

Change Household ID – Find Existing Household

Missouri cheat sheets cover MOWINS functionalities. The card should always be inserted before and after a change is made for the information to appear correctly on the card and in MOWINS. Users should be familiar with WIC policies. Please contact your technical assistance staff with questions.

EBT Household Change Guided Script:

- Click the **Participant Activities** menu.
- Select **Change Household ID**.

Step One → Determine New Household:

- Select **Determine New Household**.
- Click **Find Existing Household**.
- Type in the existing Household ID or the household's Address.
- Click **OK** (or press the Enter key on the keyboard) on the *Find Existing Household* dialog.
- Select the **Reason for ID Change** from the drop-down menu.
- Click **OK** (or press the Enter key on the keyboard) on the *Select Existing Household* dialog.
- Click **Close** in the *Change Household ID* screen.

Step Two → Remove Current Benefits:

- Select **Remove Current Benefits**.
- Assess food package being suggested in the *Benefits to Remove for Current Month*.
 - Listed are the foods and quantities that will be transferred to the new eWIC card.
 - The suggested quantities can be edited by clicking the cell in the food item row of the *Quantity* column and typing a new value. This will decrease the quantities remaining in the household balance shown, but not deducted when the quantity is edited, in the *Benefits for Current Month* grid.
- Click the **Reissue a Full Set of Benefits** checkbox to enable the *Package Size* section, if prorating the benefits the new eWIC card.
- Select the appropriate *Package Size* based on the remainder of the issuance cycle.
- Click **Send EBT Data**.

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Step Three → Remove Cards:

- Select **Remove Cards**.
 - If there are no other members of the original household still using the eWIC card, or the original eWIC card is not present, deactivate the eWIC card.
 - Click the *Primary Card Holder* row.
 - Click **Deactivate Account**.
 - Click **Send EBT Data**.
 - Click **OK** (or press the Enter key on the keyboard).

Step Four → Review New EBT Household Demographics:

- Select **Review New EBT Household Demographics**.
- A Primary Card Holder and card should already be assigned. If a Primary Card Holder or card is not already assigned:
 - Click *Authorized Representative or Alternate Representative Proxy* row.
 - Enter Date of Birth.
 - Click **Update**.
 - Click **Set as Primary**.
 - Click **Assign Card**.
 - Insert the card into the card reader writer or type the PAN into the *Assign Card* dialog.
 - Click **OK** (or press the Enter key on the keyboard).
- Click **Send EBT Data**.
- Click **OK** (or press the Enter key on the keyboard) on *EBT Household Demographics* message.

Step Five → Add Benefits to New Household:

- Select **Add Benefits to New Household**.
 - If the user selected **Reissue a Full Set of Benefits** in *Remove Current Benefits* step, the Food Prescription screen displays.
 - Assess if food package is still appropriate; add/edit as necessary.
 - Click **Close**.
 - Click **Send EBT Data**.
 - Click **Close**.
- Click **OK** (or press the Enter key on the keyboard) on *Household Change Guided Script* message.
- Click **Close** on *EBT Household Change Guided Script* screen.