

# Shopping with your eWIC Card

## English

### 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.



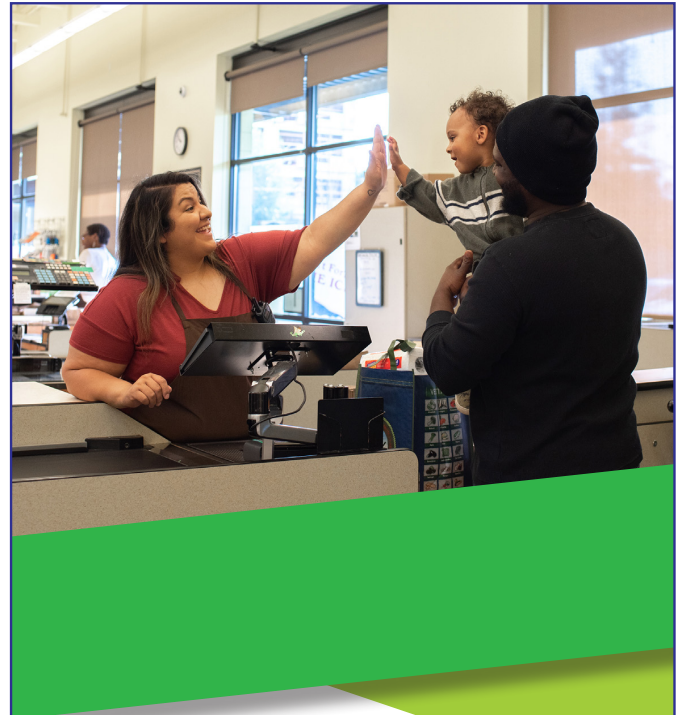
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## SHOPPING WITH YOUR eWIC CARD



# Shopping with your eWIC Card

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# USE THE WICSHOPPER APP

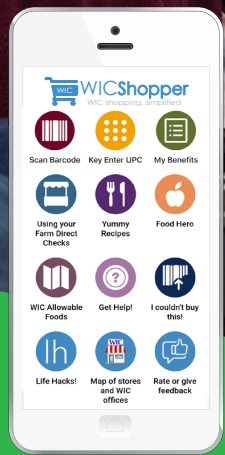


### Use the WICShopper App to:

- 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.*



# Shopping with your eWIC Card

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### 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. Ask your WIC clinic for a list of local stores. You can also 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.

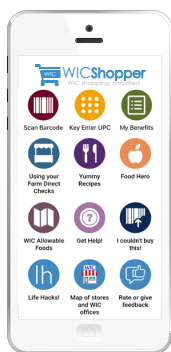


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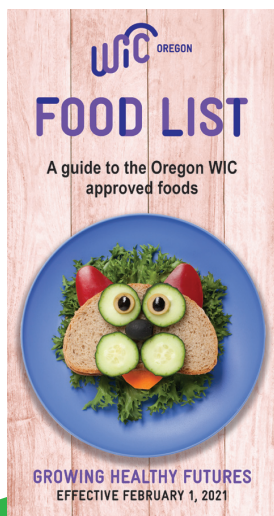
### Before you shop

- 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**

- 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 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.

# Shopping with your eWIC Card

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### 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 Benefit Balance Before Purchase

1.00	lb	Cheese
2.00	doz	Eggs - large
36.00	oz	Cereal - hot/cold
1.00	ctr	Peanut Butter/beans
32.00	oz	Whole grains
9.00	\$\$	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
2.00	ctr	64 oz bottle juice

#### WIC Items for Redemption

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

#### WIC Benefit Ending Balance

1.00	lb	Cheese
2.00	doz	Eggs - large
18.00	oz	Cereal - hot/cold
5.84	\$\$	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
2.00	ctr	64 oz bottle juice

WIC Benefits Expire on 9-30-2020

# Shopping with your eWIC Card

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### TIPS FOR BUYING FOOD

#### Buying Fruit and Vegetables



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

When fruit and vegetables are sold by weight, use the WICShopper App or your calculator to help you shop.

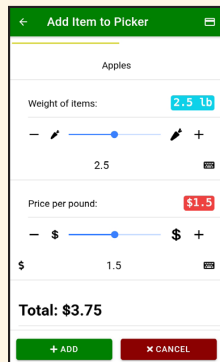
#### **EXAMPLE:**

You have \$9.00 available. You would like to buy apples. Apples cost \$1.50/lb.

Using the scale at the store, you can see that your bag of apples is 2.5 lb.

Using the WICShopper App or calculator, type in:  $2.5 \times 1.5 =$   
**Your apples will be \$3.75.**

Here's what this would look like in the WICShopper App:



### TIPS FOR BUYING FOOD

#### Buying Whole Grains

You can choose between the following whole grains:

- 100% whole wheat bread
- Soft corn tortillas
- Whole wheat tortillas
- Whole wheat pasta
- Oats
- Brown rice
- Bulgur

Buy 16 oz. or 32 oz. packages to get the most of your whole grains benefit.

If you have 16 oz. of whole grains, you cannot buy anything bigger than 16 oz.

If you have 32 oz. of whole grains, you can buy one grain at 32 oz. or buy two different grains, each in a 16 oz. package, for a total of 32 oz.



16 oz.

AND



16 oz.

# Shopping with your eWIC Card

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### TIPS FOR BUYING FOOD

#### Buying Milk and Soy Beverage

Remaining Balance (exp date 9-30-2020)		
3.50	gal	Fat free or 1% milk
.75	gal	Whole milk
2.00	ctr	Peanut butter/ dry or canned beans
40.00	oz	Whole grains
16.00	\$\$	Fruit and vegetables
3.00	ctr	Frozen juice 11.5- 12 oz
1.00	ctr	Bottle Juice 64 oz
1.00	lb	Cheese

#### Examples:

1.00 GAL is



0.75 GAL is



0.50 GAL is



0.25 GAL is



### TIPS FOR BUYING FOOD

#### Buying Yogurt

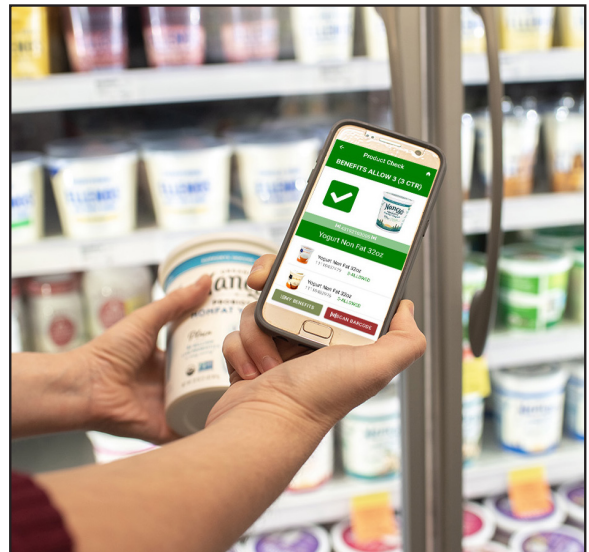
1 CTR Yogurt is 32 oz. (2 lb.).

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.

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



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### TIPS FOR BUYING FOOD

#### Buying Peanut Butter and Beans

Remaining Balance (exp date 9-30-2020)		
3.50	gal	Fat free or 1% milk
1.00	gal	Whole milk
2.00	ctr	Peanut butter/ dry or canned beans
40.00	oz	Whole grains
16.00	\$\$	Fruit and vegetables
3.00	ctr	Frozen juice 11.5 - 12 oz
1.00	ctr	Bottle Juice 64 oz
1.00	lb	Cheese

With 1.00 CTR you can buy



16-18 oz.

OR



16 oz.

OR



### TIPS FOR BUYING FOOD

#### Buying Cereal

Most participants get 36 oz. of cereal benefit each month.

- The smallest cereal size you can buy is 11.8 oz. (for hot cereal) or 12 oz. (for cold cereal). If you have less than 11.8 oz. left in your cereal benefit, you won't be able to spend it.
- The best way to make sure you get all your cereal is to buy either 12 oz., 18 oz., 24 oz. or 36 oz. size boxes.

#### 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.



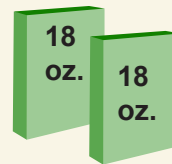
32 oz.

1.00	gal	Whole milk
2.00	ctr	Peanut butter/beans
2.00	ctr	Dry beans or peas
40.00	oz	Whole grains

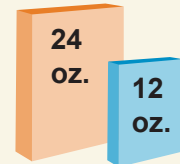
OR

1.00	gal	Whole milk
2.00	ctr	Peanut butter/beans
2.00	ctr	Dry beans or peas
40.00	oz	Whole grains

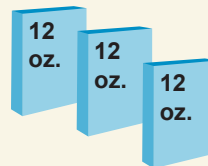
#### Examples of ways you can combine cereal package sizes



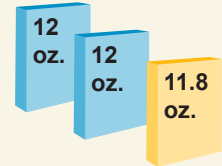
Totals 36 oz.



Totals 36 oz.



Totals 36 oz.



Totals 35.8 oz.



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### TIPS FOR BUYING FOOD

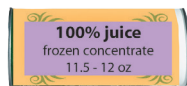
#### Buying Juice

Check your balance to see:

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

Remaining Balance (exp date 9-30-2020)		
3.50	gal	Fat free or 1% milk
1.00	gal	Whole milk
2.00	ctr	Peanut butter/ dry or canned beans
40.00	oz	Whole grains
16.00	\$\$	Fruit and vegetables
3.00	ctr	Frozen juice 11.5 - 12 oz
1.00	ctr	Bottle Juice 64 oz
1.00	lb	Cheese

**1.00 CTR is:**



11.5 - 12 oz. frozen

Remaining Balance (exp date 9-30-2020)		
3.50	gal	Fat free or 1% milk
1.00	gal	Whole milk
2.00	ctr	Peanut butter/ dry or canned beans
40.00	oz	Whole grains
16.00	\$\$	Fruit and vegetables
3.00	ctr	Frozen juice 11.5 - 12 oz
1.00	ctr	Bottle Juice 64 oz
1.00	lb	Cheese

**1.00 CTR is:**



64 oz. plastic bottle

### PIN TIPS

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.



# Shopping with your eWIC Card

## English

### FREQUENTLY ASKED QUESTIONS

#### Why can't I buy this?

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

- You might not have enough benefits for that food left.
- It might not be an approved item on the WIC Food List.
- If it is eligible, it may need to be added to the WIC system. If this happens, the cashier can't change this or let you buy that food with your WIC card.

#### 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.

### FREQUENTLY ASKED QUESTIONS

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

Shop for the product in another WIC store. Rain checks, IOUs and substitutions are not allowed.

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

No, foods bought with an eWIC card cannot be returned or exchanged for cash, store gift card or items. WIC foods can be returned 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.

