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