

Kansas WIC: "Welcome to eWIC!"

English video script

Audio
Welcome to Kansas eWIC!
Using your food benefits with eWIC is fast, easy and convenient!
The Kansas WIC Program provides food benefits electronically using the Kansas eWIC card.
At checkout, you can swipe your eWIC card, just like a debit or EBT card.
And you don't need to purchase everything at once.
You can buy as much or as little as you'd like when you go to the store - just be sure to use all your benefits before they expire!
Every family gets one eWIC card.
Your family's card will be assigned to you at the WIC clinic. A staff person will help you through the process of setting up your four-digit Personal Identification Number, or PIN. Choose a number that's easy for you to remember, but hard for others to guess.
Since you'll be using the same card month after month to purchase your items, keep your card in a safe place so it won't be damaged or lost.
But if it <u>is</u> damaged, lost or stolen, your eWIC card <u>can</u> be replaced
Just call your WIC clinic right away to cancel your missing or damaged card.
Then you can go to the clinic to get a replacement card.
Any unused benefits in your family account will be available with your new eWIC card. Benefits that are used without your consent cannot be replaced
When you go to the store, you'll need your card and your PIN to purchase your WIC foods.
It's important to keep your PIN secure, so your benefits won't get stolen. Don't write your PIN on your eWIC card,
... don't store your PIN with your card,

<p>And only share your PIN with people you trust.</p>
<p>You' re responsible for program abuse by anyone who uses your card, and any benefits that are stolen or purchased without your consent can' t be replaced.</p>
<p>You will receive a shopping list that shows you all of your family' s WIC foods for each month.</p>
<p>For example, if you have two children that get eight dollars each in fruit and vegetables, a sixteen-dollar fruit and vegetable benefit will be loaded into your family account each month.</p>
<p>If the two children both get three gallons of milk, six gallons of milk will be loaded into your family account each month.</p>
<p>But you don' t have to buy all six gallons at once. You can purchase just one gallon of milk, or several gallons. You can purchase as much or as little food at one time as you' d like.</p>
<p>Before you shop, check your eWIC balance to see which foods are available for you to buy. You can find your balance on the shopping list from the WIC clinic (if you haven' t made any purchases for the month yet), the eWIC website, the Client Portal, WIC shopper app on your smart phone, or the bottom of your last receipt.</p>
<p>You can also call the number on the back of your card to get your balance.</p>
<p>It' s important to keep track of when your benefits expire. Your food benefits have a first and last date of use. Any benefits remaining in your account will expire at midnight on the last date of use. You can find the last date of use with your eWIC balance on the shopping list from the WIC clinic, WIC shopper app, the eWIC website, the Client portal, the bottom of your last receipt, or call the number on the back of your card.</p>
<p>Pay close attention to your balance and first use and last use dates to be sure you use all of your benefits for the month. Don' t let your benefits disappear!</p>
<p>WIC staff can provide you with names of stores that accept Kansas eWIC benefits,</p>
<p>or you can look at the Kansas WIC website.</p>
<p>Check for the "Kansas eWIC Accepted Here" sign at the front entrance.</p>

Remember that you don't need to use all of your benefits in one shopping trip. You can choose as few or as many of the items and quantities in your benefits at a time.

Use your benefits list or balance, along with your food list booklet, shelf tags, and WIC shopper app to select the WIC approved items you'd like to purchase.

By scanning foods with the WIC shopper app, you can check to see if an item is eligible and is still available that month,

...or if it isn't.

When you check out, the procedures may vary, depending on the store. At most stores, the clerk will scan all the items, then you will swipe your eWIC card.

Also, most stores will be able to ring up all items together.

If you're not sure what to do, ask!

Be sure to swipe your eWIC card first, before other forms of payment like your Snap EBT card, credit or debit card, or cash. Any remaining balance can then be paid with another payment type accepted by the store.

Before you go shopping, be sure you know your PIN!

If you enter the incorrect PIN two times, don't try to guess again! Entering the wrong PIN a third time will lock you out of your account. Different cash register systems will display different messages – for instance, some might say "PIN tries exceeded." Your PIN attempts will automatically re-set at midnight, or you can call your WIC clinic to unlock your account.

If you forget your PIN or would like to change it, call the number on the back of your card to re-set it. You can also change your PIN while at the WIC clinic.

The cashier will give you a "mid-receipt" that shows your eWIC beginning balance and the items that will be taken out of your account after the transaction is complete.

It's important to carefully review this mid-receipt and make sure everything you think should be covered by WIC is listed.

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.

When you’ ve finished paying, the cashier will give you your final receipt. The receipt will include the name of the store, the date and time of purchase, a list of food items you bought, and a list and expiration date of your remaining food benefits balance.

Make sure you have your eWIC card and receipt before you leave. It’ s important to hold on to your receipt because it has the remaining balance of foods in your family account.

Remember: keep your eWIC card safe and clean.

Keep your PIN a secret.

If you’ re using more than one form of payment, swipe your eWIC card first.

Be sure you have your receipt and eWIC card before you leave the store.

And keep your last receipt so you know your balance.

If you have any questions, just call the eWIC customer service number on the back of your card, or call your WIC clinic.

We hope that you’ ll find your eWIC card is a fast, easy and convenient way to take advantage of your WIC benefits! Thank you for participating in the WIC program!