

# Direct Ship Same Formula Issued to WIC Card

Example: Original Issuance is to WIC Card and Want to Direct-Ship because formula not available in stores

Assumption: Formula has NOT been redeemed because not available for purchase in WIC Stores



NOTE: Follow these steps regardless of whether **any foods** have been issued and redeemed.

- Open the Participant Folder of the participant for whom benefits are being changed
- Click **Benefit Management** menu
- Select **Food Adjustment Wizard**
- Click **OK** (or press Enter) – default radio button = **Change Food Already Issued**
- Select **FORMULA** from *Food Category* drop-down
- Click **OK** (or press Enter)
- Click **OK** on the *Enter Return Quantity* dialogue, the **Number of Cans Returned** = 0 (zero)
- Select the **same formula** issued to the WIC Card in the *Select Formula* screen
- Click **OK** (or press Enter)
  - Complete the *Special Prescription Item* screen if it displays >> Click OK
- In the *Formula Replacement* screen:
  - The *New Formula* should be the same formula listed in the *Formula* column
  - Each benefit set already issued should be listed
  - The same amounts should be listed in the *Amount Issued*, *Amount Recovered*, and the *Cans of Formula Available to Issue* columns
  - Click the **Direct Ship** checkbox for each set of benefits that should be direct-shipped
  - Click **Send EBT Data** button on the *Formula Replacement* screen
    - Click the **In Stock** radio button on the *Direct Shipped Benefit Items* screen
    - Click **Next** if issuing two or more months Direct Ship
    - Click **Finish** when last *Direct Shipped Benefit Items* screen displays
  - Click **OK** (or press Enter) on the *Formula Replacement* message