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DATE: 4/15/2020
TO: All WIC Staff
FROM: Food Delivery Unit
SUBJECT: WIC and Online Ordering/Curbside Pick-up - Answering Participants' Questions

The Minnesota WIC Food Delivery Unit has received many questions about the ability to use WIC cards to order groceries online for delivery or pick-up. At this time, USDA's Food and Nutrition Service prohibits transactions where the WIC card is charged prior to the customer selecting/receiving the foods, as well as transactions where store personnel enter the PIN on behalf of the WIC customer. Additionally, technology that will allow eWIC processors and WIC vendors to transact WIC cards online does not yet exist and will require extensive programming and testing. Here are some tips for answering questions from WIC participants about online ordering and curbside pick-up.

Can I use my WIC card to place an online or delivery order of WIC foods?

No. The websites that allow customers to order groceries online are unable to accept WIC cards as a form of payment.

Can I order my groceries for curbside pick-up and pay with my WIC card?

No. Curbside pickup begins as an online order. Payment is made at the time of ordering, and not at the time of pickup. Since eWIC cannot be accepted for online orders, and stores do not accept payment at curbside pickup, this is not an option at this time.

Can I order my groceries over the phone and give my card number and PIN over the phone to pay with eWIC?

Unfortunately, no. Rules governing the WIC program and WIC authorized grocery stores require that the transaction take place as the foods are exchanged, and that the WIC customer enters the PIN into the PIN pad in front of the cashier. If this rule changes, waivers may be granted to individual grocery stores in very limited situations.

Can I order my groceries over the phone, have grocery employees gather them for me, and then pay for the foods with the WIC card in the store?

Yes. However, the customer should check the benefit balance before ordering, let the store employee know which foods they intend to pay for with the WIC card (so that they select WIC allowed items), and carefully review the midpoint receipt before accepting the WIC transaction.

If a member of my household is suspected of having COVID-19, how can we get WIC foods/formula without spreading the virus?

If you or someone in your household may have COVID-19, follow [CDC guidelines](#). Ask a trusted friend or family member to shop for your groceries and deliver them to your home. Provide them with your WIC card and PIN number, as well as basic information about WIC foods and how to shop with the WIC card. If possible, have them download the My Minnesota WIC app, register the WIC card, and use the Food Finder to tell if a food is WIC allowed. This friend or family member can also call the WIC Program if you are unable to pass along this information.

When they deliver your groceries, stay inside and have them leave the bags in a safe location where you can pick them up after they've gone. Call your WIC clinic if you have questions about adding additional months of benefits to your card.

Additionally, if a child receives medical formula, it may be possible to have it shipped to your home. Call the WIC clinic to see if this is an option for you.