

Slide # 1: Hello. In this short video you will learn about your new eWIC card and how to use it.

# 2: We will help you set up your PIN in clinic today. You will need to choose a four digit PIN that is easy for you to remember, but hard for others to guess. Do not write your PIN on the card or anything you keep with it. Remember that anyone can use your card and purchase all your benefits if they have your PIN. Those benefits cannot be replaced. If you forget your PIN, call the number on the back of your card to reset your PIN.

# 3: There are a few things we'd like you to keep in mind to keep your card safe. Please keep it away from strong magnets and electronics. Keep it clean and dry and try to keep it out of direct sunlight. Do not bend your card. Also remember to keep your card after you use it, do not throw it away. You will use it again to access future benefits.

# 4: Your eWIC benefits may be redeemed at designated Kansas WIC authorized grocery stores. To find these, use the list provided by WIC. You may also use the WICshopper app and look for the "We accept eWIC" sticker on the door of grocery stores.

# 5: One of the great benefits of eWIC is that for most families, all of the benefits will be in one account accessed by one card. The list that you receive from the clinic will show the entire family's food benefits available for each benefit period. Your benefits become available on your first use date at 12:01 am just after midnight. Pay attention to your first use date and last use date – unused benefits do not carry over past the last use date.

# 6: What happens if you enter the wrong PIN? First, do not try to guess the PIN. If the correct PIN is not entered after the 3<sup>rd</sup> try, your account will be locked. After 2 attempts, it is better to change your PIN by calling the number on the back of your card instead of locking your account. If your account is locked, there are two ways to unlock it. Call your local WIC clinic to unlock it, or wait until midnight when your PIN attempts will reset and your card will unlock. You can then call and reset the PIN.

# 7: If your card is lost or stolen, you may want to change your PIN. Call your local WIC clinic as soon as possible and your card will be deactivated. If it is after business hours, call and leave a message. Your card will be deactivated by the next business day. Once your card is deactivated, you will need to call the clinic during business hours to make an appointment to receive a new card.

# 8: Before you shop using your eWIC benefits, you will want to know your available balance. You can find this by using the WICshopper App and clicking on My Benefits; you could use your shopping list provided to you by your WIC clinic; use the last register receipt; call the 1-800 number listed on the back of your card; you could also visit [ebtedge.com](http://ebtedge.com) or the WIC client portal. If necessary, you could go to the cashier and ask for a balance inquiry.

# 9: When you are shopping at the store, please remember to be patient, because eWIC is new to our vendors and cashiers as well.

# 10: When you are ready to check out, separate your WIC foods from other groceries for the first few times. This will help you to know which foods are paid for by WIC and which will need another form of payment. Use your WIC card before all other forms of payment, including your SNAP card. Swipe your eWIC card and enter your PIN when asked.

# 11: After you've entered your PIN into the PIN pad, what we call a mid-receipt, will be shown to you. This will display your WIC approved purchases. As you can see in the example, it shows your benefits available, and when those expire, and at the bottom, circled in red, it shows what will be paid for by WIC in this transaction. You will need to review this and make sure it's correct. If you agree with it, press approved, if there are other items you may pay for those separately however you wish. If you disagree with it, decline it and have the cashier remove any items that you do not want to pay for.

# 12: What if one of my food items isn't being accepted? You should start by checking the WICShopper app to make sure the food is in your account and you have the correct brand and size. Check your remaining balance to see if you have enough benefits left. If you think it should be allowed but it's not going through, take a picture of the bar code and report it through the app or to the WIC clinic. If you choose to purchase these foods on your own, please be aware that WIC cannot reimburse you. Contact your local WIC clinic if you have any questions.

# 13: Once the transaction is completed, the cashier will hand you a final receipt and this will show your balance. Hold on to the receipt because it will list your balance available for future shopping trips. It is important to note that cashiers cannot override the system. With eWIC, the register 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 the cashier to override it.

# 14: You are not able to use self-checkout lanes with your eWIC card. If these are the only lanes that are open please get an employee and request that they open a fully staffed lane.

# 15: We hope that eWIC will make for a better shopping experience. If you have any questions, please let our staff know.