

## Keep your eWIC Card and PIN Safe

### eWIC Card Care

- Keep your eWIC card in a safe place, like your wallet or purse.
- Keep your eWIC card clean, out of direct sunlight, and away from magnets and electronics.

### PIN Safety

- Do not share your PIN with anyone.
- If someone finds your eWIC card and knows your PIN, they could use your benefits. Those benefits will not be replaced.

### PIN / eWIC Card Replacement

- If you forget your PIN, call eWIC Customer Service at 1-855-250-8945 to change it.
- If your eWIC card is lost, stolen or damaged, call eWIC Customer Service at 1-855-250-8945.
- For a replacement eWIC card, visit your local WIC clinic or call 1-800-437-9300 to have your eWIC card replaced.

### What happens if I forgot my PIN or enter it wrong?

- If you enter your PIN wrong four times in a row, your eWIC card will be locked until midnight. You can change your PIN by calling eWIC Customer Service. If you do not reset your PIN, your eWIC card will automatically be unlocked at midnight, however, you will still need to know your PIN in order to use your eWIC card.

## WIC Shopper App



1. Download the WIC Shopper App.
2. Select Maine as your WIC provider.
3. With app you can:
  - Scan barcode or key enter UPC, to see if an item is authorized.
  - Report an item not on the approved food list that you believe should be on the list.
  - View Maine WIC Food List.
  - Find new recipe ideas for using your WIC approved foods.
  - Discover low-cost tips and tricks for using WIC foods.

\*WIC Shopper requires internet access (cellular data or wifi)

**Question? Contact your local WIC clinic or visit our website at [www.maine.gov/WIC](http://www.maine.gov/WIC) 1-800-437-9300**



**This institution is an equal opportunity provider.**



## Welcome to eWIC, a faster and easier way to shop!



- With eWIC, your household's WIC benefits will be put on your eWIC card at your WIC office.
- A list of your foods will be given to you with the start and end date for your benefit period.
- You will use your Maine eWIC Card to buy your WIC approved foods at Maine WIC authorized stores.

## Getting Started

Before using your Maine eWIC card, you must select a four-digit Personal Identification Number (PIN)

Please follow these instructions:

- Call the phone number on the back of your eWIC card.
- Enter in your current card number on the front of your card.
- Enter in your date of birth as a 2-digit month, 2-digit day, and a 4-digit year.
- Enter your current mailing zip code.
- Enter in a personalized 4-digit PIN number that you can remember.
- Re-enter your personalized 4-digit PIN number for to confirm.

Call eWIC Customer Service toll-free 24/7 at: **1-855-250-8945** to check your:

- **benefit balance**
- **purchase history**
- **account information**

**You must have your Maine eWIC Card with you at the store to use your WIC benefits.**

### Useful Tips

- Coupons and "BOGO" offers can be used for your WIC approved items. Be sure to have them handy when your WIC approved items are scanned so they may be applied.
- Some stores offer a quarterly "cash rewards" option. To ensure that this amount is applied correctly, separate your WIC and regular purchases. This will ensure that the cash rewards are applied to the items that are not WIC foods.

## Understanding your Benefits

Your benefits are available on your benefit start date at 12:00 a.m. and end at 11:59 p.m. on the benefit end date. Unused benefits DO NOT carry over to the next benefit period.

**You can use your card wherever Maine eWIC is accepted.**

### How to Shop for WIC Foods

- Know your WIC food benefit balance when you go to the store.
- Select your WIC foods using your household benefit balance and the ME WIC Approved Food List.
- If you have more than 50 individual UPCs in your WIC order you need to separate WIC items from other purchases.
- The cashier scans the WIC food items.
- Always use the eWIC card as your first payment type.
- Swipe your eWIC card when prompted on the PIN pad and then enter your four-digit PIN.
- Review the mid-transaction redemption receipt that the cashier hands to you. Make sure the WIC foods you thought were to be paid for with eWIC are listed on this redemption receipt
- Press "Yes" to accept the transaction, or "No" if foods you thought were going to be paid for with eWIC are not listed. Items that cannot be paid for with eWIC may be removed from your order, or you may pay for them with a different tender type (e.g., SNAP benefits, debit, credit, or cash).
- Take your card and receipt.
- Keep your final receipt - it displays your remaining food benefits for the month, and it is necessary to provide to your WIC office if issues arise.

## Reading your Receipt

Your cash register receipt will list the WIC food items you bought, the remaining foods and expiration date for your benefits. Here is an example:

ABC Market  
1 Main Street  
Anywhere, USA 12345  
Ph: (123) 456-7890  
Store ID: WICW006

Term ID: WIC006001  
Clerk ID: 999 10:10:01am

Card Num: XXXXXXXXXXXX5678 Auth #: 123499  
WIC Merchant ID: XXXXXXXX Seq #: 034  
Settlement Date: 03/01

**WIC Purchase**

Qty	Units	Description	Price
18.00	oz	Cheerios 18 oz.	4.99
2.50	\$\$\$	Fruits & Veg	2.50

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TOTAL ITEMS SOLD = 2  
\$2.50 - Fruits & Veggies  
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PURCHASE SUBTOTAL 7.49  
DISCOUNT APPLIED 0.00  
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APPROVED PURCHASE TOTAL 7.49

**BALANCE DUE: 0.00**

**BENEFITS EXPIRE ON 3/31/2018**

Qty	Units	Description
1.00	pkg	16oz Pkg Cheese
1.00	doz	Dozen Large Eggs
18.00	oz	Ounces Cereal
2.00	pkg	18oz PnutBtr/DryBeans
1.00	pkg	16oz Bread/Whole Grain
3.00	gal	Gallon 1% Fat Free Milk
1.00	qt	Qts 1% Fat Free Milk
2.00	cont	64oz Bottle 100% Juice
5.50	\$\$\$	Fruits & Veg

\*\*\*\*CARDHOLDER COPY\*\*\*\*  
\*\*\*\*PLEASE SAVE THIS RECEIPT\*\*\*\*

