

Change Food Item Issued to Card – Cheese & Milk

Remove Cheese and Change Type of 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 an Effective Date of today's date and with new type of milk (no cheese)
- 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 Milk in Current; Change Cheese/Milk in Future

- Click **Benefit Management** menu
- Select **Food Adjustment Wizard**
- Click **Void Future Benefits** radio button
- Click **OK** (or press Enter) to open the *Identify Benefits to Void* screen
- Click the **checkboxes** in the *Selected* column to void the future month's benefits
- Click **Send EBT Data** button
- Click **OK** (or press Enter) on *Identify Benefits to Void* message
- Click **Benefit Management** menu
- Select **Food Adjustment Wizard**
- Click **OK** (or press Enter) – default radio button = Change Food Already Issued
- Select **MILK/CHEESE** from *Food Category* drop-down
- Click **OK** (or press Enter) to open the *Change Food Issued* screen
- Click the **cell in the Milk row** in the *Amount to Change* column to highlight it

Change Food Item Issued to Card – Cheese & Milk

Remove Cheese and Change Type of Milk – page 2

- Click the same cell again to insert spin arrows
- Double-click and type the same quantity displayed in the *Total Units Available* column (directly to the left of the *Amount to Change* column)
- Click **OK** on *Change Food Issued* screen
- Click the **drop-down** in the *Replacement Food* dialogue box
- Select the appropriate **type of milk** to replace the milk being changed
- Click the **Send EBT Data** button
- Click **OK** (or press Enter) on the *Change Food Issued* message – the new type of milk will replace the changed milk on the WIC Card
- In the *Food Prescription* tab: **edit** food prescriptions created by the system (with an Effective Date of the future month's PFDTUs); remove cheese and adjust milk quantity. Edit future food prescriptions to also reflect these changes.
- Click **Issue Benefits** icon and re-issue future 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