



## WIC ONLINE ORDERING PROJECT

WIC online shopping is now available in many Hy-Vee stores in Iowa.

### Online Order Process

- **Create an account with Hy-Vee**
  - Click “Log In” and “Create an Account”
  - Follow the prompts
  - Choose pick up or delivery, select your store, and click “Save this as My Hy-Vee”
  
- **An eWIC card must be associated with your Hy-Vee account**
  - Go to “My Account” and then “Payment Methods”
  - Add your credit or debit card and any Hy-Vee gift cards you want to use
    - Please ensure you have at least \$1.00 on your credit/debit card if you are going to complete a WIC order with only WIC eligible items in your basket. The \$1.00 charge will then be credited back to your account if you are only purchasing WIC items in your order.
  - Click “Add WIC Card”
  - Choose “Iowa” as “Your WIC State Agency” and click on “Register/Sign into WIC Direct”. This will reroute you to the WIC Direct/CDP secure site. CDP is the eWIC processor.
  - On this separate site, register the eWIC card. You will need your date of birth, eWIC card number, and Zip Code. Follow the prompts to create a username and password. After granting access and if benefits are available, they are loaded to the Hy-Vee Aisles Online site.
  
- **Start Shopping**
  - Select items to add to the cart
  - Make sure the foods marked “WIC Eligible” are also on your eWIC account before purchase
  
- **Checkout**
  - View Cart and click “Check Out”
  - Choose shopping preferences for pickup or delivery and times. Click “Save”
  - WIC options—review WIC items. Choose to apply WIC benefits to the order. Click continue
  - Choose whether to allow substitutions and then select substitutions, if applicable
  - Complete a final review and place order

## Reminders

- **IMPORTANT:** This is a pilot project. We want to help ensure that all orders go through smoothly. If you receive an error message or the following message “We’re sorry. Something went wrong while processing your WIC benefits, please contact your WIC clinic. If you want to checkout without WIC, please go back and turn off your WIC benefits.”, please contact your local WIC clinic so the following information can be collected:
  - What type of device you used to place the order – mobile phone or computer
  - What type of mobile device you used, if applicable
  - The email you used to place your Hy-Vee Aisles Online order
  - What foods you were trying to purchase
- See the frequently asked questions (FAQ) document for online orders or contact Hy-Vee Customer Care for assistance: (800) 772-4098 or <https://www.hy-vee.com/grocery/customer-service/frequently-asked-questions.aspx>
- Delivery may not be available in your area. WIC will not pay for delivery fees
- Only one eWIC card may be associated with a Hy-Vee Aisles Online account
- A separate credit card or debit card is required to create an account
- WIC customers can purchase WIC-eligible and non-WIC-eligible items in the same order
- Online orders must have a minimum value of \$24.95
- SNAP (EBT card) cannot be used in the same online order with an eWIC card
- eWIC cards may only be used for pickup or delivery in the state the eWIC card was issued

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Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g. Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA’s TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at:

<https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant’s name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. mail:
  - U.S. Department of Agriculture
  - Office of the Assistant Secretary for Civil Rights
  - 1400 Independence Avenue, SW
  - Washington, D.C. 20250-9410; or
2. fax:
  - (833) 256-1665 or (202) 690-7442; or
3. email:
  - [Program.intake@usda.gov](mailto:Program.intake@usda.gov)



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