

# Direct Ship – Need New Formula

## 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.*

### Issued Future Benefits to the eWIC Card → 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 confirmation the 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.

### Current Benefits → Change a Food Already Issued:

- 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 returned to the clinic.
- Click **OK** (or press the Enter key on the keyboard) to open the *Select Formula* screen.
- Select the new formula being issued.
- Click **OK** (or press the Enter key on the keyboard).
- If applicable, complete the *Special Prescription Item* dialogue and click **OK** (or press the Enter key on the keyboard).
- Verify the maximum number of cans that can be issued of the new formula displays in the *Cans to Issue* column. The quantity can be decreased, but not increased.
  - To decrease the quantity, click inside the cell to highlight and click in the cell again to display the spin arrows.
- Click **Send EBT Data**.
- If the new formula does not need to be direct shipped, uncheck the **Direct Ship** checkbox.

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- The **Direct Ship** checkbox will be selected as default, when the original formula was direct shipped.
- If the new formula needs to be direct shipped.
  - Select the **In Stock** radio button in the *Direct Shipped Benefit Items* screen.
  - Click the **Finish**.
- Click **OK** (or press the Enter key on the keyboard).

## 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).