What if one of my food items is not accepted?

If there was an item you expected to be covered by your WIC benefits but was not, it could be for the following reasons:

- The item may not be included in your list of foods issued.
- You may have already used the issued amount of that item.
- The item may not be an approved food on the **Oklahoma Unified WIC Food Card**.
- The product's barcode may have changed or become unrecognized by the program's system. If you suspect this to be the case, notify Vendor Service at **1-888-655-2942**.

What if my eWIC card won't work or I get an error message?

- Card Not Found – contact your clinic
- Invalid Pin – you may have entered the wrong PIN, try again if you know the correct number
- Benefits Expired – you no longer have benefits

What if I question something that happens to my benefits?

If you have a question about your benefits, contact your clinic.

What if I want to buy non WIC items while I'm shopping?

Procedures may vary by store, but generally you will want to use your *e*WIC card first to pay for WIC foods. Then you can use other forms of payment such as SNAP benefits, gift cards, debit card, cash, or checks to pay for other items.

What if I move or change address?

Contact your clinic if you move or change address to update the primary cardholder's zip code. This will be used as an identification when making changes on your account.

What if I need someone else to do my WIC shopping for me?

Be careful if you give someone your card and PIN as they could redeem all of your WIC benefits. These benefits will NOT be replaced.

What happens if I need to change my WIC benefits including infant formula?

Talk to clinic staff about changing your WIC benefits. Having *e*WIC does not change this process.

What information appears on a receipt?

A receipt shows the foods and quantities of WIC foods purchased, remaining WIC benefits, and when those benefits expire. Keep your receipt so you know what WIC foods remain on your account.

What is the Customer Service telephone number?

1-866-562-2702

This number is also located on the back of your **Oklahoma *e*WIC Card**. You can call this number, free of charge, 24 hours a day, 7 days a week.

What is the Cardholder Website?

The Cardholder Website is for the primary cardholder to view benefit and transaction information specific to their *e*WIC account. You will also be able to sign up for email or text notifications about your benefits and access information about the WIC program and using your *e*WIC card. The Cardholder Website is **www.ebt.acs-inc.com**.

Examples of when to call Customer Service:

- If your *e*WIC card is lost or stolen.
- If your *e*WIC card is damaged or will not work.
- If someone is using your *e*WIC card without your approval.
- If you need to know your WIC benefit balance and do not have a list from the clinic or last store receipt.
- If you forget your PIN or would like to reset your PIN.
- If you need to opt in or out of mobile inquiries.
- If you have questions or need help with your *e*WIC card.

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Welcome to Oklahoma *e*WIC

Xerox State & Local Solutions, Inc.

Your family's WIC benefits will be credited to your *e*WIC account. You will use your **Oklahoma *e*WIC Card** to purchase your WIC benefits at stores displaying the **Oklahoma *e*WIC Card Accepted Here** sign. Having *e*WIC does not change the amount of your WIC foods; it just makes getting your WIC items easier.

Most stores process *e*WIC in all checkout lanes. Look for **Oklahoma *e*WIC Card Accepted Here** signs in stores with select WIC lanes. Check with your store to better understand their process. The following steps describe the general process for completing an *e*WIC transaction and may differ slightly from store to store.

1. With your *e*WIC card, current benefit balance and **Oklahoma Unified WIC Approved Food Card**, select the food items you need.
2. When you are done shopping, choose a checkout lane that accepts WIC.
3. Some stores require you to separate WIC items from other purchases. Ask if this is needed.
4. Tell the cashier that you are using an **Oklahoma *e*WIC Card**.
5. The cashier scans items to confirm they are WIC approved and can be purchased that day.
6. You or the cashier swipes the *e*WIC card.
7. Enter your four digit PIN.
8. The cashier gives you a receipt. Make sure you leave with your card and receipt.

Frequently Asked Questions

How do I get WIC benefits on the eWIC account?

You get your WIC benefits on your **Oklahoma *e*WIC** account during your WIC clinic visit. You will receive a list of your family's WIC benefits for the current benefit month and for future benefit months. It shows the start and end dates for the benefit months.

What information do I need to access my eWIC account?

The name, date of birth, and zip code of the primary cardholder are needed to access account information.

Do my WIC benefits expire?

Yes, WIC benefits are used for the period of time they were issued for. For example, if the start date is 11-20 and the end date is 12-19, the benefits must be used within those two dates. Any unused benefits will expire.

Do I have to redeem all the WIC benefits at once?

No, WIC benefits may be redeemed as needed as long as benefits are available.

Is my eWIC card reusable?

Yes, each time you are issued benefits they will be loaded to your *e*WIC account. Keep your card.

How will I know my WIC benefit balance?

You can get a benefit balance by checking your last store receipt, by calling Customer Service, by accessing the Cardholder Website at **www.ebt.acs-inc.com**, or by signing up for your balance to be texted.

What is a PIN?

PIN stands for Personal Identification Number. It is a four digit secret code that allows you to use your *e*WIC card. You will select your PIN when you activate your *e*WIC card.

How do I get my PIN?

You will select your four digit PIN when you first get your *e*WIC card. To activate your card and select a PIN, call Customer Service at 1-866-562-2702.

You will need to know the 16 digit card number, the zip code, and date of birth of the primary cardholder.

How do I choose my PIN?

Choose a PIN that is easy for you to remember, but hard for someone else to guess.

How do I keep my PIN safe?

If someone knows your PIN, they can use your card to get your benefits and those benefits will not be replaced. When entering your PIN, be sure no one else can see the number you are entering. Don't write your PIN on your *e*WIC card or *e*WIC booklet, and do not keep it written down in your wallet or purse.

What if I forget my PIN or need to reset it?

If you forget your PIN, call Customer Service to choose a new PIN. You will need to know the primary cardholder's name, zip code and date of birth.

What do I do if someone finds out my PIN?

Change the PIN.

What if I enter the wrong PIN at the store?

If you enter the wrong PIN, you will have two more chances to enter the correct number. If the correct PIN is not entered on the third try, you will not be able to use your card until 12:01 AM Central Standard Time the next day.

What if I lose/damage my eWIC card?

If you lose or damage your *e*WIC card, call Customer Service or the clinic to cancel your card and then go to your clinic to be issued a new card.

How do I take care of my eWIC card?

- Keep your card safe and clean.
- Keep the black strip on the back free from scratches.
- **DO NOT** bend, fold or twist it, punch holes, or use it to scrape windshields or open door locks.
- **DO NOT** store it near magnets or electrical equipment like cell phones.
- **DO NOT** leave it in the sun or other hot places like the dashboard of your car.

What if the store's eWIC equipment is not working?

If the store's equipment is not working, you can go to another store that accepts the *e*WIC card.