

# Direct Ship – Adding More Formula to the eWIC Card

## Current Month Originally Direct Shipped

*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.*

### Step One → Add More Formula via Direct Ship:

- Click the **Benefit Management** menu.
- Select **Food Adjustment Wizard**.
- Click the **Add More Formula** radio button.
- Click **OK** (or press the Enter key on the keyboard) to open the *Add Formula* screen.
- Click inside the *Additional Cans* column to highlight it.
- Click inside again to display spin arrows.
- Increase to the desired amount of additional cans to be issued.
- Click **Send EBT Data**.
  - Note: If the original issuance was direct shipped, the system will automatically direct ship the additional formula. See Step Two to issue the formula to the eWIC card.
- Click **OK** (or press the Enter key on the keyboard) on the *Add Formula* message.

### Step Two → Issue Added Formula to the eWIC Card:

- Click the **Benefit Management** menu.
- Select **Food Adjustment Wizard**.
- Click **OK** (or press the Enter key on the keyboard) since MOWINS defaults to the **Change Food Already Issued** radio button.
- Select **FORMULA** from *Food Category* drop-down.
- Click **OK** (or press the Enter key on the keyboard) to open the *Enter Return Quantity* dialogue.
- Type or use the spin arrows to enter the number of cans added in Step One.
- Click **OK** (or press the Enter key on the keyboard) to open the *Select Formula* screen.
- Select the same formula issued in Step One.
- Click **OK** (or press the Enter key on the keyboard) to open the *Formula Replacement* screen.
- Click the checkbox in the *Direct Ship* column to remove the checkmark.
- Click **Send EBT Data**.
- Click **OK** (or press the Enter key on the keyboard) on the *Formula Replacement* message.

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## Assess Redemption Activity for Current Benefit Set for the Mother:

- Click the **Benefit Management** menu.
- Select **View EBT Transaction History**.
- Type the first (1<sup>st</sup>) day of the current month into Start Date field.
- Click the **Redemption Activity** radio button.
- Click **Search**.
- Click **View Details** to determine if the redemption activity is for the selected participant.

## No Redemption Activity for the Mother → Void Current and Future Benefits:

- Click the **Benefit Management** menu.
- Select **Food Adjustment Wizard**.
- Click the **Void Current and Future Benefits** radio button.
- Click **OK** (or press the Enter key on the keyboard).
- Click **Yes** on the confirmation message.
- Click **OK** (or press the Enter key on the keyboard) on the successfully voided message.
- In the *Food Prescription* tab:
  - Delete future food prescriptions.
  - Add new current and future food prescriptions.
- Click the **Issue Benefits** icon and re-issue current and future benefits.

## Redemption Activity for the Mother → Void Future Benefits:

- Click the **Benefit Management** menu.
- Select **Food Adjustment Wizard**.
- Click the **Void Future Benefits** radio button.
- Click **OK** (or press the Enter key on the keyboard).
- Click **Yes** on the confirmation message.
- Click **OK** (or press the Enter key on the keyboard) on the successfully voided message.
- In the *Food Prescription* tab:
  - Delete future food prescriptions.
  - Add new current and future food prescriptions.
- Click the **Issue Benefits** icon and re-issue future benefits.

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## Print Account Balance:

- Click the **Benefit Management** menu.
- Select **Print EBT Account Balance**.
- Select the **Send to Printer** radio button.
- Select **OK** (or press the Enter key on the keyboard).