Change Food Item Issued to Card – Cheese
Remove Cheese – Avoiding the Dangling Quart

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 without cheese 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/Adjustments Made → Cannot Change Current Benefits
☐ 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
☐ In the Food Prescription tab: delete future and create new food prescriptions without cheese and with Effective Date of next PFDTU
☐ 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