What happens if I need to change my WIC food benefits?

You will need to talk to the WIC Clinic staff about changing your WIC food benefits; EBT **does not** change this process.

What happens if the store's WIC EBT equipment is not working?

If the store's WIC EBT equipment is not working, the store has an optional process called a "Manual WIC EBT Transaction" that allows you to purchase up to two units of infant formula ONLY. Ask the cashier if this can be done or you can go to another store that accepts the Michigan WIC Bridge Card.

What if one of my WIC food items will not scan?

If the cashier says you have "No benefits available to purchase item" for one of your WIC food items, review your shopping list. The item may not be included in the list of WIC foods currently on your shopping list.

If the cashier says there are "No benefits remaining to purchase item", review your food balance. You can't use your Michigan WIC Bridge Card to buy more than your shopping list says you have available.

If you are not able to purchase a food item that you are sure is approved for WIC - the cashier will say it's "Not a WIC item" - contact the store's Service Desk or store manager and ask that they take the necessary steps to get the food item added.

What if my card won't work?

If your card does not work or if you receive an error message that you don't understand, call Customer Service at 1-888-678-8914. Here are some error messages that you could receive on the WIC terminal or in the checkout lane:

- **Card Not Found** – Contact your WIC Clinic.
- **Invalid PIN** – If you enter the wrong PIN, you have three more chances to enter the correct number. If the correct PIN is not entered on the fourth try, you won't be able to use your card until 12:01 a.m. Eastern Standard Time the next day.
- **Benefits Expired** – You no longer have WIC food benefits. Contact your WIC Clinic if you have questions.

What if I plan to move or change my address?

You must contact your WIC Clinic staff if you move or change your address.

What information do I need for my next visit to the WIC Clinic?

Be sure to have your WIC folder for your next visit to the WIC Clinic. In order to continue receiving WIC benefits, you must complete all your required visits.

How do I use my Michigan WIC Bridge Card at the grocery store?

1. Use your WIC shopping list when shopping with your Michigan WIC Bridge Card. See the section on ***"How will I know my food benefit balance?"*** for ways to obtain your current WIC food balance.
2. With your WIC food card and your current WIC shopping list, go through the store and select the WIC food items you need.
3. When you are done shopping, look for checkout lanes designated with the Michigan WIC Bridge Card sign.
4. At the checkout lane, separate your WIC eligible food items from your other groceries.
5. Tell the cashier that you are using your Michigan WIC Bridge Card.
6. You or the cashier will swipe your card through the point of sale (POS) machine.
7. Enter your 4-digit PIN.
8. Give the cashier any manufacturer or store cents-off coupons.
9. The cashier scans each item to confirm that it is an approved WIC eligible food item and that the food item can be purchased that day.
10. The cashier enters the amounts of the cents-off coupons and totals all of the WIC food items.
11. The cashier gives you a WIC EBT receipt. Make sure you have your card and receipt when you leave the store.

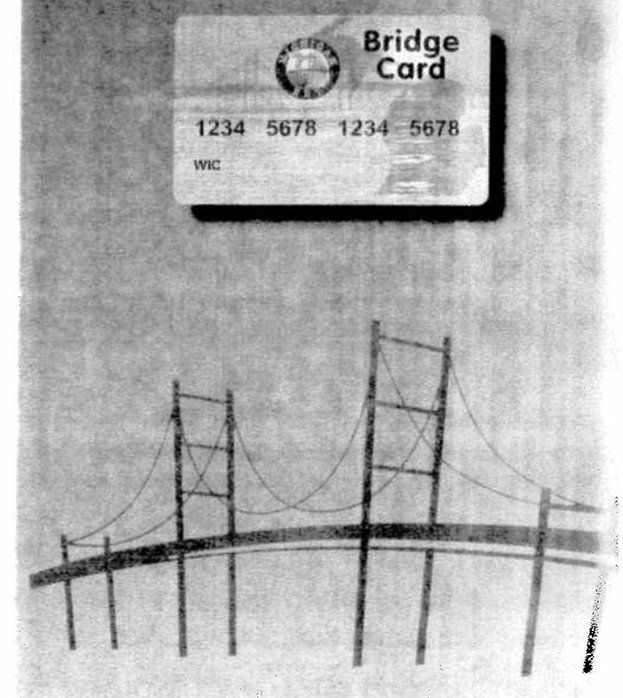
Remember, WIC food items and infant formula cannot be returned or exchanged for cash or other products.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

1483-MIWICEBTTBE-1207

Michigan WIC Cardholder Training Brochure



The safe and easy way to buy your WIC foods.

Your Michigan WIC Bridge Card

Welcome to Michigan WIC Electronic Benefits Transfer (EBT) and the Michigan WIC Bridge Card

– the safe and easy way for you to buy your WIC foods. Your family's WIC food benefits will be automatically deposited until your next WIC visit. You will use your Michigan WIC Bridge Card to purchase your WIC food benefits at WIC stores that display the Michigan WIC Bridge Card Accepted Here Sign.

EBT does not change the amount of WIC food benefits you receive; it just makes getting them easier and safer. Your card number and "WIC" are printed on the front of the card. On the back is a magnetic stripe that contains the information needed to buy your WIC food items. There are also two white boxes on the back of the card where you must sign your name in the top box and print your name in the bottom box. You will also see Customer Service telephone numbers. The first is the Retailer/ Manual Authorization Number, which only stores can use. The next number is the Client Customer Service Number.

What is the Customer Service telephone number?

1-888-678-8914

This number is also located on the back of your Michigan WIC Bridge Card. You can call this number, free of charge, 24 hours a day, 7 days a week. If you don't have a telephone, you can call Customer Service from a pay phone at no charge.

When do I call Customer Service?

- Call if your card is lost or stolen. Always call the minute you find out your card is gone.
- Call if your card is damaged or will not work.
- Call if someone is using your card without your approval.
- Call if you need to know your WIC food balance and do not have your shopping list, your last store receipt, or cannot go to www.ebt.acs-inc.com.
- Call if you forgot your PIN or would like to change your PIN.
- Call if you have questions or need help with your card.

How do I get my WIC food benefits on the Michigan WIC Bridge Card?

You get your WIC food benefits on your Michigan WIC Bridge Card during your WIC visit. At the WIC Clinic, you will receive a list of your family's WIC food benefits for the current month and for future months. The shopping list includes the names of the family members receiving WIC food benefits and it adds together the foods selected for the entire family. It shows the start and end dates for the months you are receiving WIC food benefits. Pay close attention to these dates and be sure to purchase all of your WIC foods each month so the members of your family receive the nutrition they need.

What is a PIN?

PIN stands for Personal Identification Number – a four-digit secret code that allows only you to use your Michigan WIC Bridge Card. You will select your PIN when you get your first Michigan WIC Bridge Card. Never tell your PIN to anyone! If someone knows your PIN, they can use your card to get your benefits – and those benefits will not be replaced. Don't write your PIN on your Michigan WIC Bridge Card and do not keep it written down in your wallet or purse.

What if I forget my PIN?

If you forget your PIN, call Customer Service at 1-888-678-8914 to choose a new PIN. You should choose four numbers that are easy for you to remember, but hard for someone else to figure out.

What if I enter the wrong PIN?

If you are having trouble remembering your PIN, call Customer Service at 1-888-678-8914 to choose a new PIN. If you enter the wrong PIN, you have three more chances to enter the correct number. If the correct PIN is not entered on the fourth try, you won't be able to use your card until 12:01 a.m. Eastern Standard Time the next day.

What should I do if someone finds out my PIN?

Immediately call Customer Service at 1-888-678-8914 to change your PIN.

What if I lose my Michigan WIC Bridge Card?

If you lose your Michigan WIC Bridge Card, or it's damaged or stolen, call Customer Service at 1-888-678-8914 to report it. You can have Customer Service mail you a card, but you'll have to wait 3 to 5 business days to receive your replacement card in the mail. Or, you can also go into your WIC Clinic to request a replacement card and receive a card that day.

How do I take care of my Michigan WIC Bridge Card?

- Sign and print your name in ink on the back of your card.
- **DO NOT** bend or fold your card.
- **DO NOT** scratch or write on the black stripe on the back of your card.
- **DO NOT** wash your card or get your card wet.
- **DO NOT** leave your card near magnets, TVs, VCRs, stereos, or microwaves.
- **DO NOT** leave your card in the sun or other hot places like the dashboard of your car.
- **DO NOT** place your card back to back with another card with a magnetic stripe.
- **DO NOT** sell, trade, or give away your PIN, or Michigan WIC Bridge Card.

How will I know my food benefit balance?

You can get your WIC food balance by:

- Checking your last store receipt,
- Using the balance inquiry terminal at the store,
- Going to www.ebt.acs-inc.com, or
- Calling Customer Service at 1-888-678-8914.

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

You can have a proxy shop for you. You'll need to talk to your WIC Clinic staff to find out more information. Be careful if you give someone your card and PIN, they could use all of your food benefits. These food benefits will NOT be replaced.

www.ebt.acs-inc.com