

Solve WIC Shopping Problems



1 Before You Shop:

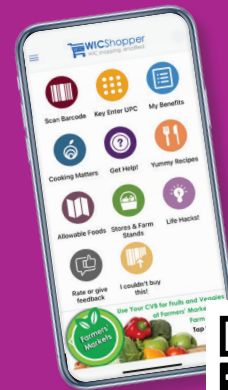
- Check your balance so you know the types and quantities of food you can buy (like whole vs. skim/1% milk). **You can get your balance on the list you received from WIC, the bottom of your last receipt, or the WIC Shopper App.**
- Check the ITCA website or shopper app to make sure you are shopping at an ITCA WIC authorized store. <https://itcaonline.com/programs/wic-program/find-a-store/>

2 While You Shop:

Use the WIC Food List or WIC Shopper App to ensure you are buying WIC-approved foods that are in your account.

3 At The Register:

See the information below first. If you are still having problems try calling the ITCA WIC Customer Service Line: **1-800-360-6150**



SCAN!
to download
the WIC
Shopper App



Unable to Use Card

Wrong PIN

You may have entered the wrong PIN, or never set the PIN. A WIC account locks after entering the wrong PIN 4 times in a row. **Your card will automatically unlock after midnight or you can call your clinic during office hours. Call customer service to set/reset your PIN BEFORE it's locked or AFTER it's unlocked.**

No Benefits

You may not have been issued benefits, your benefits may have expired, or you may have used all your benefits. **Use the WIC Shopper App, ask for a benefit balance, or call your WIC clinic to check.**

Wrong Store

You may be at a store that is not ITCA WIC authorized (It may be authorized with AZ or Navajo WIC). **Check the WIC Shopper App or your vendor list for ITCA authorized stores.**

Card Not Active

You may be using a card that you reported as lost or stolen or there may be other concerns. **Call customer service or your clinic to check.**



Item Didn't Ring Up As WIC Approved

Not a WIC Item or Not in Account

Refer to your benefits list or ask for a benefits balance at the store to make sure the item is in your account. Look for specifics, like fat content of milk and yogurt, and quantity. Then check your food list for brand, flavor, and size requirements.

OR

Scan the item with your WIC Shopper App to see if the item is WIC approved, that you have it in your account and that you have the quantity you are trying to purchase.

Items Not in The System But Should Be

The cashier can only ring up items in the ITCA eWIC system. Sometimes items are new and not yet in the system, especially fruits and vegetables. **When this happens, you can put the item back and ask the cashier to delete it or pay for it with another payment type.**

Please report the product that didn't ring up as WIC Approved through the WIC Shopper App, on the ITCA website, or through your WIC clinic, so ITCA can add it to the ITCA eWIC system. If possible, take a picture of the UPC (bar code), stickers on produce, and/or the item itself.

eWIC Customer Service: 1.844.892.2933

This institution is an equal opportunity provider.