



# eWIC Frequently Asked Questions

## 1. How do I contact Customer Service?

To contact Customer Service, please call Customer Service. The toll-free number is **1-877-677-5963**.

## 2. When should I call Customer Service?

Please call Customer Service if any of the following happens:

- ✓ If your eWIC card is lost or stolen. Remember, **please** call as soon as you see that your eWIC card is missing;
- ✓ If your eWIC card is damaged or will not work;
- ✓ If someone is using your eWIC card without your approval;
- ✓ If you need to know your WIC food balance and you do not have your last store receipt or if you cannot visit the WIC website;
- ✓ If you forgot your PIN or if you would like to change your PIN;
- ✓ If you need to opt in or out of text messaging services;
- ✓ If you have questions about or need help with your eWIC card.

## 3. When should I call my local WIC office about eWIC issues?

You must contact your WIC clinic staff immediately if you move or change your address.

## 4. If I forget my PIN, what information will I need to reset it?

If you forget your PIN, call Customer Service at **1-877-677-5963** to choose a new PIN. You should choose four numbers that are easy for you to remember, but hard for someone else to figure out.

## 5. How do I check my eWIC balance?

You can get your WIC food balance by:

- Checking your last store receipt from the current benefit month;
- Performing a balance inquiry at the store;
- Going to the WIC website;
- Calling Customer Service at **1-877-677-5963**;
- If you receive text messages from WIC, you may send the BAL (Balance Inquiry) text command to 'WICVA' from your mobile phone.

## 6. What should I do if someone finds out my PIN?

If someone finds out your PIN, **immediately** call Customer Service at **1-877-677-5963** and change your PIN. You should choose four numbers that are easy for you to remember, but hard for someone else to figure out.

## 7. What happens if the wrong PIN number is used?

If you are having trouble remembering your PIN, call Customer Service at **1-877-677-5963** to choose a new PIN.

If you enter the wrong PIN, you have two more chances to enter the correct number. **If the correct PIN is not entered on the third try, the card will be locked and you must call Customer Service to reset your PIN by selecting a new PIN.**

## 8. What if my card is lost or stolen?

Immediately call Customer Service at **1-877-677-5963** as soon as you find out your eWIC benefit card is gone.

## 9. What if I need someone else to do my WIC shopping for me?

You can have a caretaker or another trusted person shop for you. Please talk to your WIC Clinic staff to find out more information about this option. Remember, be careful giving someone your eWIC benefit card and PIN. **If someone you assign uses all of your WIC Food Benefits, the WIC Food Benefits will NOT be replaced.**

## 10. Can I use my eWIC at any store?

You may use your eWIC benefit card at any store where you see the window decal that says, "**eWIC Cards Accepted Here!**" If you do not see an eWIC window decal, you will have to use your card at another store location. A list of stores that accept the eWIC benefit card can be obtained from your local WIC office, or by calling Customer Service at **1-877-677-5963**.

## 11. What should I do if my card won't work at the store?

If your eWIC card does not work or if you receive an error message that you don't understand, please leave the checkout area and call Customer Service at **1-877-677-5963**. Common error messages you could receive on the eWIC terminal or in the checkout lane include:

- **Card Not Found** – Contact your WIC Clinic.
- **Invalid PIN** – If you enter the wrong PIN, you have two more chances to enter the correct number. If the correct PIN is not entered on the third try, you must call the Customer Service number to reset your PIN.
- **Benefits Expired** – You no longer have WIC Food Benefits. Contact your WIC Clinic if you have questions.



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## 12. What if my eWIC benefit card scans but the cashier receives an error message?

If your eWIC benefit card does not work, the cashier may say one of the following:

- You have **“no benefits available to purchase item”** – review your balance inquiry receipt. The item may not be included in the list of WIC foods currently on your shopping list.
- There are **“no benefits remaining to purchase item”** – review your food balance. You can't use your eWIC benefit card to buy more than your shopping list says you have available.
- This is **“not an eWIC item”** – If you are not able to purchase a food item that you are sure is approved for WIC and the cashier says it's not an eWIC item, please contact your local WIC clinic.
- If you receive any other error messages using your eWIC benefit card, ask for a copy of the error message; leave the checkout area and call Customer Service at **1-877-677-5936**. By having the error message available to Customer Service staff, they will be able to track down the source of the error.

## 13. Why do some grocery stores ring up my WIC purchases twice?

Stores that ring-up WIC purchases twice usually are stores that have a separate stand-beside machine to handle eWIC sales; these types of registers only can do one function at a time. Most stores will only have to ring up your eWIC purchases once. If the store has the newer POS (Point of Sale) register system, the cash registers can do more than one thing at a time, including identifying WIC-approved foods and electronically checking your available food benefits.

## 14. Do I have to separate my WIC purchases from other foods that I am buying?

Yes, please separate your WIC-eligible food items from your other groceries (this is not required at all stores but still is a good practice to follow). You also may want to present any coupons ahead of time, so the cashier will know how best to ring up your purchases.

## 15. If I miss my six months certification appointment, will my food benefits still be loaded onto my eWIC card?

Only one month's worth of benefits will be loaded onto the eWIC benefit card. If you continue not to keep your certification appointment, then your child will not be able to retrieve any more benefits.

## 16. What happens if the eWIC machine at the store isn't working?

If the eWIC machine at the store is not working, your only choice will be to go to another authorized store to use your eWIC benefit card. You also may call Customer Service at **1-877-677-5963** to report that the store was unable to accept your eWIC benefit card. The store will be contacted in order to resolve this issue.

## 17. What if I get a message that says “No Benefits Available?”

If the cashier says you have **“no benefits available to purchase item,”** for one of your WIC food items, review your shopping list. The item may not be included in the list of WIC foods currently on your shopping list. If the cashier says there are **“no benefits remaining to purchase item,”** please review your food balance.

## 18. What should I do if an item I think is approved doesn't scan?

Remember, you can only use your eWIC benefit card to buy the items your shopping list says you have available. If you are not able to purchase a food item that you are sure is approved for WIC (the cashier will say it's **“not a WIC item”**), contact your local WIC clinic.

## 19. What do I do if my cashier does not know how to process eWIC transactions?

If the cashier does not know how to process eWIC transactions, please ask to speak to the manager on duty. If the manager is unable to help, please call **1-877-TELL-WIC** and provide us with the store name or telephone number, the cashier's name, and the date and time you tried using your eWIC benefit card. Once we have the information, we will contact the store to make arrangements to have all cashiers trained in how to accept your eWIC benefit card.

## 20. Can I use my eWIC benefit card at the self-checkout lane?

Before you try to use your eWIC benefit card at the self-checkout lane, please check with the Customer Service Manager. Even though this option will exist at some store locations, stores are not required to accept the eWIC benefit card at self-checkout lanes.

**You can check on your available eWIC benefits at:**