

Issuing Food Benefits: eWIC

Issue Food Instruments Screen

1. **Family Issuance Day:** review the day benefits are scheduled to be issued for the family
2. **Issuance Frequency:** review how many months of benefits will be issued
3. **Family Issuance Members:** review the participants in the family
 - a. Those with a checkmark in the box are selected for issuance
4. **Certification End Date:** review the certification end date
5. **Issuance Status:** review the issuance status
 - a. **Full:** the participant is being issued the full month's benefit [the number of months indicated as full will be determined by the family issuance day, the issuance frequency and the certification end date]
 - b. **1/3 or 2/3:** the participant is being issued a prorated benefit calculated by Crossroads [this is determined by the issuance day and the date the participant is being issued food benefits]
 - c. **Issued:** the participant has already been issued food benefits for that month
 - d. **Not Selected:** that month is not selected for issuance based on issuance frequency
6. **First Date to Spend (FDTS)—Last Date to Spend (LDTS):** review the active benefit period for each month of issuance
7. **Food Category and Subcategory:** review each month's aggregated food benefits
 - a. Food Benefits are aggregated for the family, so all family members selected should be included in the issuance regardless of their Food Prescription
 - b. Check that all items are listed (e.g. lactose-reduced milk, whole milk, exempt formula, WIC Eligible Nutritionals, etc.) for all selected family members
 - c. Review Quantity and Units of Measure
8. **Issue:** Once all items are verified, click **Issue** and obtain participant's electronic signature. Crossroads will automatically send the aggregated food benefits to the family's Electronic Benefits Account. A status message will appear in Crossroads stating, "EBT Benefits were sent successfully."
Note: Food benefits can be redeemed by WIC families at approved vendors using their eWIC Card and Personal Identification Number (PIN).
9. **Print Shopping List:** After issuance, Crossroads navigates to the **Food Instrument List** screen. Click the **Print Shopping List** button on the bottom right of the screen. A popup will ask "Do you want to open or save this file?" Click **Open** and then click the **printer icon**. The **Shopping List Remaining Benefits** will print which displays the Food Benefit Balance for each month of issuance. It includes the first and last date to purchase, the quantity, unit of measure and description of food item. Local users must print this list and provide it to participants at each issuance. The **Shopping List** is a report that updates in real time as items are purchased.