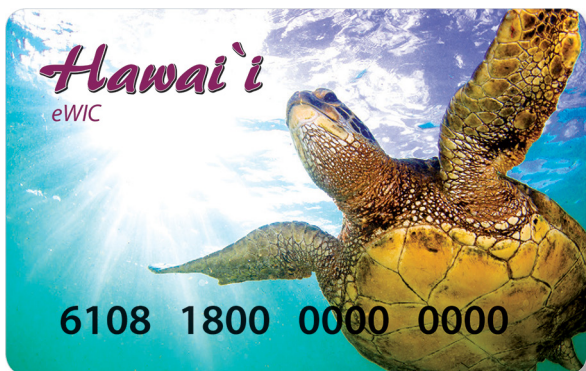
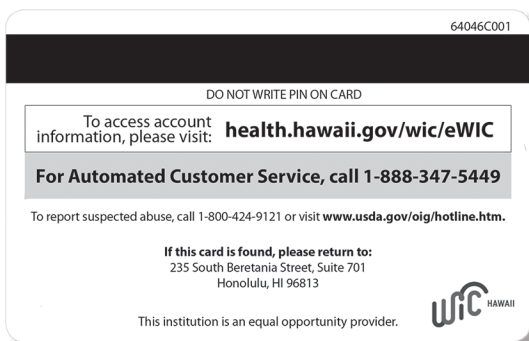


SHOPPING WITH YOUR eWIC CARD



GETTING STARTED



Select a 4-digit Personal Identification Number (PIN) before using your card. To select our PIN:

- Call the automated phone line at 1-888-347-5449

OR

- Go to:
health.hawaii.gov/wic/ewic
From there you will be directed to where you can select your PIN.





DOWNLOAD THE WICShopper APP

AND REGISTER YOUR CARD NUMBER



The free **WICShopper** app lets you review available food benefits, scan products to identify WIC allowed foods, find WIC clinics and WIC-approved stores and view recipes on your smartphone.

1

Install **WICShopper** from your app store.



2

Select HAWAII as your WIC Agency.

3

Register using the 16 digit number on the front of your WIC card.

4

Scan product bar codes to identify WIC-allowed foods as you shop.

5

View your current benefits, Allowable Foods List, recipes, and more right from the app!

Learn more:
www.EBTShopper.com



KNOW YOUR WIC FOOD BALANCE

WHAT FOOD BENEFITS ARE AVAILABLE?

- The Family Food Benefits List you received at the clinic shows the food benefits issued to your family.

HAWAII WIC Program

Benefit Account Balance

Windward WIC Clinic

Melanie Mango

Benefits for 07/22/2019 to 08/21/2019

4.50 GAL	1% or Fat Free Milk gallon
72.00 OZ	Breakfast Cereal
1.00 LBS	Cheese
2.00 LBS	Dry Beans or Peas
2.00 DOZ	Eggs
20.00 USD	Fruit and Vegetables
3.00 CNT	Juice - 11.5-12 oz frozen or 46-48 oz liquid
2.00 CNT	Juice - 64 oz container
1.00 CNT.	Peanut Butter
48.00 OZ	Whole Grains - Bread/Rice/Pasta/Tortillas
4.00 GAL	Whole Milk gallon
1.00 CNT	Yogurt - Low Fat or Nonfat

Your benefits have a first and last date of use that is printed on your Benefits List. Your food benefits expire at midnight on the last date of use.



Food benefits that have not been spent do not carry over to the next month.

HOW CAN I CHECK MY MOST UP-TO-DATE FOOD BALANCE?

Look at the bottom of your last WIC shopping receipt. It shows your remaining food benefits and expiration date.



Use the "My Benefits" option in the WICShopper app.



My Benefits

Check your remaining food benefits at health.hawaii.gov/wic/eWIC



Call 1-888-347-5449



Ask a customer service associate at a WIC-approved store to check your food balance.



CHOOSING WIC FOODS

- Know your WIC food balance when you go to the store.
- Use the WICShopper App or Allowable Foods List to help you choose WIC foods.

- You may need to separate your WIC foods from your non-WIC foods. Ask the cashier.

- Use your eWIC card before all other forms of payment, including your SNAP card.

- Swipe your eWIC card and enter your PIN when asked.

- Check that your WIC purchase is correct.

- Keep your receipt. It shows your remaining food benefit balance and it can help your WIC office if issues arise.



eWIC TRANSACTION STEPS

1 Cashier **SCANS THE FOOD**. If vendor has a **STAND-BESIDE** terminal, separate your WIC foods.

2 You **SWIPE THE eWIC CARD** before any other form of payment and enter your PIN.

- The cash register determines if a food is WIC allowed and the benefit is available to you.

3 **CASH REGISTER PRINTS OUT** the beginning balance and midpoint receipt.

- Cashier **MUST** hand these receipts to you and you must verify that WIC foods were purchased as expected register determines if a food is WIC allowed and the benefit is available to you.

4 You **APPROVE** the WIC purchase using the card terminal or key pad.

- WIC-allowed foods are deducted from the balance on your eWIC card.
- If an item did not deduct from your balance as expected, you may request the cashier void that item from the purchase.
- Cashiers cannot perform overrides with eWIC.

5 You may use **OTHER FORMS OF PAYMENT** next if non-WIC items are also purchased.

6 Cashier gives you **FINAL RECEIPT**.

- After the eWIC purchase is complete, the cashier cannot void the transaction or put items back onto your card.

READING YOUR RECEIPTS

Balance Inquiry

HAWAII WIC GROCERY STORE
123 MAIN STREET
HONOLULU, HI 96813

STORE ID: 123
TERM ID: 123
CLERK ID: 999
DATE & TIME: 08/04/2019 11:06AM
SEQ NUMBER: 034
CARD: *****00007
AUTH CODE: 123499

WIC EBT BALANCE INQUIRY

QTY	UNITS	DESCRIPTION
1.00	lb	Cheese
1.00	dz	Eggs
18.00	oz	Breakfast Cereal
1.00	jar/bag/can	Peanut Butter/Beans
32	oz	WW Bread or Whole Grains
3.00	gal	1%/skim Milk
2.00	can	64-oz Juice
3.50	\$\$\$	Fruit and Vegetables
1.00	qt	Yogurt

Benefits Expire MIDNIGHT on 6/14/2020

1. The WIC foods you can purchase this month.

2. The last day you can buy your WIC foods for the month.

READING YOUR RECEIPTS

Midpoint Receipt

HAWAII WIC GROCERY STORE 123 MAIN STREET HONOLULU, HI 96813																																
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TERM ID:	123																															
CLERK ID:	999																															
DATE & TIME:	06/04/2020 11:06AM																															
SEQ NUMBER:	034																															
CARD:	*****00007																															
AUTH CODE:	123499																															
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1. The WIC foods you can purchase this month.

2. The WIC foods that will be purchased.

READING YOUR RECEIPTS

Final Receipt

eWIC Benefit Redemption/Purchase

1.00	lb	Cheese
1.00	dz	Eggs
18.00	oz	Breakfast Cereal

End of Benefit Redemption/Purchase

WIC Benefit Balance Receipt

0.00	lb	Cheese
0.00	dz	Eggs
0.00	oz	Breakfast Cereal
1.00	jar/bag/can	Peanut Butter/Beans
32	oz	WW Bread or Whole Grains
3.00	gal	1%/skim Milk
2.00	can	64-oz Juice
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Benefits Expire MIDNIGHT on 6/14/2020

DATE & TIME: 08/04/2019 11:06AM
SEQ NUMBER: 034
CARD: *****00007
AUTH CODE: 123499

1

1. The WIC foods you can purchase this month.



eWIC TRANSACTION REMINDERS

WIC **ONLY PROVIDES WIC ALLOWED FOODS** that are in your benefits and on the Hawaii WIC Approved Food List (APL).

- No overrides.
- No substitutions or rain checks.

The WICShopper app is a valuable resource **FOR HELPING** you know why a food cannot be bought.

Reasons a **FOOD MAY NOT SCAN** as WIC allowed:

- The item is not WIC allowed.
 - The item is not included in your WIC benefits.
 - There are not enough benefits left on the eWIC card to buy the item.
 - Compare beginning balance receipt with the package size of the item.
- The UPC is not in the APL.
-

Use the "I couldn't buy this!" feature on the WICShopper app to notify WIC that an item is not in the APL



I couldn't buy
this!

PROTECT YOUR CARD

KEEP YOUR PIN SAFE

1. **DO NOT WRITE YOUR PIN ON YOUR CARD** or on anything you keep with your card.
2. **PROTECT YOUR PIN AND YOUR CARD** Share your PIN - and your eWIC card - only with someone you trust to shop for you.
3. **IF YOU ENTER THE WRONG PIN FOUR TIMES IN A ROW**, your card will be locked.
4. **IF YOU FORGOT YOUR PIN**, call 1-888-347-5549 to change it.

KEEP YOUR CARD SAFE

KEEP YOUR CARD AWAY from magnets and electronics such as cell phones.

BRING YOUR CARD each time you come to the WIC office.

KEEP YOUR CARD; future WIC benefits will be added to your card.

IF YOUR CARD IS LOST, STOLEN OR DAMAGED, call 1-888-347-5549 and press "2", then call your WIC clinic for a replacement card.



QUESTIONS?

CALL YOUR WIC CLINIC

WIC Local Agencies

OAHU

Kalihi-Palama WIC Program	841-0011
Kapiolani WIC Program	983-8531
Kokua Kalihi Valley WIC Program	791-9444
Leeward WIC Program	675-0365
Wahiawa WIC Program	622-6458
Waianae WIC Program	697-3301
Waimanalo WIC Program	259-7940
Windward WIC Program	233-5470

NEIGHBOR ISLANDS

Bay Clinic WIC Program (Hawaii)	965-3030
Hilo WIC Program	974-4270
Kona WIC Program	322-4888
Kauai WIC Program	241-3080
Lanai WIC Program	563-0029
Malama I Ke Ola WIC Program (Maui)	872-4034
Maui WIC Program	984-8225
Molokai WIC Program	660-2614

On Oahu, call: 586-8175

Neighbor Islands: 1-888-820-6425

Visit our website for more information and clinic locations:

<http://health.hawaii.gov/wic/>



WIC SHOPPING REMINDERS

You may use coupons, store loyalty cards, buy one/get one offers and other specials when shopping with eWIC.

WIC foods, formula or your eWIC card cannot be sold, traded or given away.

Substitutions are not allowed. You may not only buy foods on your Family Food Benefits list and the Hawaii WIC Approved Food List.

WIC foods and formula cannot be returned or exchanged for cash, credit, or other items.

Rain checks and IOUs are not allowed.

AUTHORIZED WIC STORES*

OAHU VENDORS

HICKAM AFB COMMISSARY
KANEOME BAY COMMISSARY
PEARL HARBOR COMMISSARY
SCHOFIELD COMMISSARY
DON DON DONKI
DON QUIJOTE (all stores)
FOOD PANTRY Hobron Ln
FOODLAND (all stores)
FOODLAND FARMS – Aina Haina
& Ala Moana
KAHALA MARKET
LONGS - Hawaii Kai
LONGS - Hoomaka
Longs - Kapolei
Longs - Manana
Longs - Moiliili
Longs Pearl City
Longs Pearlridge
Longs Wahiawa
Longs Waipahu

MAKEKE WAIANAE
MALAMA MARKET (Haleiwa
& Makakilo)
NANAKULI SUPER
PACIFIC SUPERMARKET
ROOTS FOOD HUB
SACK 'N SAVE
SAFEWAY (all stores)
SHIMA'S MARKET (Times)
SUNNY'S MART
TAMURA SUPER MARKET
TAMURA'S
TARGET (all stores)
TIMES (all stores)
WAIANAE STORE
WAIKIKI MARKET
WALMART

HAWAII COUNTY VENDORS

CHOICE MART
FOODLAND (all stores)
FOODLAND FARMS – Mauna Lani
K. TAKATA STORE
KTA EXPRESS - Kealahou
KTA SUPER STORE (all stores)
MALAMA MARKET (Honokaa,
Oceanview & Pahoa)
MIZUNO SUPERETTE
OCEAN VIEW MARKET
SACK 'N SAVE (all stores)
SAFEWAY (all stores)
TARGET (Hilo & Kailua-Kona)

MAUI VENDORS

FOODLAND (all stores)
FOODLAND FARMS - Lahaina
HANA FARMERS' MARKET
HANA RANCH STORE
HAIKU MARKET
HASEGAWA GENERAL STORE
LONGS Kahului
LONGS Kihei
LONGS Kulamalu
LONGS Lahaina
LONGS Wailuku
NAPILI MARKET
SAFEWAY (all stores)
TAMURA'S MARKET - Wailuku
TARGET
TIMES (all stores)
WALMART

KAUAI VENDORS

BIG SAVE (all stores)
FOODLAND (all stores)
Malama Kauai
SAFEWAY (all stores)
TARGET
TIMES (all stores)

LANAI VENDORS

PINE ISLE MARKET LTD.
RICHARD'S MARKET

MOLOKAI VENDORS

FRIENDLY MARKET CENTER
KUALAPUU MARKET
MISAKI'S INC

***Please check our website for current Vendor listings**





**STATE OF HAWAII
DEPARTMENT OF HEALTH
WIC SERVICES BRANCH**

WIC Clinic Contact Information:



Visit our website for more
information and clinic locations:
<http://health.hawaii.gov/wic/>

**USDA is an equal opportunity provider,
employer, and lender.**