

Online Ordering Frequently Asked Questions

Q: Which grocery stores are available for WIC online shopping?

A: Currently, only Washington Walmart stores provide WIC online shopping services.

Q: Does this include Walmart Neighborhood Markets and Walmart Supercenters?

A: All Washington Walmart locations are WIC approved.

Q: Does this include Walmart stores from crossing states or the border towns?

A: There is one Walmart store in a border town that is approved that is not in WA state (Warrenton, OR).

Q: Do WIC families need a Walmart profile to shop online?

A: Yes, the first step to shopping online is creating a shopping profile. There is no cost associated with setting up a profile.

Q: How do I download the Walmart app?

A: Use one of the links below to download the Walmart app.

- Apple Store: [Walmart Apps on the App Store](#)
- Google Play: [Walmart: Shopping & Savings - Apps on Google Play](#)

Q: How do I know which foods are WIC eligible at Walmart?

A: At [Walmart.com](#) or with your Walmart app you can use the search bar to look for your WIC foods. For example, if you are looking for WIC approved milk, you can type “WIC Milk” in the search bar. WIC eligible foods will show the “**WIC Eligible**” label. You can also shop for only WIC approved foods by using **Shop your WIC benefits**, which has a current list of your WIC foods.

Q: Can I still shop online if I replace my WIC card?

A: Yes, you can delete the old WIC card from your Walmart profile, and then add your new card number.

Q: How do I pay with my WIC card when shopping online at Walmart?

A: Log in to your Walmart account (online at [Walmart.com](#) or on the Walmart app) and click “**Add new payment method**” or “**Add payment card.**” Enter your WIC card number and WIC PIN. When you check out, the web site will ask you to enter your WIC PIN again.

Q: Can I shop for WIC foods and non-WIC foods in the same purchase?

A: Yes, you can apply your WIC card to the WIC foods you selected and then use an alternate form of payment for your non-WIC foods or other items.

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Q: Do I pay a delivery/shipping fee when shopping for WIC items?

A: Yes, you will have to pay a delivery fee if you choose the delivery option. WIC does not cover delivery/shipping fees. If you are a Wal-Mart + member delivery/shipping is free. There are no fees for grocery pick-up. Not all addresses in WA are eligible for delivery.

Q: What happens if I enter my PIN incorrectly and the web site locks me out of Walmart.com?

A: After four incorrect PIN entries, Walmart.com locks the account until midnight of that day. If you would like to reset the PIN, call the number on the back of your WIC card.

Q: Will my benefits list update as soon as I place my order?

A: Yes, your remaining benefit balance will be updated as soon as your order is placed.

Q: Can WIC families exchange/replace WIC approved foods?

A: Yes, WIC families can “Start a Return” online to exchange for a similar WIC approved item. They can also go to the customer service desk at any Walmart to start an exchange. Exchanging items near the last day of your benefit period may not allow enough time for processing.

Q: Can WIC families get a refund when items are unavailable at fulfillment?

A: Yes, WIC Families can choose alternate items while online shopping. If an item is not available, and an alternate item has not been chosen, unavailable items will be returned to the participants' benefit account for purchase at a different time.

Q: Will I be charged a bag fee?

A: No, you will not be charged for bag fees when placing an online order using your WIC Card.

Q: Which Walmart stores allow curbside pickup?

A: All Walmart stores in Washington state are WIC approved and offer curbside pickup.

Q: Is there a minimum order amount for online ordering?

A: No, there is no minimum order amount.

Q: Is there a minimum order amount for free shipping?

A: No, shipping charges may apply. WIC Participants are eligible for a discounted Walmart+ subscription that includes free shipping with no order minimums.

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Q: When is the last day I can place an online order for curbside pickup or delivery?

A: You must pick up your order within your benefit period. We recommend shopping before your last benefit day.

Q: Can Walmart offer substitutes for WIC food if a product is out of stock?

A: Yes, but only if you selected your preferred substitution for each item during the original order. When you review your order at checking out, you will be offered an option to select a substitution.

Q: Who do I contact if there is a problem with my WIC online order?

A: You can call 1(800)-925-6278 or visit [Help - Walmart.com](#).

Q: Can I use more than one WIC Card if I have multiple in my family?

A: No, you can't use more than one WIC Card in the same online order transaction as they are the same card type. You can use another form of payment such as SNAP EBT, debit, credit, etc. You would need to place separate online orders for each different WIC Card.