

The Wyoming WIC Program offers the [WICShopper](#) app!



The app:

- is **FREE** to download.
- allows you to store your last WIC receipt.
- lists the stores where you can shop in Wyoming.
- scans items to see if they are WIC approved.
- allows you to view the most current Wyoming WIC Food Shopping Guide.
- allows you to let us know when a food item does not scan as a WIC item.
- gives you access to recipes.
- **COMING SOON...** will let you know if the food is approved for you to purchase.

If you need help with this app, please ask your local WIC clinic or call the WIC Help Desk.



**Wyoming WIC Program
Public Health Division**

122 West 25th Street
3rd Floor West
Cheyenne, WY 82001

Phone: 307-777-7494



WYO W.E.S.T. INFORMATION BROCHURE

Revised 05/2020



WIC Help Desk:

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



Find us on Facebook at:
"Wyoming WIC Program"

This institution is an equal opportunity provider.

INFORMATION

- The WYO W.E.S.T. card must be brought to all your appointments so that food benefits can be added or changed.
- Food benefits issued to the card are intended for the WIC participant(s) only.
- WIC benefits must be used by the **last day of the month.**
 - Leftover benefits do not carry over to the next month.
 - Be sure to shop before midnight on the last night of the month to avoid losing benefits.



CARD NUMBER

- When you call your local WIC office or the WIC help desk you may be asked to provide the card number.
- When you are issued a card you must enter a four digit secret PIN.
 - The WIC office does not know your PIN number.
 - **DO NOT** give your PIN to anyone that you do not trust.
 - **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 or lock your card by putting in the wrong PIN too many times, you must take your card to your local WIC office to change your PIN or have your card unlocked.

- The card can be used 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.
 - Your local WIC office can provide you with a list of approved stores.
- Your card cannot be used at stores outside of Wyoming.
- You **can** use coupons or store loyalty cards for your WIC purchases.
- The receipt you receive at your local WIC office will let you know what foods are issued to your card.
- Benefits for all WIC participants in your family will be combined on your receipt.

TAKE GOOD CARE OF YOUR CARD

- Protect your card by using the card sleeve provided to you by your local WIC office.
- **AVOID:**
 - Direct sunlight or excessive heat.
 - Putting your card in water.
 - Bending the card.
 - Removing the card before the "Remove Card" message is displayed and the tone is heard on the card reader.

CARD NOT WORKING

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

CHECKING YOUR CARD BALANCE

- Save your last receipt the store or clinic gave you. It will have your ending balance which will let you know what is on your card.
 - Keep a picture of the receipt in the WIC Shopper app **or**,
 - Keep the paper copy of the receipt in the folder you received with your card.
- Card balances can be printed at any cash register lane or at the customer service counter.

LOST OR STOLEN CARD

- Look around your house and in your car to see if it was misplaced.
- Call the last store where you used your card to determine if you left it there.
- Call your local WIC office to see if it was returned and if not, they will need to start the replacement process.
- If you cannot reach your local WIC office, call the WIC Help Desk number to have your card locked, so that it cannot be used if found.
- If your card is replaced, you **will not** have access to your benefits for **at least 72 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 three days of the month.

SHOPPING WITH YOUR CARD

- Put all your groceries on the counter; 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. **DO NOT** 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 WIC transaction first and the WIC Beginning Balance and WIC Redemption receipts will print.
- Look closely at your WIC Redemption receipt to be sure everything is coming off your card correctly and is listed 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 WIC transaction on the card reader. The cashier can remove or add WIC foods to the transaction or may void the entire transaction.

- When the WIC 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 ask you how you would like to pay for any non-WIC items that are left in your transaction.
- The cashier will provide you with your receipt. It will have your ending WIC balance.

If you have a problem with your WIC transaction, keep all your receipts to show to your local WIC office.



NOT ON MY WIC REDEMPTION RECEIPT

- You may have selected an item that is the wrong size or brand.
- You may not have enough benefits left on your card for the item.
 - You can choose to pay for the item with your other non-WIC groceries **or**,
 - Have the cashier void the item from your transaction.

EXAMPLE OF A WIC RECEIPT

STORE NAME ADDRESS		
WIC Beginning Balance		
PAN: *****1234		
QTY	UOM	Description
1	Dozen	Eggs
36	Ounce	Breakfast Cereal
5.00	\$\$\$\$	Fruits and Vegetables
These benefits expire at MIDNIGHT on 05/31/2020		
WIC REDEMPTION		
1.00	\$\$\$\$	Fruits and Vegetables Bananas
STORE NAME ADDRESS Manager Name		
Bananas		\$ 1.00
Laundry Soap		\$ 12.00
	Sub Total	\$13.00
	Total Tax (6%)	\$.72
	TOTAL	\$13.72
	WIC EBT	\$ 1.00
	Cash	\$12.72
Total number of items sold = 2		
WIC ENDING BALANCE		
PAN: *****1234		
QTY	UOM	Description
1	Dozen	Eggs
36	Ounce	Breakfast Cereal
4.00	\$\$\$\$	Fruits and Vegetables
These benefits expire at MIDNIGHT on 05/31/2020		
Cashier Name: Tina		
C0001	#0002	09:30:01 12MAY2020
Thank You for Shopping with us Today!		