

# Change Food Item Issued to Card

Example: Regular Milk to Lactose-Free Milk – page 1



## Assess Redemption Activity for Current Benefit Set

- Open the Participant Folder of the participant for whom benefits are being changed
- Click **Benefit Management** menu
- Select **EBT Transaction History**
- Type **PFDTU of current set of benefits** into *Start Date* field
- Click **Redemption Activity** radio button
- Click **Search** button
- Click each row displayed then the **View Details** button – **does this participant have any redemption activity?**

## Assess if Any Adjustments Made to Current Benefit Set

- Click **Benefits History** tab
- Expand any nodes associated with the current month's set of benefits
- Are there any rows that display "Recovered - <quantity> - <date>?"**

## No Redemption Activity or Adjustments Made → Void Current and Future Benefits

- Click **Benefit Management** menu
- Select **Food Adjustment Wizard**
- Click **Void Current and Future Benefits** radio button
- Click **OK** (or press Enter on keyboard)
- Click **Yes** on confirmation message
- Click **OK** (or press Enter) on "successfully voided" message
- In *Food Prescription* tab: **delete future** and **create new** food prescriptions with new type of milk and with today's date as Effective Date
- Click **Issue Benefits** icon and re-issue current and future benefits
- Print Account Balance** (since other members of household may have redemption): Benefit Management menu >> Print EBT Account Balance >> Send to Printer >> OK or refer to My MN WIC App >> Benefits >> Current or Future Benefits

## Redemption Activity or Adjustments Made → Change Food Already Issued

- Click **Benefit Management** menu
- Select **Food Adjustment Wizard**
- Click **OK** (or press Enter) – default radio button = Change Food Already Issued
- Select **type of food** being changed from *Food Category* drop-down
- Click **OK** (or press Enter) to open the *Change Food Issued* screen
- \*Click the **cell of the changing food item** in the *Amount to Change* column for the current month to highlight it
- \*Click the same cell again to insert spin arrows
- \*Use the spin arrows (or double-click and type) to change the quantity to the same amount displayed in the *Total Units Available* column (directly to the left of the *Amount to Change* column)
- If future months: repeat the last 3 steps (\*) for each future month to adjust food item for the future months
- Click **OK** on *Change Food Issued* screen
- Click the **drop-down** in the *Replacement Food* dialogue box
- Select the appropriate **new food item** to replace the food item being changed

# Change Food Item Issued to Card

## Example: Regular Milk to Lactose-Free Milk – page 2

- Click the **Send EBT Data** button
- Click **OK** (or press Enter) on the *Change Food Issued* message – the new food item will replace the changed food item on the WIC Card
- In *Food Prescription* tab: **edit or delete future and create new** food prescriptions since they will not reflect the food item change (the system will only create new future food packages with the new food item with an Effective Date of the PFDTU of the issued sets of benefits)
- **Print Account Balance:** Benefit Management menu >> Print EBT Account Balance >> Send to Printer >> OK or refer to My MN WIC App >> Benefits >> Current or Future Benefits