

TX WIN
F5 Refuse Benefits
Training

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Course Objectives

Discuss the F5 Refuse function.
Discuss the Food Item Refusal Window of the Benefit Issuance Client List screen.
Refuse a food item for the initial month of certification.
Refuse a food item for 3 months.
Compare refusal of a food item for 1, 2, and 3 months.

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Food Item Refusal
Overview

*Refusal function is only available **before** issuance*

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F5 Refuse Benefits

To begin, access the client information. From the TXWIN EBT Main Menu

Enter on Issuance, Standard Issuance;
At the FID window, insert EBT card and press F3.

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Family Window

Complete the Family window:
Enter the Nutrition Education (NE) Code
Leave the Issue Frequency field blank
Enter *N* in the ONE –TIME SINGLE ISSUE field

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Benefit Issuance Client List Screen

Use the F5REFUSE function to go to the Food Item Refusal Window.

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Food Item Refusal Window

Use the up and down arrow keys to identify the food items to refuse. Tag the items using the spacebar on your keyboard and press F10 to save.

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Example – Refusal of a Food Item

Francine Arias tells you that she no longer wishes to receive peanut butter as part of her issuance because no one eats it in her home.

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Example – Refusal of a Food Item

Step 1: Retrieve Francine's client record.

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Example – Refusal of a Food Item

Step 2: Complete Family Window.

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Example – Refusal of a Food Item

Step 3: Press F5.

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Example – Refusal of a Food Item

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Example – Refusal of a Food Item

Step 4 and 5: Identify item to refuse. Press F10 to save.

Use the down arrow key then tag using the space bar.

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Example – Refusal of a Food Item

Shopping list

Screen shows shopping list with peanut butter removed.

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Refusal of a Food Item
for
1 or 2 month(s)

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F5 Refuse Benefits

The procedure for refusing a food item for one or two month(s) also begins by completing the following steps

- Enter Issuance;
- Enter Standard Issuance; and
- Press F3 after inserting the client's EBT card.

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The instructions differ for completing the Family window.

In the Family window, enter:

- The Nutrition Education code;
- 1 or 2 for Issue Frequency; and
- N for ONE-TIME SINGLE ISSUE.

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Highlight the food item that the client declines using the arrow keys;

Tag the item by using the spacebar; and

Press F10 to save.

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Example – Refusal for 1-month issuance

Maria Ocon tells you that she does not want beans for the next month but wishes to resume receiving beans with her food package after one month.

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Example – Refusal for 1-month issuance

Step 1: Retrieve Maria's client record.

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Example – Refusal for 1-month issuance

Step 2: Complete Family Window.

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Example – Refusal for 1 month issuance

Step 4: Press F5.

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Example – Refusal for 1-month issuance

Step 5a:
Press the down Arrow key.

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Example – Refusal for 1-month issuance

Step 5b.:
Tag beans using the spacebar.

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Example – Refusal for 1-month issuance

SHOPPING LIST

Screen shows shopping list with dried beans removed.

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Example – Refusal for 1-month issuance

Issue remaining Advanced and Triple issuance separately.

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Example – Refusal for 1-month issuance

Issue remaining advanced and triple issuance separately

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Example – Refusal for 1-month issuance

SHOPPING LIST

Screen shows shopping list with dried beans removed from July's benefits but included in August's and September's benefits.

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Example – Refusal for 1-month issuance

Comparison

Screen shows comparison of shopping lists.

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Summary

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Summary – 5 steps to Refuse a Food Item

1. Retrieve the client record:

Enter on Issuance and Standard Issuance.
Press F3 after inserting card into the card reader terminal.

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Summary – 5 steps to Refuse a Food Item

2. Complete the Family window.

Refusal for a **1-month (or 2-month)** issuance.

Enter:

The Nutrition Education code

1 for Issue Frequency (or 2 if 2-month issuance)

"N" for ONE-TIME SINGLE ISSUE.

Refusal for a **3-month** issuance.

Enter:

The Nutrition Education code

Nothing in the Issue Frequency field (leave blank)

"N" for ONE-TIME SINGLE ISSUE.

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Summary – 5 steps to Refuse a Food Item

3. Press F5REFUSE Key.
4. On the Food Item Refusal window, use the space bar to tag the item the client wishes to refuse.
5. Press F10 .

Note: The F5 refuse key will only function **before** benefits are issued.

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Review

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Review – Question 1

Which function key do you use to initiate food item refusal?

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Review – Question 1

Which function key do you use to initiate the food item refusal process?

Use the **F5** function key to initiate food item refusal.

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Review – Question 2

True or False:

Process refusal of a food item prior to issuance.

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Review – Question 2

True

Process refusal of a food item **prior** to issuance.

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Review – Question 3

True or False:

The only variation in procedures to refuse a food item for 1 month and 2 months are the required entries in the Family Window.

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Review – Question 3

True

The only variation in procedures to refuse a food item for 1 or 2 months are the required entries in the Family Window.

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Thank You

Thank you for your participation in our F5 Refuse Benefits Presentation today.
For technical questions please call the WIC Application Support Help Desk @ (800) 650-1328
If you have any questions or comments about this class, please email us:

WicApplTraining@dshs.state.tx.us
or fax us at: 512-341-4479

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