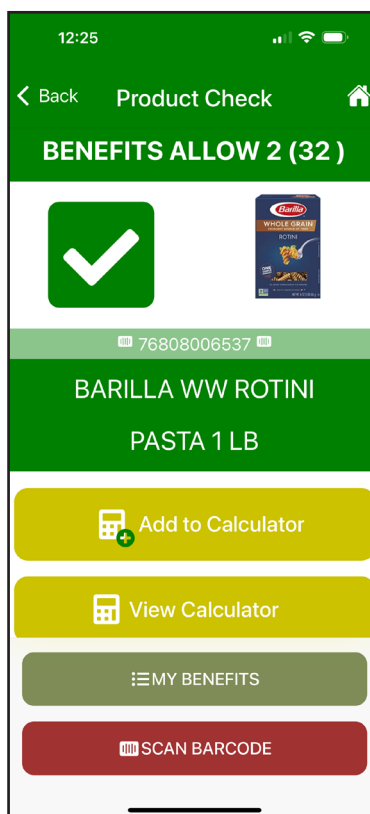


## Buying Whole Grains

WIC Offers:

- 100% whole wheat bread products
- Gluten-free, whole grain bread products
- Soft corn tortillas
- Whole wheat tortillas
- Corn meal and corn masa flour
- Oats
- 100% whole wheat pasta
- Bagged whole grains

Check the Food List for more information.



Use the Whole Grain Calculator in the WICShopper App at the store to keep track of your benefit!

## Buying Milk or Soy and Plant Beverages

Remaining Balance (exp date 7-31-2025)

3.50	gal	Fat free or 1% milk
.75	gal	Whole milk
2.00	ctr	Nut, seed butter/beans
40.00	oz	Whole grains
16.00	***	Fruit and vegetables
1.00	lb	Cheese

### Examples:

**1.00 GAL is**



gallon

**0.75 GAL is**



half-gallon



quart

**0.50 GAL is**



half-gallon

**0.25 GAL is**



quart

## Buying Yogurt

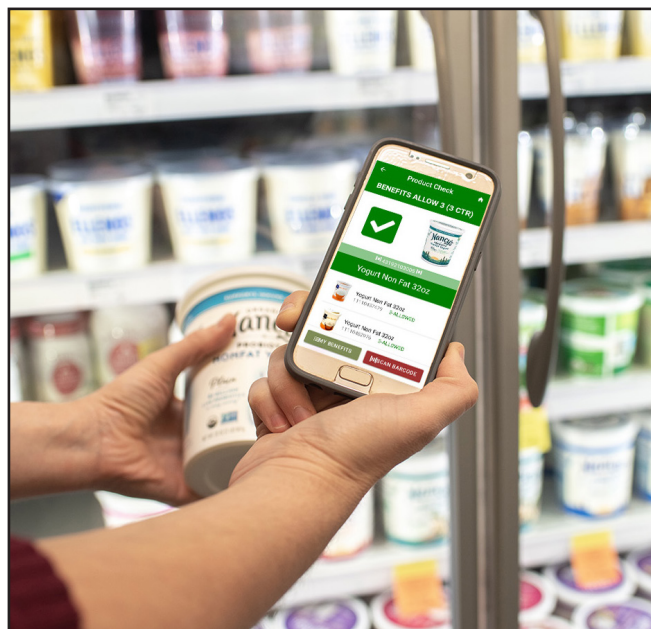
1 CTR Yogurt is 32 oz. (2 lb.).

Buy 32 oz. (or 2 lb.) containers only.



- Adults and children over 2 years get **LOWFAT** or **NONFAT** yogurt.
- Children between 1-2 years get **WHOLE MILK** yogurt, or you can ask to swap for lowfat or nonfat yogurt at your next appointment.

Use the Food List or WICShopper app to pick the correct brand and flavor. What kind of yogurt is on your benefit list?



# TIPS FOR BUYING FOOD

## Buying Peanut, Nut and Seed Butters and Beans

Remaining Balance (exp date 7-31-2025)		
3.50	gal	Fat free or 1% milk
1.00	gal	Whole milk
2.00	ctr	Nut, seed butter/beans
40.00	oz	Whole grains
16.00	\$\$\$	Fruit and vegetables
1.00	lb	Cheese

**With 1.00 CTR you can buy**



16-18 oz.



16 oz.



## SHOPPING TIP

If you have 2 CTR of one of these, you can use it to buy a 32 oz. bag of dry beans or peas.



32 oz.

1.00	gal	Whole milk
2.00	ctr	Nut, seed butter/beans
2.00	ctr	Beans, dry or canned
40.00	oz	Whole grains



1.00	gal	Whole milk
2.00	ctr	Nut, seed butter/beans
2.00	ctr	Beans, dry or canned
40.00	oz	Whole grains

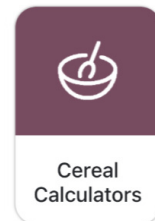
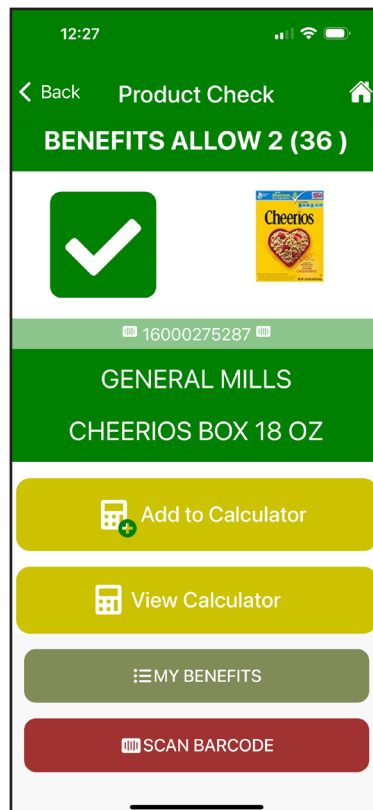
# TIPS FOR BUYING FOOD

## Buying Cereal

WIC offers hot and cold cereal.

The smallest package you can buy is 12 oz. of cold cereal or 9.8 oz. of hot cereal. You need at least 9.8 oz. in your cereal benefit to use it.

Check the Food List for more information.



Use the Cereal Calculator in the WICShopper App at the store to keep track of your benefit!



## Buying Juice



You can choose to swap \$3 of your Fruit and Vegetable Benefit for up to one container of juice. If you would like juice, talk with the WIC office at your next appointment.

Check your balance to see:

- Whether you can get frozen or bottled juice
- Which size juice you can buy

1.00	ctr	Frozen juice 11.5 - 12 oz
1.00	ctr	Bottle Juice 64 oz
1.00	1b	Cheese

**1.00 CTR is:**



11.5 - 12 oz. frozen

1.00	ctr	Frozen juice 11.5 - 12 oz
1.00	ctr	Bottle Juice 64 oz
1.00	1b	Cheese

**1.00 CTR is:**



64 oz. plastic bottle

Set your PIN before you go shopping. Call the phone number on the back of card, then follow the prompts to set the PIN.

- Use the same date of birth and address you gave the WIC clinic for your card (NOTE: this is not your child's date of birth).
- If you have a second cardholder, when they PIN their card, they will use their own date of birth and address.

If you enter your PIN incorrectly four times, your card will lock. Consider resetting your PIN after the 2nd or 3rd try.

To reset your PIN, call the number on the back of the card or go to the website.

To unlock your PIN, call the number on the back of the card.



## Why can't I buy this?

If an item doesn't ring up as a WIC food:

- You might not have enough benefits left for that food.
- It might not be an approved item on the WIC Food List.
- If you think it's eligible, use the WICShopper App's "I couldn't buy this" feature to report it. WIC staff will review and add eligible items to the Approved Products List.

## Can I save my benefits for future months?

No, WIC benefits must be used by the end of the month. If you don't use them, you lose them.

## Where can I shop?

You can shop at any grocery store in Oregon that takes WIC. A map of grocery stores can be found on the WIC website or on the WICShopper App.

## Can I use a store loyalty card?

Yes, you are allowed to use store loyalty cards, coupons, buy one/get one offers and other specials when shopping with WIC.

## What can I do if the store is out of a product?

Ask the store manager if they have more in stock or when it will be available to buy.

## Can I return food bought with an eWIC card?

No, foods bought with an eWIC card cannot be returned for cash, store gift card or items. WIC foods can be exchanged for another WIC-approved food if they are recalled, or if they were damaged or expired when you bought them.

## I paid for my WIC food by accident using my own money or my Oregon Trail card. Can I return the food?

Yes. If you didn't pay with your eWIC card, most stores allow returns with a receipt.



# QUESTIONS?

## When to call your WIC clinic

- You have questions about your WIC benefits.
- You need to schedule an appointment to get new benefits issued.
- You weren't able to buy a WIC food item.

## When to call eWIC Customer Service

- Your card is lost, stolen or damaged.
- You need to reset or unlock your PIN.
- If you think your receipt doesn't match what you bought.



This institution is an equal opportunity provider. In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by: (1) Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (833) 256-1665 or (202) 690-7442; or; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

