

Michigan WIC - TIPS Card

1-888-678-8914



CUSTOMER SERVICE PHONE NUMBER
24 hours a day, 7 days a week

1-888-678-8914 (toll free)

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.

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.

www.ebt.acs-inc.com

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.
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 discrimination on the basis of race, color, national origin, sex, age or disability.

To file a complaint, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call 202-720-5964 voice and TDD. USDA is an equal opportunity employer.