After Food Benefits have been issued and one or more food items have been **redeemed**, infant formula, exempt infant formula or WIC Eligible Nutritionals (WEN) may need to be changed.

Examples include:

- Contract formula —> a different contract formula or exempt infant formula
- Exempt infant formula \rightarrow a different exempt formula or a contract formula
- WEN \rightarrow a different WEN

The Exchange/Increase Formula quick link and screen will allow the user to return and exchange formula for the current month on an ounce per ounce basis. This feature will not be available on the same day the original food prescription is created, but can be used on the next day.

For a one-page summary, please refer to "Exchange Formula (or WEN) After Redemption – Quick Reference Guide: eWIC."

Please refer to "Modifying Food Packages" for information on how to:

- Modify the Category, Subcategory or Quantity of Infant Formula
- Add WEN, Contract Infant Formula or Exempt Infant Formula to a participant's food package

The **example** in this guidance has the following features:

- Exchange of a contract infant formula for an exempt infant formula
- Reconciliation of a Validation Summary screen on the Prescribe Food Screen
- Voiding and reissuance of food benefits for future months

1. **CPA** navigates to the **Prescribe Food** screen of the **infant**, **woman or child** and updates the **Food Prescription Date** by selecting the green plus sign next to the Food Prescription Date. The CPA selects the New Food Prescription Date and selects **Save**.

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New Family ,Family Search	Clay Family Family UD: F0000000513 1955 Collimen Maigy ALAMANCE, NC 22201	Colin Clay Participant Dr. 95459518 Age: Innoith WIC Category: Infant
Certification	v Food Prescription	
Family Demographics Family Assessment Partopant Demographics Income Information Certification Signature	Food Prescription Date 6/20/2017 WIC Category Infant Breastfeeding Status Nully Formula Red J milly Issuance Day 20 J milly Issuance Day 20	
Anthro / Lab Health Information	+ Food Prescription Rems	Total Items: 1
Eco-Sodal Assessment Dietary & Health Assigned Risk Factors Certification Summary	Category Sebcategory Sebcategory	Quantity Category Hax Quantity U 906 006 Cu
Issue EBT Card Family Alerts Notes Scanned Documents	Add Item to Food Prescription Category Subategory Quantity Hax / Hed Hax UDH Add Item o / / Add Item Cener	
Issue Benefits		
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Select the New Food Prescription Date 🕜 💌						
Food Prescription Date	Save Cancel					

September 19, 2017: Exchange Formula After Redemption...Page 2 of 11

2. CPA uses the Add Item to Food Prescription container to select the Category, Subcategory and Quantity of the prescribed formula and selects the Add Item button. CPA completes the Medical Documentation screen (not shown), scans the WIC Program Medical Documentation form and selects Save. CPA saves the Prescribe Food screen.

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Home Family Services Sche	eduling Vendor Operations Finance Administration Help	Logout 🔗
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Certification		
Family Demographics Family Assessment Participant Demographics Income Information Certification Signature	Food Prescription Food Prescription Date MIC Category Age Category Breastfeeding Status Painty Issuance Day Painty Issua	0
Anthro / Lab Health Information	Food Prescription Items	Total Items: 1 🕢
Eco-Social Assessment	Category Category ABC mik-based poinder 14 oz	Quantity Category Max Quantity UOM 806 806 Ounces
Dietary & Health Assigned Risk Factors Certification Summary Issue EBT Card Family Alerts Notes	Add Item to Food Prescription	
Scanned Documents	Category Subcategory Quantity Max/Med Max UOM	
🗄 🚮 Care Plan	Exempt Infant Formula 💌 Nutranigen Concentrate 13 oz. 👻 806 806 / 806 Ounces Add Item Clear	
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		Alternate Funding Medical Documentation Save Cancel
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3. A **Validation Summary** pop-up displays indicating the category maximum is exceeded for Infant Formula. The **CPA** selects each future date/age range in the food prescription carousel, validates that the correct formula name and quantity is populated, and that the old formula is deleted. After all prescriptions are updated, the pop-up will disappear. Select the **Save** button to continue.

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			Prescribe Food 🖁 Cross rossroads
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Quick Links 1	Clay Family Family ID: F0010006513 1456 Calfronia Way ALAMANCE, NC 27201		Colin Clay Participant ID: 99458516L Age: 1 month WIC Category: Infant
🖻 😤 Certification	*Food Prescription		0
Family Demographics Family Assessment Participant Demographics Income Information Certification Signature	Food Prescription Date WIC Category Age Category Breastfeeding Status Family Issue	ance Day 3 Month(s)	
Anthro / Lab Health Information	Food Prescription Items		Total Items: 2 🕜
Eco-Social Assessment	Category X Infant Formula (IF)	ABC milk-based powder 14 oz	Quantity Category Max Quantity UOM 806 806 Ounces
Dietary & Health	Exempt Infant Formula	Nutramigen Concentrate 13 oz.	806 806 Ounces
Assigned Risk Factors Certification Summary		-	
Issue EBT Card			
Family Alerts Notes	Add Item to Food Prescription		
Scanned Documents	Category Subcategory Quantity Max / Med Max UOM		
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Prescribe Food	Infant Formula	Validation Summary: 2	
Issue Food Instruments	Month Jun Jul Aug Total ABC std pwdr Quantity 806 806 806 2418 / 90		
Issue FM Food Instruments Food Instrument List	#Cans 9 9 9 27 Month Jun Jul Aug Total	 Category maximum exceeded for Infant Formula (IF) for prescription with date 6/22/2017 12:00:00 AM 	
Replace Current Benefits	Nutramigen Concentrate 13 oz. Quantity 806 806 806 2418 / 26	 Category maximum exceeded for Infant Formula (IF) for prescription with date 9/2/2017 12:00:00 AM 	
Exchange/Increase Formula	#Cans 31 31 31 93	date 9/2/2017 12:00:00 AM	
Sournal of Transactions			
EBT Activity History			
Subsequent Certification			
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Family Appointments Quick Appointments			
Clinic Master Calendar			
			Alternate Funding Medical Documentation Save Cancel
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4. Support Staff navigates to Exchange/Increase Formula quick link.

On the Exchange/Increase Formula screen, support staff:

- a) Enters the number of physical cans of formula/WEN returned by the participant in the 'Select the Formula Being Returned' **Quantity** field. Leaves blank if no physical cans are returned.
- b) Enters the number of cans of formula/WEN from the Current Month EBT Benefit Balance container in the 'Select the Formula Being Returned' Quantity from EBT Account field. Leaves blank if the Current Month EBT Benefit Balance equals zero.
- c) Selects the Replacement Formula Food Category and Food Subcategory.
- d) Once Save is selected, the user is given the option to use the Formula Wizard if the product is in inventory. If the product is not in inventory, food benefits with the new formula or WEN will automatically be added to the family's Electronic Benefits Account. The current month's benefits for additional family members are not affected.

NOTES:

- The total returned cans entered cannot be more than the amount originally issued.
- Formula is replaced on an ounce for ounce basis.
- If the family returns more cans of WIC-purchased formula than was issued in the current month, add these cans to inventory manually.

This screenshot displays Current Month EBT Benefit Balance, cans of formula being returned from the EBT Account, Replacement Formula selected, Cans Originally Issued, Total Returned Cans, RFO Newly Prescribed, Cans Newly Prescribed, Cans After Proration, Total Cans, Total RFO and Total Replaced Cans.

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Quick Links Image: Constraint of the second secon	Clay Family Family Dr. F00100005513 1455 Cdfroms Way ALAMANCE, NC 27201		Colin Clay Participant ID: 54553516L Age: : Inonth WIC Category: Infant
🗆 😤 Certification	• Exchange or Increase Formula		0
Family Demographics Family Assessment Participant Demographics Income Information Certification Signature	Select the Formula Being Returned Food Category Food Subcategory Quantity Quantity from EBT Account Infant Formula (IF) ABC mik-based powder 14 oz Cans 9 Cans		
Anthro / Lab Health Information Eco-Social Assessment	Enter Returned Food Instrument(s) Serial # Add Clear		
Dietary & Health	Returned Food Instruments		Total Items: 0
Assigned Risk Factors	Serial #	Subcategory	Quantity
Certification Summary Issue EBT Card			
Family Alerts			
Notes Scanned Documents			
E Care Plan			
· ·	Current Month EBT Benefit Balance		Total Items: 1 🕢
Bissue Benefits	Food Category		bcategory Quantity UoM
Prescribe Food Issue Food Instruments	Infant Formula (IF)	ABC milk-based powder 14 oz	9 Cans
Issue FM Food Instruments			
Food Instrument List Replace Current Benefits			
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			Cans Originally Issued: 9 Total Returned Cans: 9
Subsequent Certification			RFO Newly Prescribed: 0.00 Cans Newly Prescribed: 0 Cans After Proration: 0
Scheduling System	← Select the Replacement Formula		Maximum Prescribed RF0: 806 Total RF0: 806
Family Appointments Quick Appointments	Food Category Food Subcategory Total Replaced Cans		
Clinic Master Calendar	Exempt Infant Formula 💌 Nutramigen Concentrate 13 oz. 💌 31		
			Formula Wizard Save Cancel
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5. Support Staff returns to Food Instrument List and reorganizes benefits in ascending order by selecting the column header First Date to Spend.

Before benefits are reorganized:

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Quick Links 🎵	Clay Family Family ID: F00100005513							Colin Clay Participant ID: 954558516L
A New Family	1456 California Way							Age: 1 month
Family Search	ALAMANCE, NC 27201 Colin							WIC Category: Infant
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Family Demographics Family Assessment Participant Demographics Income Information Certification Signature	© Exact From Date To Date © Range 2/1/2017 20 6/22/2017 20 © Issue Date	Search						
Anthro / Lab	Family Food Instruments							Total Items: 4 🕢
Health Information	Serial # First Date to Spend	Last Date to Spend	Status	Issue	Date	Print Date	Voided Date	Void Reason
Eco-Social Assessment Dietary & Health	100038811 6/20/2017	7/19/2017	Issued	6/20/2017				
Assigned Risk Factors	100038812 7/20/2017	8/19/2017	Issued	6/20/2017				
Certification Summary	100038813 8/20/2017	9/19/2017	Issued	6/20/2017				
Issue EBT Card Family Alerts	100038819 6/22/2017	7/19/2017	Issued	6/22/2017				
Notes								
Scanned Documents								
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∋) Issue Benefits								
Prescribe Food								
Issue Food Instruments								
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Food Instrument List Replace Current Benefits					In this	s example, newly	issued food	
Exchange/Increase Formula					in this	s chample, newly	135000 1000	
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After benefits are reorganized:

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Quick Links 1	Family ID: F00100006513	2 Colin					Colin Clay Participant ID: 954558516L Age: 1 month WIC Category: Infant
Certification	▼Search Criteria						
Family Demographics	© Exact From Date To Date						
Family Assessment	© Range 2/1/2017 📰 6/22/2017	Search					
Participant Demographics Income Information	Issue Date						
Certification Signature							
Anthro / Lab	Family Food Instruments						Total Items: 4
Health Information Eco-Social Assessment	Serial # First Date to Spend	 Last Date to Spend 	Status	Issue Date	Print Date	Voided Date	Void Reason
Dietary & Health	100038811 6/20/2017	7/19/2017	Issued	6/20/2017			
Assigned Risk Factors Certification Summary	D 100038819 6/22/2017 D 100038812 7/20/2017	7/19/2017 8/19/2017	Issued Issued	6/22/2017 6/20/2017			
Issue EBT Card	D0038812 //20/2017	9/19/2017	Issued	6/20/2017			
Family Alerts		5/15/2017	1350-0	0/20/2017			
Notes Scanned Documents					Г		
Care Plan						Current month's	
Issue Benefits Prescribe Food						benefits reorgani	zed
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Food Instrument List Replace Current Benefits						top	
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EBT Activity History							
Subsequent Certification							
Scheduling System							
Family Appointments							
Quick Appointments							
Clinic Master Calendar							

6. **Support Staff** selects the check box next to each future month's benefits for the entire family and selects the **Void Selected** button.



7. A **Confirm Action** popup displays with the FIs to be Voided and the Issued Format. In this scenario, FIs to be Voided refers to Food Instrument Numbers corresponding to future EBT benefits. Select the void reason **Food Prescription Change** and then select the **Void** button. The FI Status on the Food Instrument List will change from "Issued" to "Voided" and the Void Reason will autopopulate. Blue dots from future benefits should change back to green allowing issuance of updated food benefits.

Confirm Action						
FIs to be Voided	Total Items: 2 🕢					
Serial #	Issued Format					
100038812	EBT					
100038813	EBT					
Reason 🚖						
Food Prescription Change						
Void Cancel						

Clay Family Family ID: F001000 1456 California Way ALAMANCE, NC 23							Colin Clay Participant ID: 954558516L Age: 1month WIC Category: Infant
Search Criteria							e
Exact From D Range 2/1/201 Issue Date		Search					
mily Food Instrum	ients						Total Items: 4
Serial #	First Date to Spend	Last Date to Spend	Status	Issue Date	Print Date	Voided Date	Void Reason
] 🔑 100038811	6/20/2017	7/19/2017	Issued	6/20/2017			
		8/19/2017	Voided	6/20/2017		6/22/2017	Food Prescription Change
] 🔎 100038812		8/19/2017 9/19/2017	Voided Voided	6/20/2017 6/20/2017		6/22/2017 6/22/2017	Food Prescription Change Food Prescription Change
100038812 100038813	7/20/2017						

8. Support Staff returns to the Issue Food Instruments screen to reissue updated benefits for future months for the entire family.

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Home Family Services Sche	duning vendor Operations Finance Administration Help			Logout 👸
Quick Links	Clay Family Family ID: F0010006513 1495 Calfronia Way			Colin Clay Participant ID: 954558516L Age: 1 month
Family Search	ALAMANCE, NC 27201 Colin			WIC Category: Infant
Certification Family Demographics Family Assessment Participant Demographics Income Information	Issue Food Instruments Configuration Solution Configuration Configuratio			0
Certification Signature Anthro / Lab	Family Issuance Members			Total Items: 1 🕢
Health Information	Category Participant	Certification End Date	Jun Jul	Aug
Eco-Social Assessment Dietary & Health	Infant Colin Clay	5/1/2018	Issued Full I	Full Change Rx
Assigned Risk Factors Certification Summary Issue EBT Card Family Alerts Notes Scanned Documents Care Plan				
Sign care rian				
Prescribe Food Issue Food Instruments Issue FM Food Instruments Food Instrument List				
Replace Current Benefits Exchange/Increase Formula	*FDTS: 7/20/2017 - LDTS: 8/19/2017			Total Items: 1 🚱
Sournal of Transactions	Food Category Exempt Infant Formula	Nutramigen Concentrate 13 oz.	Subcategory	Quantity UOM 31 Can
EBT Activity History	and a state of a state	in the energy of the first sectors		
Subsequent Certification				
∃ Scheduling System	*FDTS: 8/20/2017 - LDTS: 9/19/2017			Total Items: 1 🕢
Family Appointments Quick Appointments	Food Category		Subcategory	Quantity UOM
Clinic Master Calendar	Exempt Infant Formula	Nutramigen Concentrate 13 oz.		31 Can
	Formula Wizard		Next Certification Due I	lotice Issue Cancel
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