



# Unlocking the Power of the WICShopper App



Washington State WIC Program

# Download App

1

Go to  
App Store



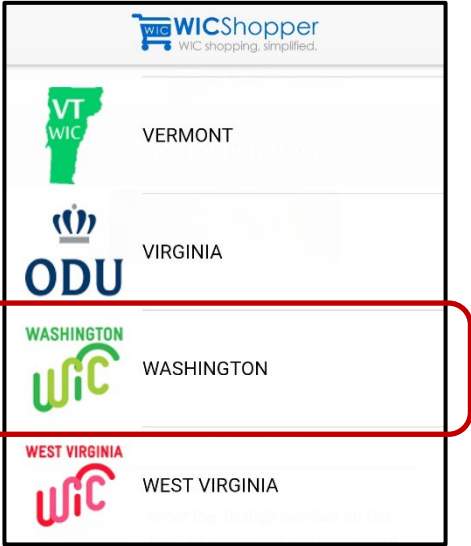
2

Download  
WICShopper app



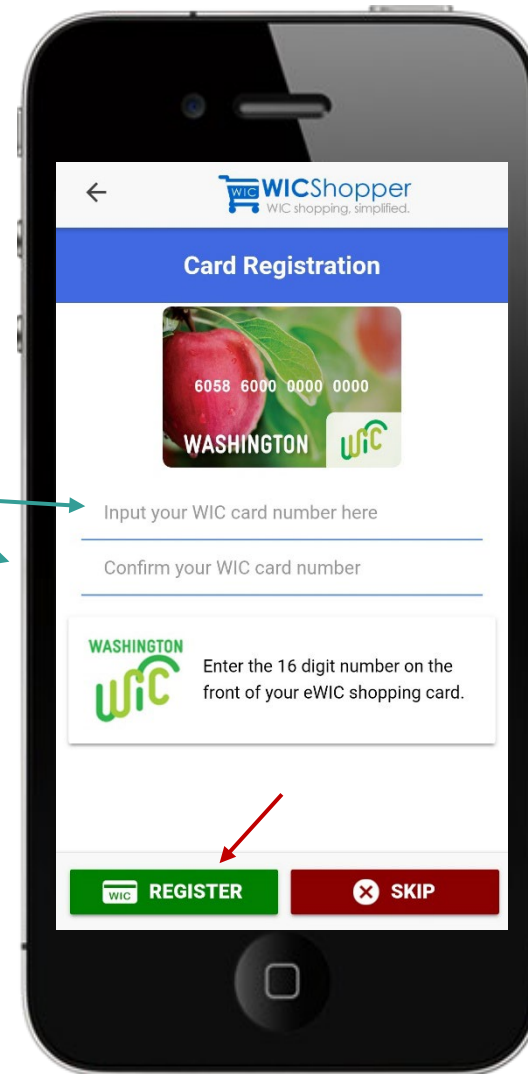
3

Select  
Washington



# WIC Card Registration

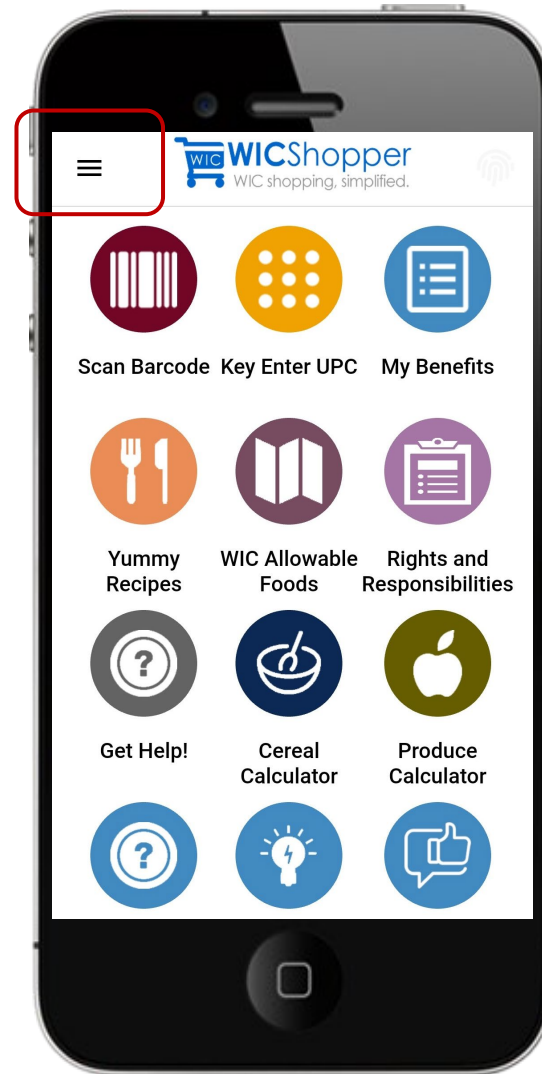
- Enter card number twice
- Select “Register”



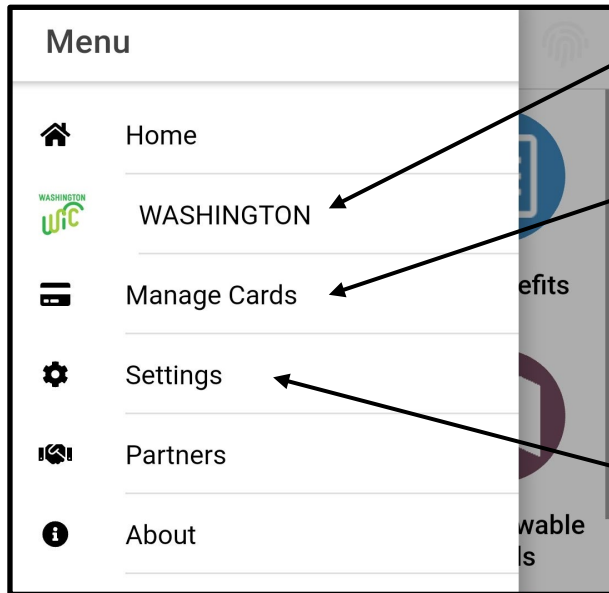
# Main Screen

- Buttons

- Menu 



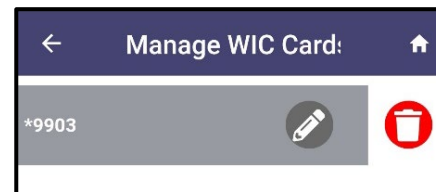
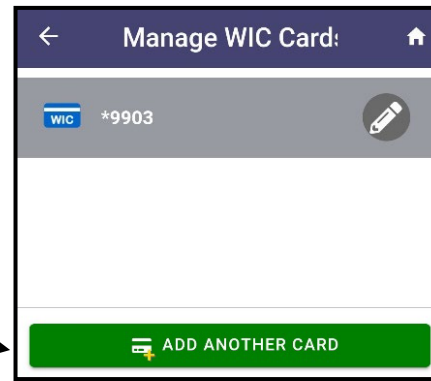
# App Menu



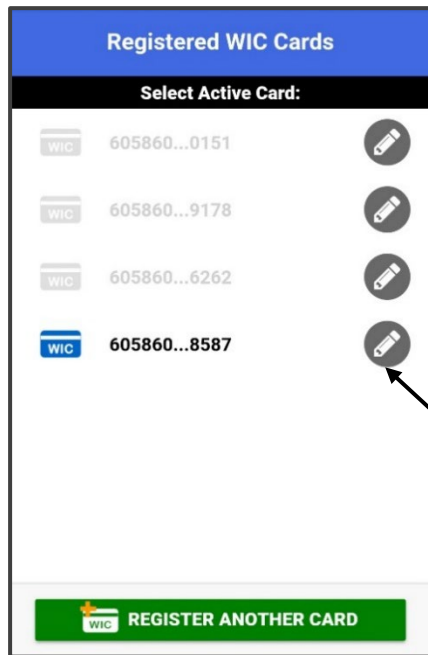
- **State** = the app is set for this state
- **Manage Card**
  - Register a card
  - Delete a card
- **Settings**
  - Change language
  - Set benefit notifications

# Manage WIC Cards

- Any registered cards
- Add a new card
- Delete a card
  - Swipe on card number, right to left
  - Tap trash can icon



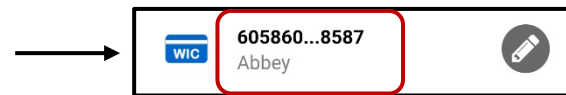
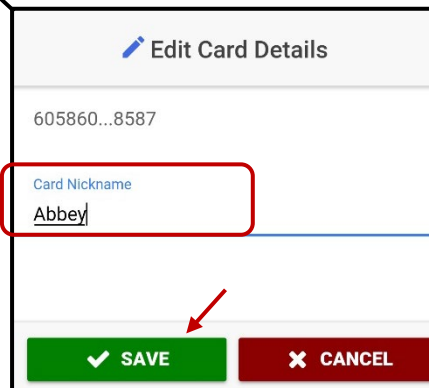
# Managing Multiple Cards



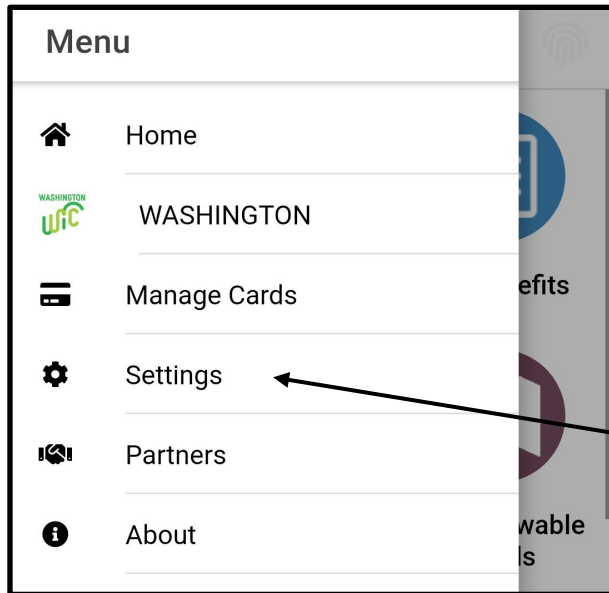
Grayed out = card not selected

Dark font = card selected

Add nickname



# App Menu



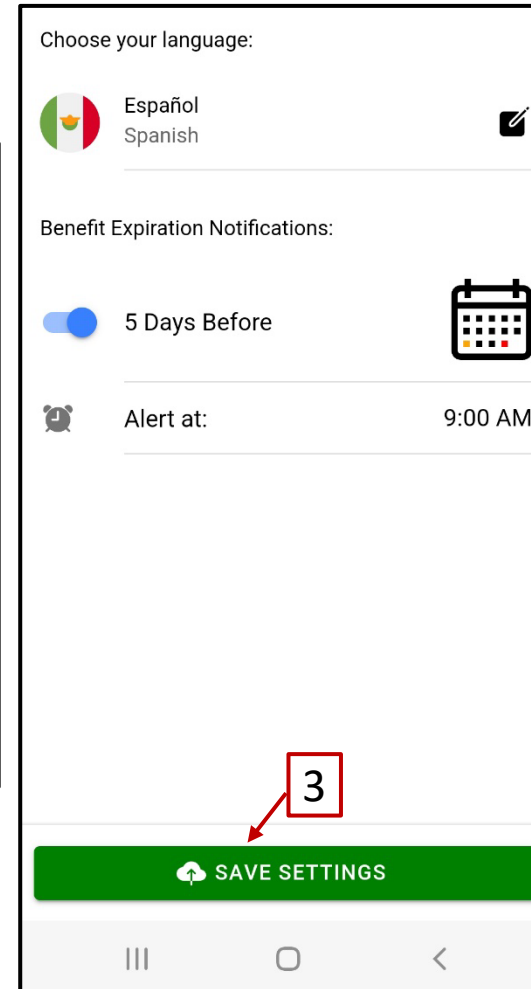
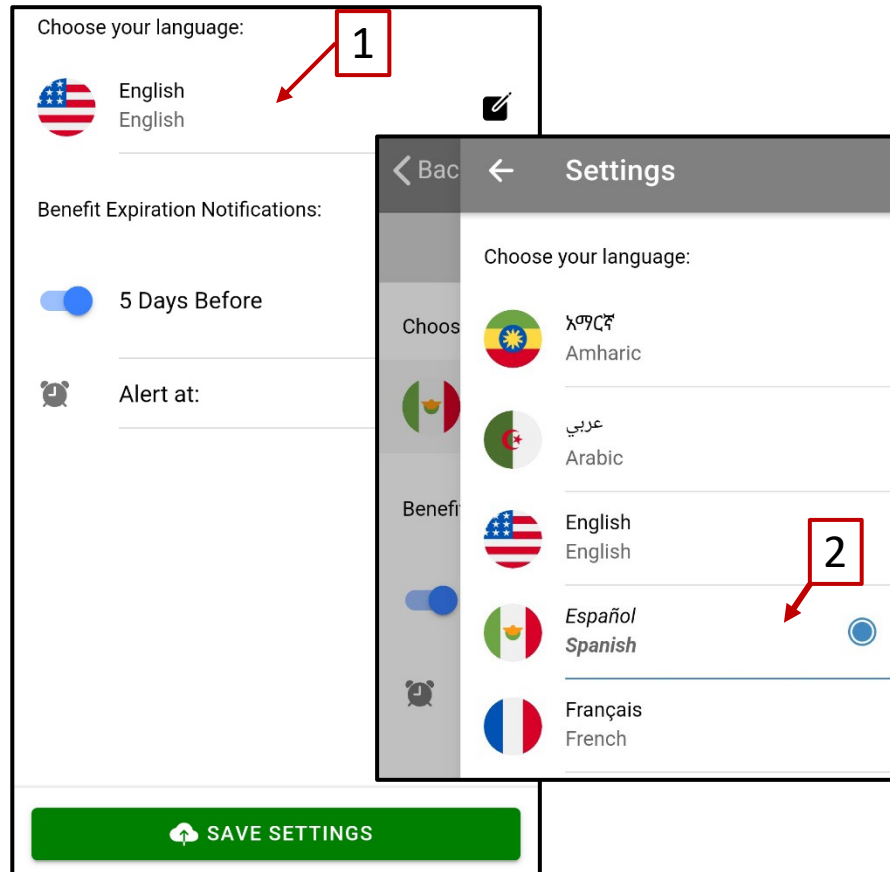
- **State Shown** - The app is set for this state
- **Manage Card**
  - Register a card
  - Delete a card
- **Settings**
  - Change language
  - Set benefit notifications



# Set Language

## Steps:

1. Select English
2. Select language needed
3. Save settings

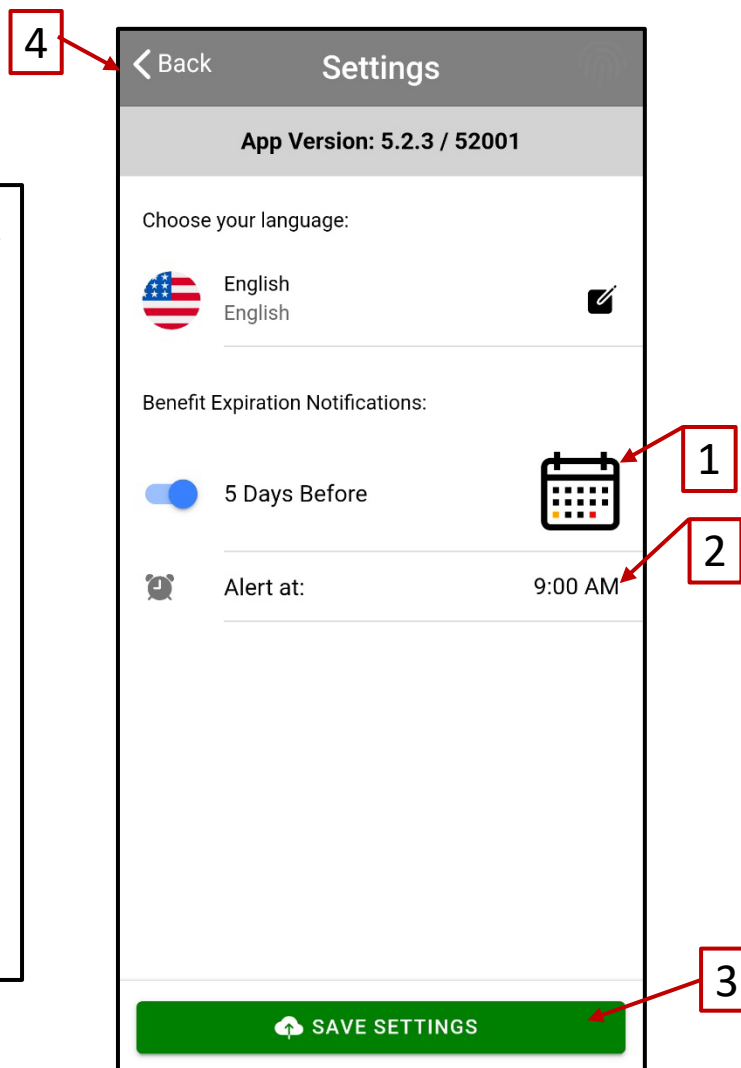


# WA WIC - 15 Languages

Amharic	Pashto
Arabic	Russian
Burmese	Somali
Chinese	Spanish
Dari	Tigrinya
Karen	Ukrainian
Korean	Vietnamese
Oromo	* Plus 6 other languages not required by WA WIC

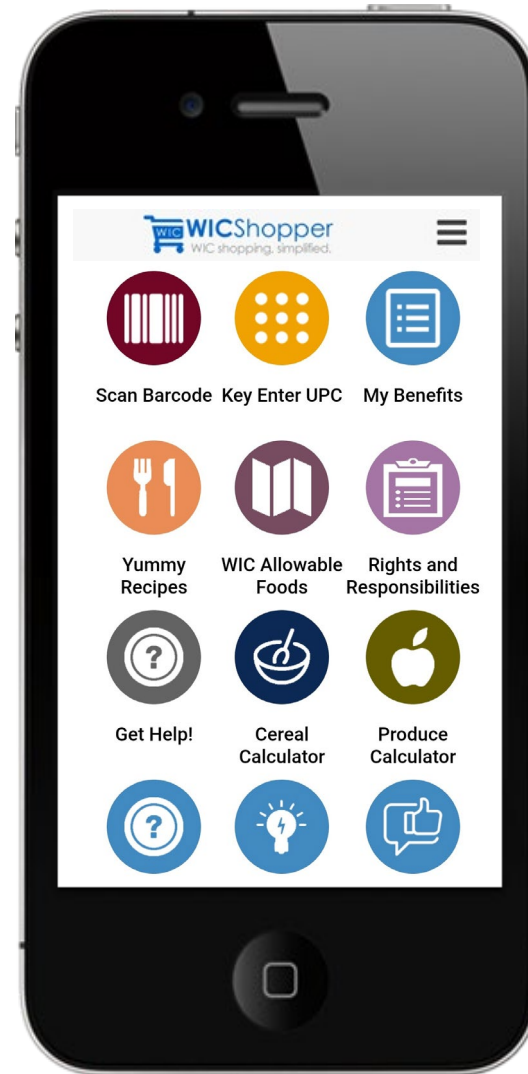
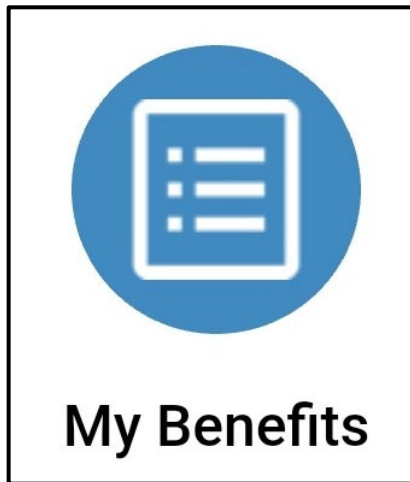
# Notifications for Benefits Expiring

1. Set the number of days you want to be reminded before WIC benefits expire.
2. Set what time of day you want notifications.
3. Save settings.
4. Arrow back to home screen.





# Questions or Comments?



# My Benefits

Available WIC Benefits

Sep 22 2020 - Oct 31 2020

Updated on Oct 09 @ 11:23:22 AM

VIEW FUTURE BENEFITS


- 8 LB All Cheese - WIC →  
Recipes
- 8 DOZ All Eggs Dozen - WIC →  
Recipes
- 288 OZ All Cereal - WIC →  
Recipes Calculator
- 8 CTR All PB/Beans - WIC →

- First date to spend

- Last date to spend

- **Updated on**

- Last time the app checked the WIC account balance.

- Select  to make sure benefits in the app are up to date.

# Benefits

**Available WIC Benefits**  
Sep 22 2020 - Oct 31 2020

Updated on Oct 09 @ 11:23:22 AM ↻

[↻ VIEW FUTURE BENEFITS](#)

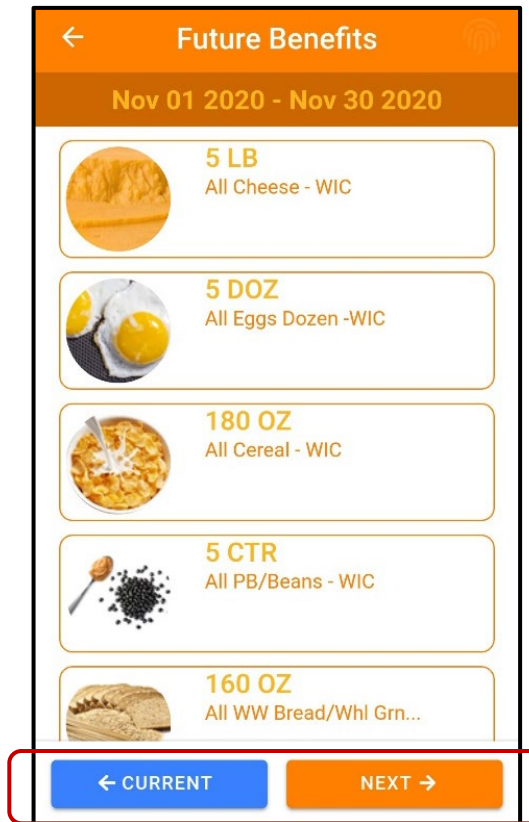
- 8 LB**  
All Cheese - WIC →  
Recipes
- 8 DOZ**  
All Eggs Dozen - WIC →  
Recipes
- 288 OZ**  
All Cereal - WIC →  
Recipes Calculator
- 8 CTR**  
All PB/Beans - WIC →

Select “View Future Benefits” to see future month benefits.

Current benefits listed will automatically update as benefits are used

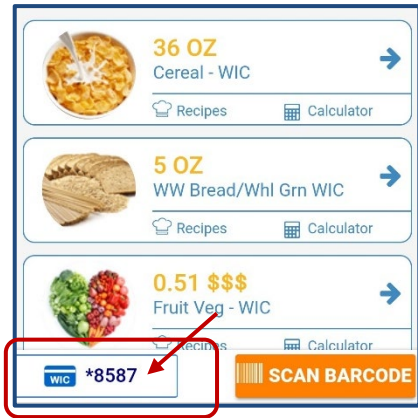
# Future Benefits

- If future benefits issued:
  - A list of foods will appear.
- Select **Next** to see any other future benefits issued  
or  
Select **Current** to go back.

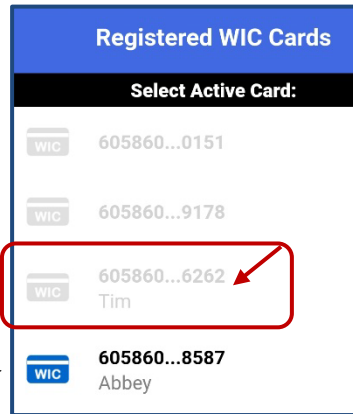




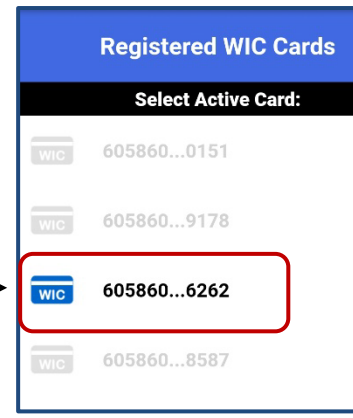
# Multiples Cards and My Benefits



1. Select card #  
In My Benefits

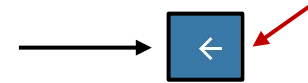


2. Select new  
card #



3. Note  
message  
showing  
benefits  
updated

Retrieving benefit details...



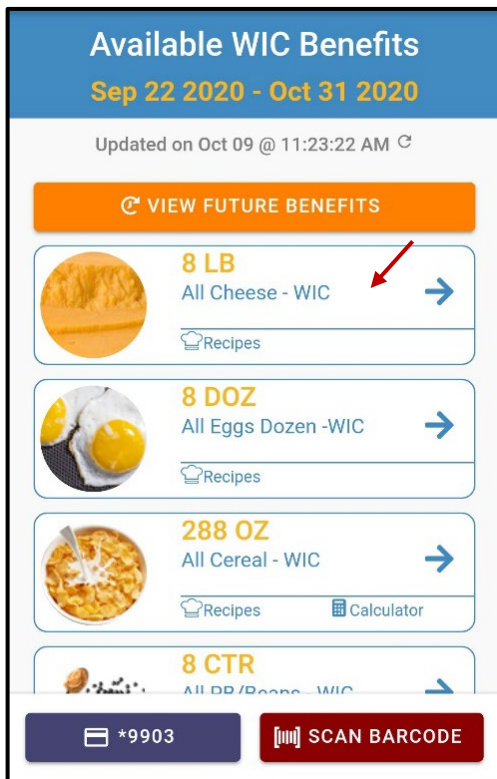
4. At top of  
screen,  
arrow back



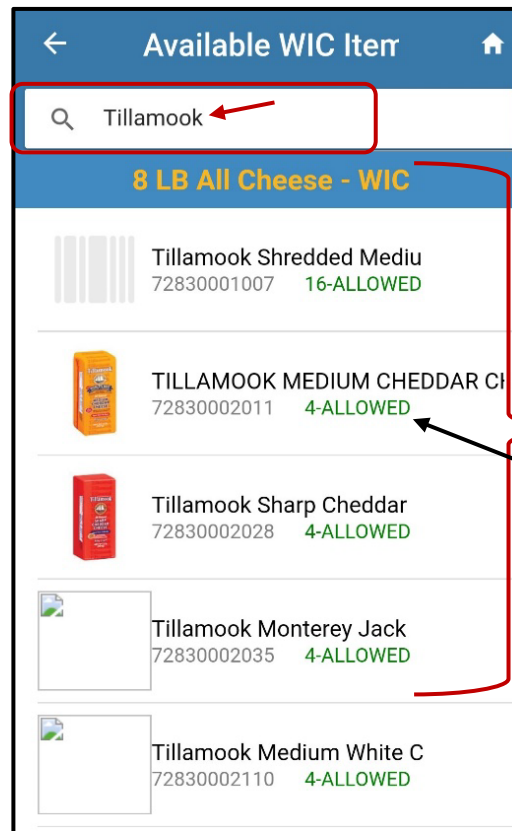
5. Note the card  
# changed

# Search for Foods

1. Click on a food



2. Enter in a key word (brand, type, etc.)



3. See list:

- All allowed items
- How many **Allowed** with current benefits



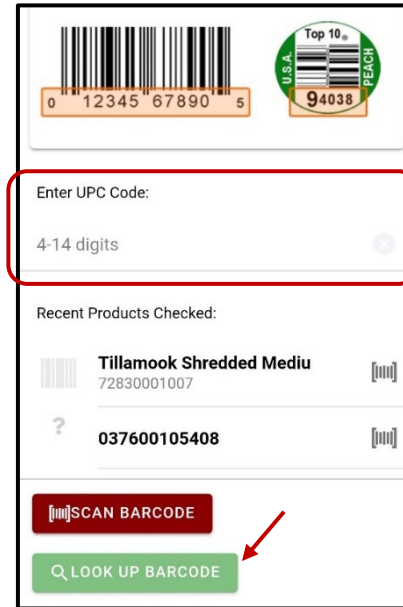
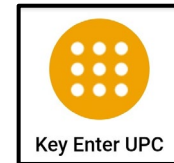
# Questions or Comments?

# Verify Foods at the Store

- Scan Barcode

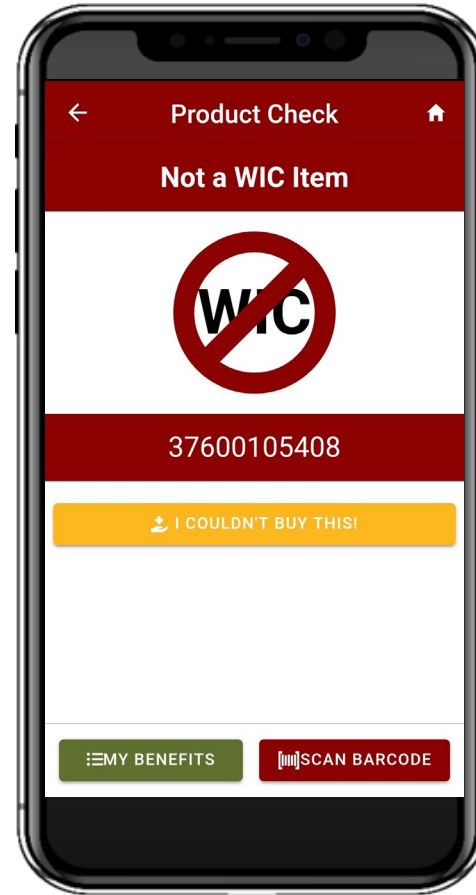
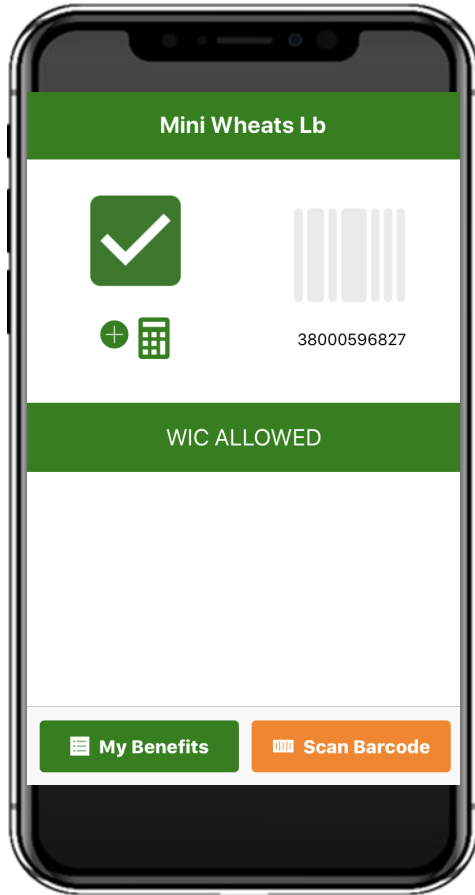


- Key Enter UPC

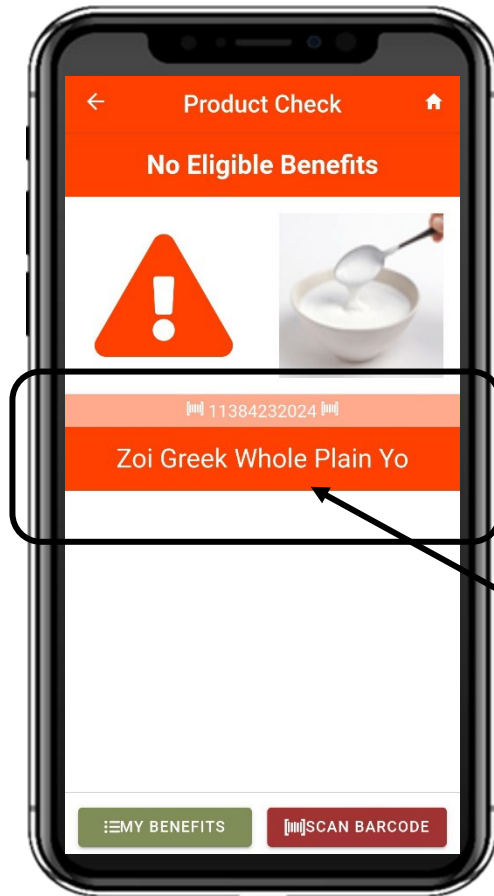


- Enter 12-digit barcode
- Click on **Look Up Barcode**

# Scan Results



# Scan Results - Continued



- WIC allowed, yet:
  - Not enough benefits to cover the item.

**Or**

  - Not the right benefits to get this time.

## For example:

Benefits are for **low fat** & **nonfat** only.

This item is **whole** milk.

This item is WIC allowed, just not with the current benefits.

# Fresh

## Fruits and Vegetables

- All **fresh** produce will scan as



- There is an option to select **“Buying Produce?”**.

If selected it shows the following message



The barcode scanner says “Not a WIC item” on WIC-approved fruits and vegetables.

The majority of fresh fruits and vegetables, either whole, precut, or sliced without sauce or dips, are WIC-approved. When the barcode scanner displays “Not a WIC item” refer to the food list on the app for more details.

- **Why?**
  - Produce is coded differently at each store.
  - Stores must assign a WIC code to each item.
  - WIC codes aren’t listed on foods, so there is no way to scan with app to verify.



# If fresh produce isn't covered by WIC:

- The store didn't assign a WIC code.  
**Or**
- The self checkout line isn't setup for WIC or isn't working.  
**Or**
- If no WIC items came off the card, then the transaction was run in a way that created an error.



# Cereal Calculator

## 1. My Benefits

36 OZ  
All Cereal - WIC

Recipes Calculator

OR

## 2. Cereal Calculator button



OR

## 3. Scan barcode results

BENEFITS ALLOW 3 (36 OZ)

✓

11110032454

Kroger Crispy Rice 12oz

ADD TO CALCULATOR

VIEW CALCULATOR

Cereal - WIC

36oz - 12oz = 24oz

Available	Used	Remaining
✓	Kroger Crispy Rice 1 x 12oz, 12oz total	+ -

Delete Entries

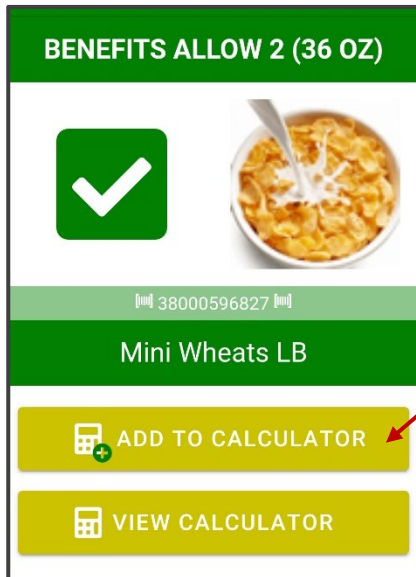
CLEAR BENEFITS SCAN

# Cereal Calculator

1. Scan box

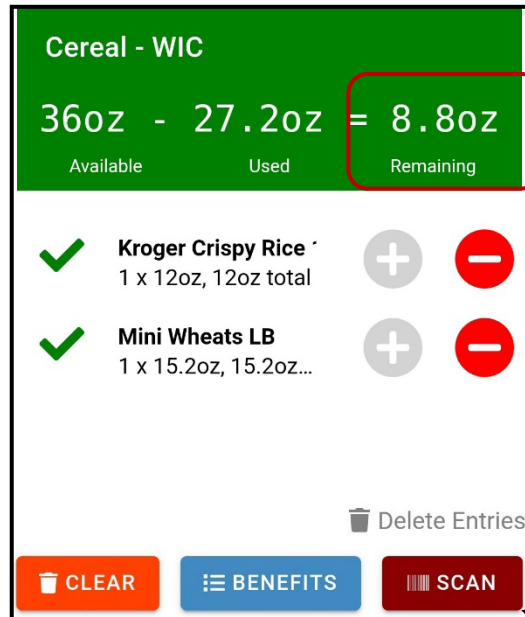


2. Select **Add to calculator**



3. Review items in calculator

- **Remaining** = oz, if all items are bought



4. Select **"-"** to remove an item in list.

5. Select **Scan** to add another item.

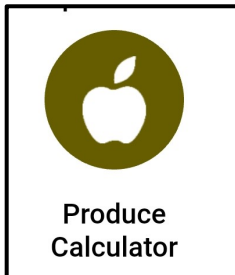
# Produce Calculator

## 1. My Benefits

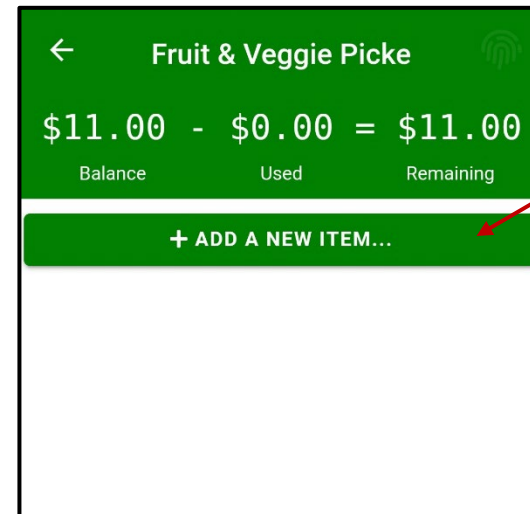


Or

## 2. Produce Calculator button



## 3. Select add a New Item



# Produce Calculator

The user can add items by weight or count

**BY WEIGHT** BY COUNT

strawberry

Weight of items: **1 lb**

— +

1

Price per pound: **\$1.12**

— \$ \$ +

\$ 1.12

**Total: \$1.12**

**+ ADD** **× CANCEL**

OR

BY WEIGHT **BY COUNT**

strawberry

Number of items: **1**

— +

1

Price per item: **\$2**

— \$ \$ +

\$ 2

**Total: \$2.00**

**+ ADD** **× CANCEL**



**\$11.00 - \$2.00 = \$9.00**

Balance Used Remaining

**strawberry**

1 x \$2.00 ea, \$2.00 total

**+ ADD A NEW ITEM...**



# Questions or Comments?

# Other Features!

- I Couldn't Buy This!
- Find a WIC Office

# I Couldn't Buy This!

1. Scan item



2. Click **I Couldn't Buy This!**



3. The app will add the barcode/UPC # in the form

4. Fill out form and add photos

5. Click, **Send**

About the Product

Product brand (i.e. Kroger) \*

Type of Product (i.e. Black Beans)

Package Size (i.e. 15.5 Ounces) \*

706429100023

Additional information

Product Photo \*

Please capture a photo of the full product from the front.

Please capture a photo of the products nutritional label.

About You

What is your name?


What is your email? \*

Ph# (optional)

Store name?

# Issue at the Store



- **Actively listen.**
  - **Reflect** what you heard, so participants feel heard.
  - **Offer and Ask** - Let the participant know there could be a few issues going on. To figure out what may have happened, you would like to ask some common questions and gather some information.
- 



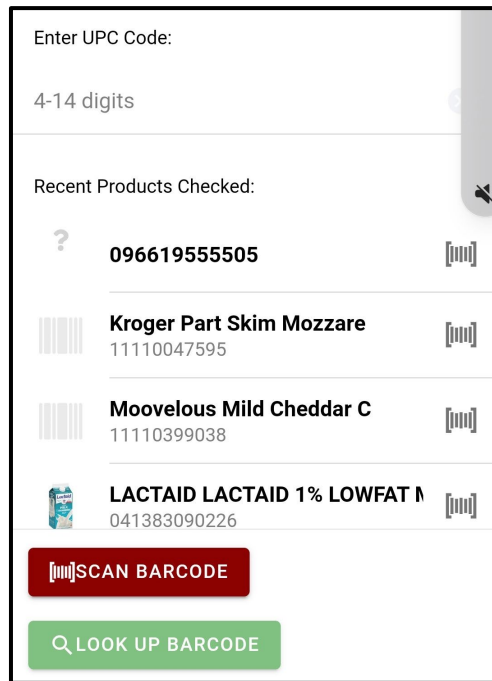
# Participant Questions



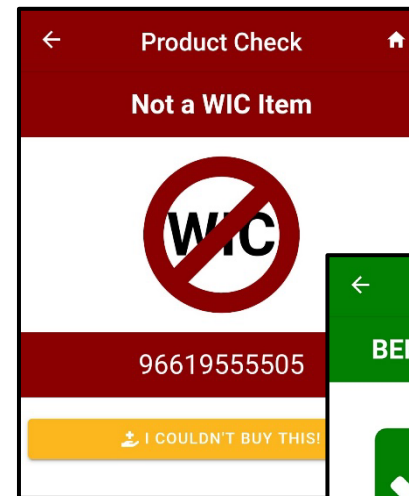
1. Were all WIC items denied at checkout? Or just a few items?
2. Did you use a checkout line with a cashier or self-checkout?
  - If self-checkout used, note the store.
3. Did you buy any of the items not covered by WIC?
  - If yes:
    - Do you still have the receipt?
      - ✓ If yes, could you send us a photo of the receipt?
  - If no:
    - Did you take any photos?
    - Did you scan any of the items with the app?

# Scan History

1. Select Key  
Enter UPC  
button



2. See list of  
scanned items



3. Click items in list for  
more info.



# Submit Issue to WIC



- Send to [wawicfoods@doh.wa.gov](mailto:wawicfoods@doh.wa.gov)
- Family ID or WIC Card number
- Date shopped
- Store
- Receipts Or photos, Or food details:
  - food category (milk, cereal, etc.)
  - brand name/type
  - package size
  - 12-digit UPC

## **Examples:**

- ✓ 1 gallon of Darigold 2% milk
- ✓ Bobs Old Fashion Oatmeal 32oz
- If fresh produce, we'll just need the specific variety
  - ✓ Pink Lady apples in a bag instead of "apples"

# If No Objective Details

- It's very unlikely anything can be done.
  - We are required to rule out:
    - Participant mistakes;
    - New food item or new barcode;
    - Participants benefit issues.
  - WIC store leads need the details to pinpoint where the issue is occurring or test the store system.
- It's better to have 1 clear example vs a lot of complaints with no details.



# Questions or Comments?

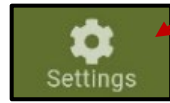
# Find a WIC Office

- The **Find a WIC** clinic button uses GPS to find offices.



- Change **Settings** to search statewide:

1. Select *Settings*.



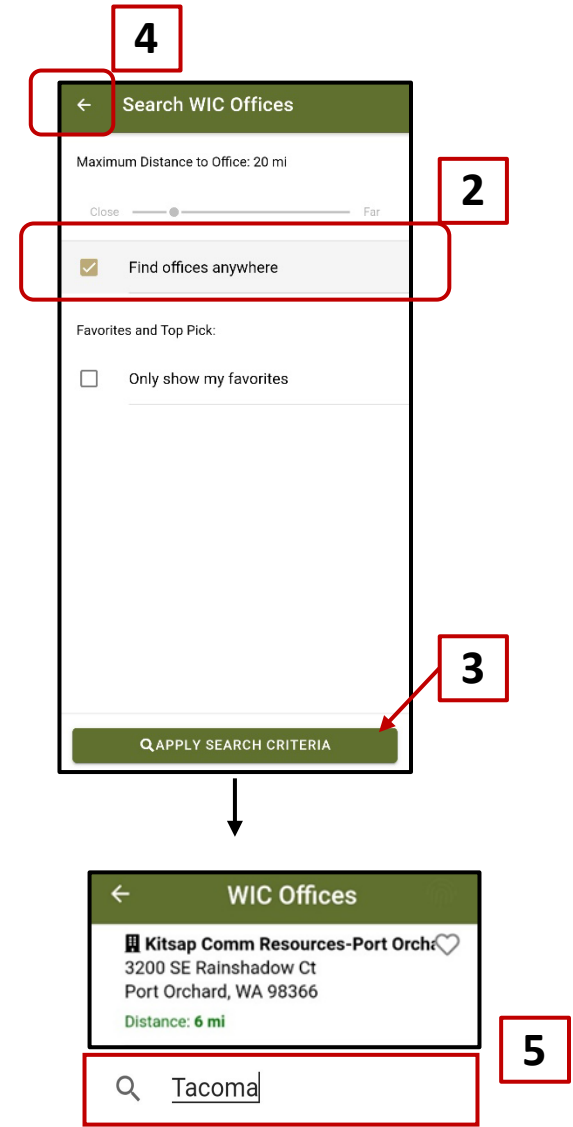
1

2. Mark, *find offices anywhere*.

3. Select *Apply Search Criteria*.

4. Arrow back

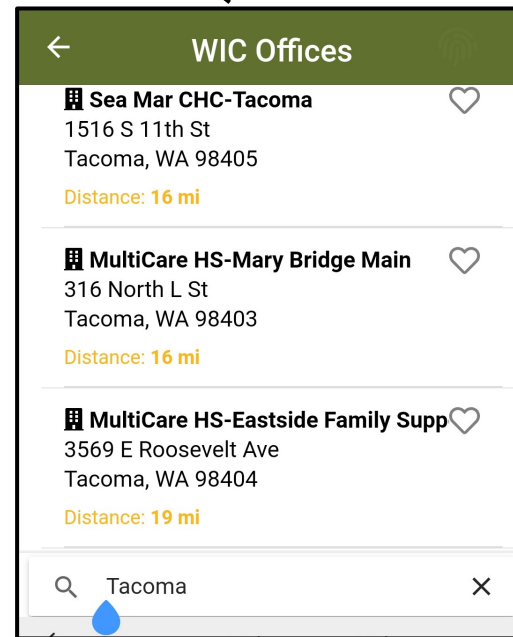
5. Search by city or clinic.



# Map or List Locations



Move between a map or a list





# Questions or Comments?

WIC@doh.wa.gov





Washington State Department of Health is committed to providing customers with forms and publications in appropriate alternate formats. Requests can be made by calling 800-525-0127 or by email at [civil.rights@doh.wa.gov](mailto:civil.rights@doh.wa.gov). TTY users dial 711.

DOH 961-1270 July 2022