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State of Wyoming  
Wyoming Department of Health  
Public Health Division



## WYOMING WIC PROGRAM

6101 Yellowstone Road  
Suite 420  
Cheyenne, WY 82002



## WYO W.E.S.T. Information



### WIC Help Desk:

1-888-WYO-WEST (1-888-996-9378)  
Monday - Friday 8:00 AM to 5:00 PM

Your WYO W.E.S.T. card contains all information needed to get WIC food benefits for you and/or your infant/child. You will need to bring your card to all of your WIC appointments so that food benefits can be added or adjusted on the card. The food benefits on your card are intended for the WIC participant(s) only.

Your WIC benefits must be used by the **last day of the month**. Your leftover benefits do not carry over to the next month. Be sure to complete any transaction before midnight of the last day of the month to avoid losing benefits.

It is important that you take care of your card and keep it in a safe place. Should you lose your card, you will be without your food benefits for 48 hours or longer and may require extra trips to your local WIC office. If you do lose your card or it is stolen, please contact your local WIC office or the WIC Help Desk to lock your card. Your local WIC office will replace your card.



PAN

The 16 digit number on the front of your card is your PAN (Primary Account Number). When you contact your local WIC office or the toll free number on the front of this brochure, you may be asked to provide that number.

### Common Questions/Concerns:

#### WHAT DOES WYO W.E.S.T. STAND FOR?

- WYO stands for Wyoming.
- W.E.S.T. stands for “WIC EBT System Today”.
- EBT stands for Electronic Benefit Transfer.

#### WHAT IS A PIN?

- PIN means Personal Identification Number. You will need to use your PIN to access benefits on your card.
- The PIN for your card is four digits.
- For your protection, the card will lock if the PIN is entered wrong seven times in a row at the store. Should you lock your card, your local WIC office can unlock the card.
- DO NOT share your PIN with others.
- DO NOT write your PIN on your card or the folder that is provided to you.
- DO NOT ask cashiers to enter your PIN for you.
- If you forget your PIN, you will need to take the card to your local WIC office to get a new PIN assigned.

#### CONCERNS

- You can use your card at any full service grocery store in Wyoming that accepts WIC. A sign will be posted at the front of the store to let you know they accept WIC or you can ask your local WIC office for a list of stores.
- Your card cannot be used at stores outside of Wyoming.



- You can use coupons or store loyalty cards for your WIC purchases.
- Your Food Shopping Guide will let you know which foods are WIC approved. Your local WIC office will provide you with this list which is also available on our website (<http://www.health.wyo.gov/familyhealth/wic/index.html>).
- The receipt you receive at your local WIC office will let you know what foods are issued to your card.

### HOW DO I USE MY WYO W.E.S.T. CARD?

- Some small stores will not have all lanes set up to use the WYO W.E.S.T. card. (In those stores look for a WYO W.E.S.T. sign in the lane.) Ask your local WIC office if any of these stores are in your shopping area.
- When you are ready to check out, put your groceries on the counter as you would normally. This includes both your WIC and non-WIC purchases.
- Before the cashier begins scanning your foods, let them know that you will be using your WYO W.E.S.T. card.
- The cashier will let you know when to insert your card into the card reader or you can follow the prompts on the card reader. You will never swipe your card; it will always need to be inserted with the gold chip inside the card reader.

### A CASHIER/STORE EMPLOYEE SHOULD NEVER INSERT OR REMOVE YOUR CARD FROM THE CARD READER.

- The card reader will prompt you for your

PIN. After entering your PIN, you will need to press the enter key.

- When the cashier has scanned all of your foods, they will process your order and a receipt will print. You will need to verify that your WIC purchases are on the receipt.
  - \* If the receipt **is** correct, you will need to select “Yes” to confirm your transaction on the card reader.
  - \* If it is **not** correct, you will need to select “No” to cancel the transaction on the card reader. The cashier can remove or add WIC foods to the transaction or may void the entire transaction.
- If you have purchased non-WIC foods, the cashier will ask you how you would like to pay for the remainder of the items.
- When the transaction is complete, the terminal will ask you to remove your card and a tone/beep will sound.

### **DO NOT REMOVE THE CARD BEFORE YOU SEE THE MESSAGE AND HEAR THE TONE!**

- The cashier will provide you with your receipt. It will have your ending WIC balance. Keep this receipt for a record of what food benefits are left on your card for your next WIC purchase.

### HOW CAN I FIND OUT HOW MUCH IS LEFT ON MY WYO W.E.S.T. CARD?

- Save your last receipt; it will have your ending balance.
- If you lose your last receipt, you can go to a

cash register lane and get a new receipt. Just let the cashier know you want a “Beginning Balance ” receipt.

- Your benefit balance receipt will tell you what foods and how much you have left. Benefits for all WIC participants in your family will be combined on your receipt.

### CAN I RETURN FOODS TO THE STORE?

- Refunds are not allowed for WIC.
- The only exception would be for a food that is expired or damaged and it must be replaced with the same item that is not beyond its expiration date or damaged.

### WHAT SHOULD I DO IF MY CARD WILL NOT WORK?

- Wipe the chip off with a clean cloth and try again.
- Contact your local WIC office.

### TAKE GOOD CARE OF YOUR CARD

- Avoid excessive heat! Do not put your card on your car dashboard, on a heater, or in direct sunlight.
- Avoid moisture. Cards can be ruined if washed in a washing machine.
- Avoid bending the card.
- While at the store, avoid removing the card before the “Remove Card” message is displayed and the tone is heard.
- Protect your card by using the card sleeve

provided to you by your local WIC office.

### WHAT IF MY CARD IS LOST OR STOLEN?

- Call the last store where you used your card to determine if you left it there.
- Look around your house and in your car to see if it was misplaced.
- Call your local WIC office to see if it was returned.
- Call your local WIC office or the WIC Help Desk number on the front of this brochure to have your card locked, so that if someone finds your card, it cannot be used.
- If your card is replaced, you **will not** have access to your benefits for **at least 48 hours**. (You must return to your local WIC office to get your card replaced.)
- WIC benefits may be delayed if your card is replaced in the last two days of the month.

### I AM MOVING, WHAT SHOULD I DO?

- Notify your local WIC office so they can provide you with transfer paperwork.
- If you are moving within Wyoming, you will need to keep your card.
- If you are moving out of Wyoming, you will need to return your card to your local WIC office.