Change Food Item Issued to Card – Cheese & Milk

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
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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