

# Conversion Update 8/6/09

## New information

### New modules now available

The following modules are now available for selection but were not available during conversion:

- Acidophilus milk add-on module for women changing from WP to WE = 801-02
- Milk module with the milk spread over 3 vouchers rather than 2 vouchers for WE, WP with twins, or WB with twins = 102-G3-21 (The G3 indicates that the gallons have been spread over 3 vouchers)

### Using the new food list with pre-conversion vouchers

Participants who received vouchers pre-conversion may go the store expecting to be able to purchase a food that is no longer allowable. This may cause some concern and confusion with participants. Please share a new food list with these participants and reassure them that the vendor is correct in following the new food list.

### Void Issued FI's screen

Some folks are finding they cannot see the buttons on the bottom of the *Void Issued FI's* screen. If you have this problem, you can change the resolution on your computer display settings to a higher resolution (1024 by 728 pixels). Call App Support if this doesn't work for you. We plan to resolve this in one of the next releases.

### Printer Default

Citrix does not save your printer default from one session to the next. Remember to select your printer default when prompted to do so. Clicking "Cancel" on the *Select Printer Default* pop-up will cause printing errors.

## Clarifications

### Temp Newborn and IB category selection less than 1 month old

TWIST prevents the selection of the NB (or NBN) category in the calendar month of birth. Policy 713 prohibits issuance of any formula to a breastfed infant until after they are 1 month of age.

- Example: If you try to enroll a baby using temp newborn today (8/6) who was born on 7/31, TWIST will allow you to assign the NB category because the month of birth is July and this is August. By policy you should not issue any formula to this infant until 8/29 or later.

### **Over the Max errors**

If a participant needs more formula and has been issued pre-conversion vouchers with juice and cereal, the juice will make any additional modules go over the max regardless of the amount of formula that has been issued.

#### **For current month vouchers:**

- Use the “Category Change – Infant” void reason to void a voucher you assume is spent that had juice on it, in order to issue additional formula. (Note: Do not issue fruits and veggies or cereal.)
- Use the “incorrect foods or formula” void reason to void a returned unspent voucher with juice on it in order to issue additional formula. If the baby is 7 months or older, a new baby food module can be printed to replace the voided voucher.

#### **For future month vouchers**

- Use the “incorrect foods or formula” void reason to void future vouchers with juice on it in order to issue additional formula. (Note: Do not issue fruits and veggies or cereal unless the mom has returned the juice and cereal vouchers.)

If the participant is exchanging formula you may get an over the max error even if there is no juice/cereal voucher issued.

- Try a smaller quantity of formula because maxes are based on reconstituted volume not number of cans. Trial and error with different can numbers may eliminate the over max error. If it does not, investigate to see if there are other issues, such as issued juice/cereal vouchers.