



# Shopping with Your eWIC Card

## Getting started

### Select a PIN

Before using your Colorado eWIC card, you must select a 4-digit Personal Identification Number (PIN).

To select your PIN:

48877C001/102573

**Authorized Signature**

For Customer Service:  
[www.ebtEDGE.com](http://www.ebtEDGE.com)  
844-234-4950

**Colorado**  
Department of Public  
Health & Environment

If found, return to:  
Colorado WIC  
4300 Cherry Creek Drive South  
Denver, CO 80246

Do not write your PIN on this card.

Buying, selling or otherwise misusing WIC benefits is a crime.  
To report suspected abuse, call 800-424-9121 or visit [www.usda.gov/oig/hotline.htm](http://www.usda.gov/oig/hotline.htm).

USDA is an equal opportunity provider and employer.

- Log onto [www.ebtedge.com](http://www.ebtedge.com) and enter your 16-digit card number
- or-
- Call the automated phone line at 1-844-234-4950

# Protect Your Card

## Keep your PIN safe

- Do not write your PIN on your card or on anything you keep with your card.
- Share your PIN -- and your eWIC card -- only with someone you trust to shop for you.

## Keep your card safe

- The eWIC card is like a debit card; you get it once and keep using it. New benefits are added to your WIC account at future WIC appointments.
- Bring your card each time you come to the WIC office.
- Keep your card away from magnets and electronics such as cell phones.
- Protect your card from excessive heat.

## PIN / card replacement

- If you enter the wrong PIN 4 times in a row, your card will be locked until midnight.
- If you forgot your PIN, call the automated phone line at 1-844-234-4950 to change it.
- If your card is lost, stolen or damaged, change your PIN and then contact your WIC clinic for a replacement card.

# Know Your WIC Food Balance

## Food benefit availability

- The Family Food Benefit list you received at the clinic shows your family's food benefits for each month.
- Your food benefits become available on the first day of the month at 12:01 a.m. and expire at midnight on the last day of the month.
- Food benefits that have not been spent do not carry over to the next month.

## Check your food balance

- Look at the remaining food balance printed on your last WIC shopping receipt.
- Check your food balance at [www.ebtedge.com](http://www.ebtedge.com).
- Call the automated phone line at 1-844-234-4950.
- Ask at your store's customer service desk.

## Reading your receipt

BENEFITS EXPIRE ON 3-31-16		
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
3.25	gal	1% / Skim Milk
2.00	bottle	64-oz Juice
3.50	\$\$\$	Fruit and Vegetables

....CARD HOLDER COPY....  
....PLEASE SAVE THIS RECEIPT....

The bottom of your receipt will show your remaining food benefits and expiration date.

# Choosing WIC Foods

- You must use your eWIC card to purchase WIC foods.
- Know your WIC food balance when you go to the store.
- Use your Colorado WIC Allowable Foods List to help you choose WIC foods.
- If you need help, ask a store clerk.

**Buying peanut butter and beans**  
If your benefits state “Peanut butter/beans” you may choose any of the following

1.00 jar/bag/can peanut butter/beans =



**Note:** 4 cans of beans = 1 jar/bag/can  
1 can of beans = 0.25 jar/bag/can

## At checkout

- Let the cashier know you are using your eWIC card.
- Ask if you need to separate your WIC foods from your other groceries.
- Swipe your eWIC card and enter your PIN when asked.
- Check to make sure your WIC purchase is correct.
- Swipe your eWIC card before all other forms of payment, including your SNAP card.
- Keep your receipt. It shows your remaining food benefit balance.

## Buying milk:

Your benefits list shows the kind of milk to buy:

Benefit	Choose:	From these kinds of milk:
1%/Skim milk - all auth	<ul style="list-style-type: none"> <li>1%</li> <li>Skim</li> </ul>	<ul style="list-style-type: none"> <li>Fresh</li> <li>Canned</li> <li>Powdered</li> <li>UHT long life</li> <li>Lactose-free</li> <li>Meyenberg goat milk</li> </ul>
Whole milk - all auth	<ul style="list-style-type: none"> <li>Whole</li> </ul>	<ul style="list-style-type: none"> <li>Fresh</li> <li>Canned</li> <li>Powdered</li> <li>UHT long life</li> <li>Lactose-free</li> <li>Meyenberg goat milk</li> </ul>
Soy milk	<ul style="list-style-type: none"> <li>Soy</li> </ul>	<ul style="list-style-type: none"> <li>Soy milk</li> </ul>
Kosher milk	<ul style="list-style-type: none"> <li>Kosher</li> </ul>	<ul style="list-style-type: none"> <li>Kosher milk</li> </ul>

## WIC allowable milk sizes

### Fresh or UHT milk

1 gallon	= 1.0 gallon
½ gallon + 1 quart	= 0.75 gallon
½ gallon	= 0.50 gallon
1 quart	= 0.25 gallon

### Canned milk

12 oz can	= 0.25 gallon
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### Powdered milk

4 lb (64-oz)	= 5.0 gallons
32 oz box	= 2.5 gallons
25.6 oz box	= 2.0 gallons
9.6 oz package	= 0.75 gallons
3.2 oz package	= 0.25 gallons
12 oz can Meyenberg goat milk	= 0.75 gallons

You may choose any combination of milk up to the total allowed on your benefits.

## Reminders

### If an item doesn't ring up as a WIC food

- There is not enough WIC food balance left for this month.
- The food is not on your Family Food Benefits list.
- The food is not on the Colorado WIC Allowable Foods List.
- The food is not yet in the store's register system.

### If this happens

- The cashier cannot change it or override the item.
- Check your food balance. If you're sure you have enough left, check the Colorado WIC Allowable Foods List to see if you have the correct size or brand.

If you think the food should be allowed, take a picture of the bar code and the front label and take it to your WIC clinic.

### WIC shopping tips

- You may use coupons, store loyalty cards, buy one/get one offers, and other specials when shopping with eWIC.
- Substitutions are not allowed. You may only buy foods on your Family Food Benefit list and the Colorado WIC Allowable Foods List.
- WIC foods, formula or your eWIC card cannot be sold, traded or given away.
- WIC foods and formula cannot be returned or exchanged for cash, credit, or other items.
- Rain checks and IOUs are not allowed.

## WIC Program Non-discrimination Statement

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To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) Fax: (202) 690-7442; or
- (3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This program is an equal opportunity provider.

