**Topics to discuss with client**

**Securing Your Card**
- Card PIN security
- How to change your eWIC PIN
- What if you forget your eWIC PIN, unlocking your card
- Reporting lost or stolen cards

**Your Benefits**
- The whole family’s benefits are in one account
- How to check your benefit balance
- Benefit expiration

**Shopping with eWIC**
- WICShopper app
- Step-by-step
- Mixed basket
- Cashiers can’t override the system

**Depending on the situation, you might also need to inform clients about:**
- Benefit proration to align first use dates of benefits (only needed when family is transitioning to eWIC, adding a new family member, or for a family member that has had a break in service)
- Encourage clients not to wait until the last day to use their benefits because currently the benefits overlap on the Last Use Date (LUD) and First Use Date (FUD) and it is difficult to know what truly expires and what doesn’t (FYI-this issue is currently being addressed but will be an issue for clients until the next KWIC release in April 2018).

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1 It should be noted that though mixed baskets (defined as the clients’ ability to present all foods at the checkout line without having to separate out their WIC-approved items) are allowed in grocery stores with integrated systems; however, it is wise to encourage clients to separate their WIC items from non-WIC items during their first few store experiences. The logic behind this is that by separating these items out, it will be easier to identify issues if an item they believe should be WIC approved is declined. Further, clients may want to only purchase a few WIC foods their first time using their new eWIC card to increase their comfort level.
Resources

eWIC Handouts
There are two main handouts that you will use with clients new to eWIC:

• “Using Your Kansas eWIC Card” trifold
• “WICShopper app” trifold

These handouts are available through Brush Art:
www.brushartwicmaterials.com
User: kansas@brushart.com
Password: sunflower

eWIC Video
The eWIC video for clients is available in English and Spanish. This 7-minute video helps clients new to eWIC understand the essentials. The video is available in many different ways:

1. Clients can view it through the WICShopper app! Just click on “Help” and scroll down.
2. Clients can view it on YouTube:
   English: https://youtu.be/PZUf7ywaGE
   Spanish: https://youtu.be/UkxwP7uHfVQ
3. Clients can view it on Vimeo:
   English: https://vimeo.com/28188804/63203c2173
   Spanish: https://vimeo.com/283754090
4. Clients can view it in English and Spanish on the eWIC for Families webpage: http://www.kansaswic.org/families/eWIC_for_families.htm.
5. You can download it from the eWIC for Local Agencies webpage: http://www.kansaswic.org/local_agencies/eWIC.htm. Just right-click on the video to download to your computer. From there, if you want to show it in your clinic, when you are playing it in Quicktime, you can click on “loop” so that it continues to play.
6. You can order DVDs that are set to “loop.” Available in English only or English/Spanish (plays once in English, once in Spanish, and repeats). Available on the WIC Publications order form: http://www.kansaswic.org/manual/forms/WIC_Publications_Order_Form.pdf

September 2018 Helping Clients use eWIC
Sample Checklist & Script

Securing Your Card

✓ Card PIN security
  o Choose a 4-digit number that is easy for you to remember but hard for others to guess.
  o Do not write your PIN on your card or anything you keep with your card. Do not give your PIN to anyone that you do not want to use your card. Anyone can use your card and all the benefits on it if they have the PIN, and those benefits cannot be replaced. So be careful who you trust with the card and PIN.
  o Keep your eWIC card in a safe place, like your wallet or purse. Keep it clean and dry. Keep it away from magnets and electronics (like your cell phone, TV, or microwave). Keep your card away from direct sunlight and avoid places like your car’s dashboard. Do not bend your card.
  o Save your eWIC card! Even when all your WIC foods have been purchased, your card is re-usable. Your next set of benefits will be purchased with the same eWIC card.

✓ How to change your eWIC PIN
  o You can change your PIN at www.ebtedge.com, IVR 1-844-892-2934, or you can come to the WIC clinic.

✓ What if you forget your eWIC PIN or lock your card?
  o It’s very important not to “guess” your PIN! Contact us if you forget your PIN because if you try three wrong attempts in a row, your PIN will be locked until midnight. After midnight, if you remember the correct PIN, you can enter it and your account will reset. If you don’t remember it, you can change your PIN at www.ebtedge.com, IVR 1-844-892-2934, or you can call the WIC clinic. It’s always best to change your PIN instead of locking your account!

✓ Reporting lost or stolen cards
  o Contact your WIC office if your card is lost or stolen. The card will be deactivated by the next business day to prevent anyone from using your benefits. Be sure it is really lost because once deactivated, you will have to make an appointment to come to the WIC clinic to get a new card.
Your Benefits

✓ The whole family’s benefits are on one card
  o All of the foods for your whole family will be together on one card
    (Exception: Foster kids have their own card). Using your eWIC card
    is like using a debit/credit card.
  o You can purchase any of the foods that are available during your
    current benefit month. You don’t have to buy everything at once!

✓ How to check your benefit balance
  o Your food benefits become available on your first use date at
    12:01am (just after midnight). Food benefits that have not been
    spent do not carry over into the next month. There are many ways
    to check your food balance:
    • If first visit to the store after WIC appointment, use the
      list printed at the clinic (this will also show future
      months issued)
    • Review your last WIC cash register receipt (be sure to
      save your receipt after each shopping trip to check your
      balance the next time you shop)
    • Visit the Kansas Client Portal www.kswic.com (this will
      also show future months issued)
    • Visit www.ebtedge.com (this will also show future
      months issued)
    • Use the WICShopper app
    • Call the Interactive Voice Response (IVR) 1-844-892-2934 (best if only a few items) English or Spanish!

✓ Benefit expiration
  o The current ast use date will appear on your grocery store receipt.
  o You can view your future month’s benefits at the Kansas Client
    Portal www.kswic.com or www.ebtedge.com, or see the list printed
    at WIC.

Shopping with eWIC

✓ WICShopper app
  o Do you have a smartphone or tablet?
  o (If yes...) We recommend using the WICShopper app as you shop to
    make sure an item is WIC approved for you and/or your family
    (handout on WICShopper app is available).
eWIC Toolkit: Helping Clients use eWIC

- Download the WICShopper app, select your WIC agency, register your card using the 16-digit number on the front of your eWIC card.
- You can view your current benefits.
- Scan products as you shop and it will tell you if the food is allowed specifically for YOU with your remaining benefits.

✓ Step-by-step (applies only for stores with integrated systems)
- Know your eWIC food balance before you go to the store. Tip: Use the WICShopper app as you shop!
- For your first purchase or two, just buy a few items to see how it goes.
- You do not need to present your ID at check-out. All you need is the eWIC card and your PIN.
- You will need to swipe your eWIC card before any other forms of payment, and enter your PIN.
- A mid-receipt will be printed showing the WIC-approved purchases at the bottom.
- Review the receipt before you press “Yes” to accept the transaction. If you think the transaction is incorrect, press “No” and work with the checker to make sure it is correct. If you disagree after you press “Yes” the whole transaction will need to be voided and will have to start over.
- Any remaining balance can be paid with SNAP, then cash, and/or debit/credit card.
- Your receipt will show your remaining current eWIC benefit balance and the date they expire.

✓ Cashiers can’t override the system
- With eWIC, the cash register system will determine the items that can be purchased based on products approved by the State and the foods specifically prescribed to you within the current benefit period. The system will not allow cashiers to override the system.

✓ NOT able to use self-checkout
- At this time, clients are not able to use self-checkout. If only self-checkout lanes are open, ask that a regular lane be opened.
Client Education Quick Sheet

Staff might want to cut out this Quick Sheet and post at their desk, just to make sure they’ve covered everything with clients. These quick sheets assume that clerks issue cards and help clients set their PIN, and the RDs & RNs explain how to use the card.

Clerks

- This will be your card as long as there are family members on eWIC
- Choose a 4-digit number that is easy for you to remember but hard for others to guess (Have client enter PIN very slowly on PIN pad and be sure to push the green button, not Cancel, and repeat)
- Do not write your PIN number on the card
- Do not give your PIN number to anyone you do not want to use your card
- If your card is lost or stolen, please call us and we will deactivate your card—you will need to come into the office to get a new card
- The RD or RN will go over more about how to use the card at the grocery store

RDs & RNs

- Your whole family's benefits are now all on one card—You will all have the same First and Last Use Dates
- You can purchase what you need when you need it (Note: Cashiers can't override)
- Register your card in the WICShopper app and scan foods to know if they are available for you with your remaining benefits (give WICShopper app sheet)
- Other ways you can find out what foods you have available and when those benefits expire are listed here (give client eWIC brochure)
- When you come in for your next appointment, more benefits will be added to your account and you will keep using the same card
- (Follow along with the client reading the brochure)
- Additional tips:
  - Card cannot be used at self-checkout
  - Never try to guess your PIN—if the incorrect PIN is entered three times, your account is locked. It’s best to stop after 2 attempts and change your PIN
  - Before you approve the transaction, you will receive a “mid-receipt” that shows you what will be deducted from your eWIC balance. Check it carefully because you can’t make changes after you approve the transaction!