



## Using Your WIC Nutrition Card (WNC)



WIC encourages and supports breastfeeding

### Check Your Balance

- Food benefits for up to four WIC participants in your household will be loaded onto the same WNC. Once your food benefits are loaded onto your card, you can shop right away. Food benefits end on the last day of each month and do not roll over to the next month.
- Check your WIC food benefit balance at your WIC clinic or in any grocery store checkout lane that accepts the WNC. Insert your card into the card reader and enter your Personal Identification Number (PIN) to get your benefit balance.

### Shop For Your WIC Foods

- Always check your food balance before you shop.
- Use your Ohio WIC Authorized Foods List (AFL) to see the WIC foods you can buy. Refer to your AFL brochure, or download a QR code reader app and scan the QR code on the back cover to access the AFL.
- Buy store brands, shop for sales and specials, and use manufacturer and store coupons.
- Buy what you need. You do not have to buy all of your foods at one time.

### At the Check-Out

- Use a checkout lane that accepts the WNC. If you are not sure, ask a store employee.
- Separate WIC foods from other items.
- Put your WNC into the card reader when the cashier asks you to. Be sure to enter your correct four-digit PIN. **Your card will be locked if your PIN is entered incorrectly more than seven times.** If your card locks, you must take your picture identification (ID) and return to your WIC clinic to get it unlocked.
- When you put your WNC into the card reader and enter your correct PIN, your Beginning Food Balance receipt will print.
- After the cashier scans all of your food, you will receive a WIC Foods Purchased receipt or be asked to review a display screen of the WIC items you bought. Make sure only the items you bought are listed and the prices are correct.
- Press "Yes" to accept the WIC transaction or "No" to decline it. No changes can be made once you press "Yes."
- At the end of your purchase, you will receive an Ending Balance receipt from the cashier. Keep this receipt so you will know what food benefits you have left in the current month for your next shopping trip.
- The cashier will tell you when it is safe to remove your card from the card reader at the end of your transaction.

### Keep Your Card

**Bring your WNC with you each time you come into the WIC office. You cannot receive your food benefits without your card.**

## **Reading Your Receipts**

- Beginning Food Balance receipt shows the food balance you have on your WNC before the transaction.
- Foods Purchased receipt shows the WIC items you bought during the transaction.
- Ending Food Balance receipt shows what foods you have left after the transaction.

## **Taking Care of Your WIC Nutrition Card**

- Keep your WNC in a safe place. Treat your WNC like a credit card or cash.
- Keep your PIN safe. Do not share your PIN with anyone that you do not want using your card.
- Do not keep your PIN in your purse or wallet.
- Do not bend, cut or write on your card. Keep it clean and dry.
- Do not sell, trade or give your PIN or card away. Misusing WIC benefits is a crime.

## **WIC Nutrition Card Questions and Answers**

### **What should I do if my card is lost, stolen or damaged?**

Take your picture ID to your WIC clinic to report it right away! There will be a waiting period before you can have a lost, stolen or damaged card replaced.

### **What should I do if my card is locked?**

If your card does not work because it is locked, you can go to your WIC clinic with a picture ID and the clinic staff will unlock it for you.

### **How will I get my WIC benefits with the WNC?**

Your WIC foods will be loaded onto your WNC during your clinic visit. Once the clinic loads your WIC foods onto your card, you can shop right away. When you buy your WIC foods, they will be taken off of the food balance on your card.

### **How will I know my account balance?**

The receipt from every purchase shows your WIC food balance. You can also check your balance at your local WIC clinic. You should always check the amount of WIC foods left on your card before you shop.

### **What should I do with my card after my benefits are used?**

The WNC is reusable. Save your WNC and take it to your next WIC appointment to have your new food items loaded onto it.

### **Will my benefits roll over to the next month if they are not used?**

No. Any WIC food benefits not purchased that month will not carry over to the next month.

### **What if I forget my PIN?**

You can have your PIN reset at your WIC clinic.

**For questions contact your local WIC clinic.**



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