

SHOP  
WITH  
wisc MICHIGAN





## WELCOME

We are excited to serve you!  
This booklet provides helpful tips  
about easily shopping for WIC foods.

## ACTIVATE YOUR WIC CARD

Call the WIC Customer Service number on the back of your card: 1-888-678-8914. Select a four-digit PIN - think of it as your personal passcode to your WIC card. Now you can go shopping at any WIC-approved store!

### Call Customer Service if:

- Your card becomes lost, stolen, damaged, or being used by someone else without your permission. Cancel the card and request a new one.
- You forget your PIN or want to change it.



## FIND A WIC - APPROVED STORE

- Use the WIC Connect Mobile App.
  - Open the app, click the “Stores” tab (grocery cart) and enter your location and find (or it will capture your area) nearby WIC-approved stores.
- WIC staff can also print off a list of stores within 10 miles of your zip code.
- Major grocery stores accept WIC including Kroger, Meijer, and Walmart and many more. Check the app or look for a WIC sign in the store.
- These stores do not accept WIC:  
Aldi’s, Costco, Sam’s Club, and Target.  
Always check the WIC app for stores that accept WIC foods.







## KNOW BEFORE YOU SHOP

Before shopping, look over your WIC benefits located on the paperwork provided at your appointment or on the WIC Connect App. The Michigan WIC Food Guide is also a helpful tool to review. Customer service can give you a print out before you start shopping. WIC lowers your grocery bill each time you shop. At WIC-approved stores, there are items on the shelves labeled “WIC”. Not all foods apply to each client, which is why it is important to check your WIC food benefits before shopping.

### Here's How:

1. Login to your WIC Connect Mobile App.
2. Call the customer service number on the back of your WIC card.
3. Ask the cashier to run a balance inquiry for a printed copy of your benefits on your receipt.

### Reminders:

- WIC may not cover all food needs for the month. Use the UPC Scan feature on your WIC Connect Mobile App to check if an item is WIC approved.
- WIC cannot switch out food items for other preferred food items.
- Unused benefits will not be subtracted from your account. Benefits don't roll over.

## HELPFUL TIP

Search YouTube for helpful videos, use keywords:  
*Shopping with your WIC EBT Card*

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APPROVED PURCHASE TOTAL		32.15
BALANCE DUE - \$0.00		
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BENEFITS EXPIRE ON 10-04-20XX		
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QTY	UNITS	DESCRIPTION
1.00	LB	Chese
0.00	DOZ	Eggs
24.00	OZ	Breakfast Cereal
0.00	CON	Beans/Peas/Peanut Butter
1.00	CAN	Sim Sensiive (12oz pwt)
1.00	QT	Yogurt-Low/NonFat (32oz)
2.00	GAL	Fat Free/Skim or 1%
0.00	CON	Juice (froz. 11.5-12oz)
8.00	GAL	1% Milk
3.00	\$\$\$	Fruits and Vegetables
2.00	\$\$\$	Fresh Fruit & Vegetable
**** CARDHOLDER COPY ****		
**** PLEASE SAVE THIS RECEIPT ****		

## TIME TO CHECKOUT

- It may be helpful to separate your WIC items from your other groceries until you become more familiar shopping with WIC. As you become more comfortable, you can combine your WIC and non-WIC items. A good practice is to grab a small basket and put in a big shopping cart. Add all the WIC items in a small basket and the rest of your groceries in the large shopping cart.
- Ready to check out? Choose a cashier or self-scan. Swipe your WIC card to pay and enter your four-digit PIN (you may have to press the EBT button first depending on the store).
- You will pay for any items not WIC approved.
- After checkout, your receipt will include your remaining benefit balance on the bottom.





KEEP  
RECEIPTS

## CHECK OUT ISSUES

If you know you have benefits available and an item is WIC approved, but are not able to buy it, ask the cashier for assistance. You can cancel any non-WIC item so that you don't have to pay. WIC cannot reimburse you for any WIC items that you purchased using your own money because they would not scan correctly.

**Common reported issues that may occur:** Card error or food not accepted or some fruits and veggies not working. If you have issues scanning the fresh fruit and veggie container ask the cashier to enter the PLC code, so it will be covered by WIC.

### If you have an issue:

- Keep the receipt.
- Write down or take a photo of the item that would not scan, including the UPC barcode.
- Write down the store name, address, time of transaction, and if a store clerk helped you.
- Contact your WIC office to discuss and report the issue.



## BUDGET USING YOUR WIC BENEFITS

- Creating a budget will help your family save for groceries. Add all fixed and personal expenses to your budget and plan ahead for large expenses. Set aside a small amount of money each week or month to help you save.
- Couponing and checking for sale items are a great way to cut costs on your grocery bill.
- Make a grocery list before shopping and stick to your list.
- Use budget and shopping apps on your phone to help keep on track with spending.
- WIC items are approved for all store discounts. Coupons can also be used!

**COUPONS ALLOWED**





## CONTACT WIC FOR HELP

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If you experience any of the following issues, contact your local WIC office for help:

- Unsure of what WIC items apply to you.
- Items that you believe are WIC approved did not scan.
- Store staff were not able to help you.
- You have a complaint about a local WIC approved store.
- If your card becomes lost, stolen, or damaged, please call 1-888-678-8914 for a replacement card.



WE ARE  
HERE FOR YOU





# DON'T FORGET TO REFERENCE YOUR MICHIGAN WIC FOOD GUIDE!



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**MAIL** | U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW • Washington, D.C. 20250-9410

**FAX** | (833) 256-1665 or (202) 690-7442  
**EMAIL** | [program.intake@usda.gov](mailto:program.intake@usda.gov)

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INSTITUTION IS AN  
EQUAL OPPORTUNITY  
PROVIDER.**