

# Issue Benefits 3C – Direct Ship – WINNIE Online Training Module

REVISED MAY 2025

## Introduction

### Intro

This online training module is provided by the Minnesota (MN) Department of Health WIC Program. It provides a review of issuing the No WIC Formula/Foods Issued food item by direct ship in WINNIE, the MN WIC Information System.

### Date

All dates in this module are based on today's date being September 27, 2023.

### Overview 1

MN WIC has a Non-Contract food item called No WIC Formula/Foods Issued that must be issued using direct ship.

This food item is available for WIC Program participants who are **not** receiving food benefits to ensure they are counted in the Monthly Participation Count.

This does **not** include fully breastfed infants less than 6 months old and some-breastfeeding women more than 6 months postpartum, who are automatically counted when the other member of their breastfeeding dyad is issued benefits.

### <Transition Slide>

<screen description – no audio> Slide transitions to Search page.

### Scenario 1

We are working with May and Tad Pole, a breastfeeding mom supplementing with formula. Their cycle is the 10<sup>th</sup> to the 9<sup>th</sup>, and they have not yet received benefits for September.

### Scenario 2

May tells us she is breastfeeding more now and supplementing with 3 to 4 cans of formula each month.

WIC STAFF: ...how is breastfeeding going?

PARTICIPANT: “I’m breastfeeding more now and using about 3 to 4 cans of formula a month.”

### Scenario 3

Mom continues telling us that Tad was having some issues with the WIC formula she was using.

She tried Similac Total Comfort and prefers to use that with Tad right now.

Similac is currently a non-contract formula, which means we can’t provide it.

PARTICIPANT: “Tad was really fussy and gassy on the WIC formula, so I decided to try Similac Total Comfort. That’s worked great and I want to keep using that for now.”

WIC STAFF: (THOUGHT BUBBLE): Similac is currently a non-contract formula, which we can’t provide...

### Scenario 4

After explaining that we can’t provide that formula and discussing our contract formula options that might be similar, May still wants to stick with the non-contract formula.

Click on Tad’s card.

WIC STAFF: That can be so hard! That isn’t a WIC formula, but we have other formulas you could try similar to...

PARTICIPANT: “No. I want to stick with this since it’s working right now. Maybe when he’s a little older.”

### Scenario 5

Tad is 4 and a half months old, which means if he isn’t being issued WIC formula, and mom isn’t fully breastfeeding, he won’t be counted.

Double-click on Tad’s card to open his folder.

WIC STAFF (THOUGHT BUBBLE): Tad’s 4 1/2 months old. If he isn’t issued WIC formula, and mom isn’t fully breastfeeding, he won’t be counted.

<Waiting>

<screen description – no audio> Working...please wait and spin icon display.

## Alert 1

Close the alert.

## Health Information 1

Tad is breastfeeding. In order to issue, what do we need to do?

Go ahead. Click anywhere for a hint.

<no audio> What do we need to do? Click anywhere for a hint.

<audio – hint> We need to update the Breastfeeding Verified Date. Select Health Information from the sidebar.

## <Waiting>

<screen description – no audio> Spin icon displays.

## Health Information 2

Before we update the Verified Date, we are going to change Tad’s Breastfeeding Amount.

## Health Information 3

May told us she’s breastfeeding more and using 3-4 cans of formula a month, which is the amount we would provide to a mostly-breastfed infant who is 4 months old.

We want to accurately reflect her breastfeeding amount.

So, we are going to select Mostly-Breastfeeding.

<no audio> Select Mostly-Breastfeeding for the Breastfeeding Amount.

## Health Information 4

<no audio> Select Mostly-Breastfeeding for the Breastfeeding Amount.

## Health Information 5

Now let’s update the Breastfeeding Verified Date.

Click three times in the date field.

## Health Information 6-7

<no audio> Click three times.

## Health Information 8

Type today's date: 9/27/23.

## Health Information 9

And save our changes.

## Health Information 10

We want WINNIE to update the food prescriptions. Click Yes.

<no audio> Click the Yes button.

## <Waiting>

<screen description – no audio> Spin icon displays.

## No WIC Foods 1

Since WIC isn't providing formula, but he is using formula, we are going to select Non-Contract from the Formula dropdown.

<no audio> Select Non-Contract from the Formula Type dropdown.

## No WIC Foods 2

<no audio> Select Non-Contract from the Formula Type dropdown.

## No WIC Foods 3

Now click the Food Item dropdown.

## No WIC Foods 4

There is only one Non-Contract formula option; No WIC Formula/Foods Issued.

We should note, the participant doesn't need to be using a Non-Contract formula option.

They could just as well be using a medical formula that we don't provide.

Go ahead and select it then click Save.

<no audio> Select No WIC Formula/Foods Issued then click the Save button.

## No WIC Foods 5

<no audio> Select No WIC Formula/Foods Issued then click the Save button.

## <Waiting>

<screen description – no audio> Spin icon displays.

## Food Prescription 1

Read the message and click OK.

## Food Prescription 2

Our next step is to go to the Food Prescription page.

Go ahead and select it from the sidebar.

<no audio> Select Food Prescription from the sidebar.

## <Waiting>

<screen description – no audio> Working...please wait and spin icon display.

## Food Prescription 3

Let's check out the food prescription created for today.

Expand the 9/27 food package.

## Food Prescription 4

The quantity for this non-existent food item is 1 can.

Since formula changes are pushed forward to future food packages, we need to check the 6-month food prescription.

Expand the 11/13 food package.

## Food Prescription 5

If the participant has foods in their prescription, we should remove the No WIC Formula/Foods Issued item since it's no longer appropriate.

Note that the 9-month food prescription has 4 items, which means it's in that food package too.

We can take care of both of them just by removing the item from the 6-month prescription.

Go ahead and delete it. Click anywhere for hints.

<no audio> Delete the No WIC Formula/Foods Issued food item. Click anywhere for hints.

<audio – hint> Click the No WIC Formula/Foods Issued row to select or highlight it.

## Food Prescription 6

<no audio> Delete the No WIC Formula/Foods Issued food item. Click anywhere for hints.

<audio – hint> Click the Delete button.

## Food Prescription 7

<no audio> Delete the No WIC Formula/Foods Issued food item. Click anywhere for hints.

<audio – hint> Click the Yes button.

## Food Prescription 8

<no audio> Delete the No WIC Formula/Foods Issued food item. Click anywhere for hints.

<audio – hint> Click the Save button.

## <Waiting>

<screen description – no audio> Spin icon displays.

## Food Prescription 9

There are now 3 items in the 9-month food package.

But let's double-check it. Go ahead and expand it.

<no audio> Expand the 2/13 food package.

## Food Prescription 10

As expected, we're good to go.

Since we're on this page, let's also take a look at mom's food package and make sure she's OK with it.

Go ahead. Click anywhere for a hint.

<no audio> Open May's Food Prescription page.

<audio – hint> Click the participant menu (participant's name in the header).

## Food Prescription 11

<no audio> Open May's Food Prescription page.

<audio – hint> Select May from the Other Household Members list.

## Food Prescription 12

Expand her new food prescription.

<no audio> Expand the 9/27 food package.

## Food Prescription 13

We always want to let our participants know if their food package changes and make sure they're OK with the default food package.

Since May isn't fully breastfeeding, we should communicate with the next person who will help her about the atypical formula situation.

Let's create an alert to do that.

Select Manage Alerts from the sidebar.

WIC STAFF: There's a little bit more food in your food package since you are breastfeeding more... Are you OK with cheese and yogurt? Frozen juice?

PARTICIPANT: "Oh! That's nice. And yes. That's all fine."

## Alert 2

Go ahead and add a Priority Alert with the Subject of Food Package. Click anywhere for a hint.

<audio – hint> Click the Add button.

## Alert 3

<no audio> Add a Priority Alert with the Subject of Food Package. Click anywhere for a hint.

<audio – hint> Toggle on Priority.

## Alert 4

<no audio> Add a Priority Alert with the Subject of Food Package. Click anywhere for a hint.

<audio – hint> Click the Subject dropdown.

## Alert 5

<no audio> Add a Priority Alert with the Subject of Food Package. Click anywhere for a hint.

<audio – hint> Select Food Package.

## Alert 6

Click into the Alert Text field and we'll quickly type an alert.

## Alert 7

<screen description – no audio> Field highlighted.

## Alert 8

<screen description – no audio> Alert Text: Mom is MBF. Buying 3-4 cans of Similac Total Comfort/month – does not want to change until Tad is older. Issued No WIC Formula/Food Issued today. Tad’s future FPs do not have formula. Please check with Mom at next NV re: try comparable Enfamil formula now that Tad is older. – ST

## Alert 9

Save the alert.

<no audio> Click the Save button.

## Alert 10

Our priority alert subject is now in the header.

We’re ready to issue benefits. Open that page.

<no audio> Select Issue Benefits from the sidebar.

## <Waiting>

<screen description – no audio> Working...please wait and spin icon display.

## Direct Ship 1

The No WIC Formula/Food Issued item isn’t an actual food item, and it isn’t linked as required in the back end for foods being sent to the WIC Processor.

In order to issue it, we **must** select Direct Ship.

This is the one instance, since we aren’t actually providing anything, that we can direct ship more than one month’s worth of benefits.

Go ahead and click below the scroll bar.

## Direct Ship 2

If we were to issue benefits without selecting direct ship, a message displays for each set of benefits with that food item.

Go ahead and read the message then click Close.

<screen description – no audio> Benefits cannot be issued for <PFDTU-LDTU> because the No WIC Formula/Foods Issued (340) food item in the food prescription for Pole, Tad is not associated with a food distribution item with a valid EBT category/subcategory.

### Direct Ship 3

Since we are also issuing to May, the Aggregated Issuance modal still opens, which we can cancel so that we can return to Issue Benefits and select Direct Ship.

### Direct Ship 4

Toggle on September, October, then November.

### Direct Ship 5-6

<no audio> Toggle on September, October, then November.

### Direct Ship 7

Click below the scroll bar.

### Direct Ship 8

We must direct ship the Total Quantity of 1.

Go ahead direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Click the Ship To dropdown.

### Direct Ship 9

<no audio> Direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Select In Stock.

### Direct Ship 10

<no audio> Direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Tab or click into the Direct Ship Quantity field.

### Direct Ship 11

<no audio> Direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Type 1 into the Direct Ship Quantity field.

## Direct Ship 12

<no audio> Direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Click the Next button.

## Direct Ship 13

We must direct ship the Total Quantity of 1.

Go ahead direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Click the Ship To dropdown.

## Direct Ship 14

<no audio> Direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Select In Stock.

## Direct Ship 15

<no audio> Direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Tab or click into the Direct Ship Quantity field.

## Direct Ship 16

<no audio> Direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Type 1 into the Direct Ship Quantity field.

## Direct Ship 17

<no audio> Direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Click the Next button.

## Direct Ship 18

We must direct ship the Total Quantity of 1.

Go ahead direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Click the Ship To dropdown.

## Direct Ship 19

<no audio> Direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Select In Stock.

## Direct Ship 20

<no audio> Direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Tab or click into the Direct Ship Quantity field.

## Direct Ship 21

<no audio> Direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Type 1 into the Direct Ship Quantity field.

## Direct Ship 22

<no audio> Direct ship each benefit set, then issue the benefits. Click anywhere for a hint.

<audio – hint> Click the Issue Benefits button.

## Direct Ship 23

Again, since they aren't sent to the WIC Processor, they don't display here.

Click below the scroll bar to skim the food packages.

## Direct Ship 24

Finish issuing the benefits.

<no audio> Click the Send eWIC Data button.

## <Waiting>

<screen description – no audio> Working...please wait and spin icon display.

## Shopping List 1

Let's generate the shopping list.

<no audio> Click the Generate Shopping List button.

WIC STAFF: Would you like me to print a Shopping List for you?

PARTICIPANT: "Yes. Thanks!"

## <Transition Slide>

<screen description – no audio> Slide transitions to Shopping List.

## Shopping List 2

As expected the No WIC Formula/Foods Issued food item does not display.

### <Transition Slide>

<screen description – no audio> Slide transitions to Search page with Show Details.

## Show Details After 1

Two things to note in Show Details: our priority alert topic displays in the header and our direct shipped benefits for the No WIC Formula/Foods Issued food item displays as any other issued benefits.

Once issued, this food item is like any other direct shipped item; it can be voided if the PFDTU is in the future and adjusted if the PFDTU is today or in the past.

This concludes our review of Direct Ship.

Click the button to continue.

## Test Your Knowledge

### T/F Q#1

True or False?

The No WIC Formula/Foods Issued food item should be issued to any participant not receiving food benefits, including fully breastfed infants less than 6 months old and some-breastfeeding women more than 6 months postpartum.

### Answer #1

The answer is False.

The No WIC Formula/Foods Issued item should be issued to any participant who is not receiving food benefits, EXCLUDING fully breastfed infants less than 6 months old and some-breastfeeding women more than 6 months postpartum.

This food item is issued to ensure the participant is counted in the Monthly Participation Count. These two breastfeeding members of a breastfeeding dyad are automatically counted when the other member is issued benefits.

## End

## End Slide

Thank you for reviewing this WINNIE online training module presented by the Minnesota Department of Health WIC Program.

If you have any feedback, comments, or questions about the information provided, please submit the [WINNIE Questions for the State WIC Office](#) form.

## Revisions

May 2025 – Revised Health Information with Environmental Tobacco Smoke Exposure changes (Release 3.4.1); updated whole milk and skim/fat-free milk to WIC-allowed milk food items (Food Package Update – June 2025); and completed final review/corrections of all slides.

September 2023 – Original version.

*Minnesota Department of Health - WIC Program, 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, [health.wic@state.mn.us](mailto:health.wic@state.mn.us), [www.health.state.mn.us](http://www.health.state.mn.us); to obtain this information in a different format, call: 1-800-657-3942.*

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