

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