

Chapter 3: Client Processes

Section 5: Food Packages

Lesson: Assigning Food Packages

Objectives:

Upon completion of this lesson the user will be able to:

- identify and assign food packages;
- describe which foods will be assigned in Modules A, B, and C;
- understand food package change due to category change;
- interpret food package coding;
- use the search screen function to identify and assign different food modules;
- forecast a chosen food module to the end of a cert;
- understand the Module Status codes;
- navigate to the Enrollment, Family Summary, and Void FI's Screens

Oregon Policies:

- ◆ 655 Homeless Applicants
- ◆ 713 Breastfeeding: Use of Supplemental Formula
- ◆ 730 Bid Formula: Use and Description
- ◆ 770 Allowable Foods: Women and Children
- ◆ 775 Food Packages for Children
- ◆ 780 Enhanced Food Package: Exclusively Breastfeeding Women
- ◆ 783 Food Packages for Pregnant & Partially Breastfeeding Women
- ◆ 795 Food Package for Homeless and Migrant
- ◆ 935 WIC Approved Food Tables

Overview:

Once a client has been determined eligible for WIC, a food package can be assigned. The "Food Package Assignment" screen allows you to assign the food package to a client which best meets their nutritional needs. The TWIST system will automatically assign a standard food package based on the category of each client; however, you may change the food package if needed. The "Food Package Assignment" screen will not be enabled until all enrollment and certification screens receive a checkmark. When the "Food Package Assignment" tab receives a completed check mark, vouchers can be printed for the client.

Instruction:

Assigning a Standard Food Package

The starting point for this lesson is:

Client Processes ⇒ Certification ⇒ Infant/Child or Woman
 ⇒ Food Package Assignment

FP Start Date	Category	MedDoc Status	Module A	Module Status	Module B	Module Status	Module C	Module Status
09/01/2009	C2-5		101-13		C			
08/01/2009	C2-5		101-13		C			
07/01/2009	C2-5		101-13		C			
06/01/2009	C2-5		101-13		C			
05/20/2009	C2-5		101-13		C			

Figure 1: “Food Package Assignment” Screen

The “Food Package Assignment” screen is divided into two sections: “Selection,” and “Food Package”.

- The “Selection” section contains the same information as in previous screens (WIC ID number, name of the client, the client’s date of birth, their WIC category and the transaction type).
- The “Food Package” section contains information about the food package for the current certification. Food packages are displayed in chronological order with the most recent at the bottom and the one furthest in the future at the top.
- At the bottom of the “Food Package” section are a series of buttons and flags that are used to navigate to other screens or to indicate modifications needed to the food package.
- The “Food Package” section is split in to three modules- A, B, and C. Every participant is assigned a food package made up of a combination of milk, foods, and/or formula that is appropriate for their age and category. The foods in each food package are grouped together in smaller units called modules. Each module contains a different group of foods. Specific foods are always assigned in a specific module.

Module A → milk modules or formula modules

Module B → food modules

Module C → formula modules

☺ **See Job Aids “Standard Food Package Module Codes” and “Understanding Food Module Codes” for more information.**

1. **Retrieve the client for whom you wish to assign a food package.**

- The “Module A and/or B” automatically default to the standard food package for that category of client. These “standard” package assignments are defined by the state.
- There will be one row for each month of the participant’s certification period.
- At least one module must be entered for every row. At least one module will always be indicated as mandatory.
- Food packages assigned after the 20th of the month will automatically default to the standard partial package. The codes for partial food modules end with the letter “P.”

♪ **NOTE:** There is no partially breastfeeding category option for infants in their first month, so partial formula packages can only be assigned after the infant’s first month birthday.

2. **Click on the drop down arrow next to the module to select different modules available for the client.**

- In the drop down list, food packages are displayed in alphabetical/numeric order by the food package code.
- Modules that have been selected in one of the rows will appear at the top of the drop down list in bold.
- For partially breastfed infants, no food package will default because the formula usage amount will vary. You will need to select the food package with the appropriate amount of formula from the drop down list.

3. **Click on the “Module Search” button to search for more food modules available for the client.**

♪ **NOTE:** You must be on an unprinted row on the “Food Package Assignment” screen in order to use the Module Search.

The “Food Module Search” screen is displayed.

Food Module Search Screen

Current Assignments: 141-13 Fluid whole milk, 3-1/4 gal Category: C1 Special: Y Twins+: N

Select a Food Module

Milk & its substitutes

Cow Goat Soy

Lowfat
 Whole
 Powder
 Evaporated
 Lactose Reduced/Acidophilus
 1/2 Gallon
 Cheese Qty:

Other Foods

No Egg
 No Peanut Butter
 Bottled Juice

Formula

Formula Search:

Formula Type: Quantity:

141-13 Fluid whole milk, 3-1/4 gal., 1 lb ch
 140-08 Fluid whole milk, 2 gals, no
 140-16 Fluid whole milk, 4 gal, no
 140-F1-16 Fluid whole milk, 4 gals. fe
 140-H1-08 Fluid whole milk, 4 half gal
 140-H2-16 Fluid whole milk, 8 half gal
 141-05 Fluid whole milk, 1-1/4 gal
 141-13 Fluid whole milk, 3-1/4 gal

C Child Standard Foods
 C Child Standard Foods
 C-P Child, Partial Standard f
 C-W/O-E Child Foods, no eggs
 C-W/O-E-P Child Partial Foods, no e
 C-W/O-FV Child Standard Foods W
 C-W/O-FV-P Child, Partial Standard f
 C-W/O-PB Child Foods, No PB

ALI-P-01 Alimentum with Iron, Pow
 ALI-P-03 Alimentum with Iron, Pow
 ALI-P-04 Alimentum with Iron, Pow
 ALI-P-05 Alimentum with Iron, Pow
 ALI-P-06 Alimentum with Iron, Pow
 ALI-P-07 Alimentum with Iron, Pow
 ALI-R-05 Alimentum with Iron, Rea

Code	Food Description	Quantity On FI								
		A 1	A 2	B 3	B 4	5	6	7	8	9
CH01	Pound cheese	1								
MI01	Gallon milk - whole (up to 4.9%) only	2	1							
MI03	Quart milk - whole (up to 4.9%) only		1							
EG01	Dozen eggs - Large			1						
CE07	Ounces cereal (12 oz. size or larger)			36						
JU04	Juice: 64 oz. plastic bottled or 11.5-12 oz. fr			2						

Figure 2: “Food Module Search” Screen

- The “Food Module Search” screen allows you to search for a particular food module using criteria appropriate to the module for which you are searching.
- The “Food Module Search” screen is divided into two sections: The “Current Assignments” section and the “Select a Food Module” section.
- “Current Assignments” section shows the food modules assigned to the client on the row selected on the “Food Package Assignment” screen. The participant category, special status, and twins indicator are displayed.
- The “Select a Food Module” section is divided into 3 parts: the search criteria for each module, the search results area, and the display of how the foods from the modules selected are distributed on vouchers were they to be printed.
- The search results area defaults to lists of all food modules that are available for that category of client when you enter the screen. Results will change when search criteria are entered.
- The “Milk and it’s substitutes” search criteria allows you to find a specific milk module. Clicking on one of the type of milk radio buttons will narrow the options available to only packages that contain that type of milk. Use the check boxes to further narrow your search. The “Qty” drop down allows you to search for packages containing that quantity of cheese.

- The “Other Foods” search criteria will narrow the options by only showing the food module that does not contain the type of food checked.
 - The “Formula” search criteria allow you to search for a formula food module using a Keyword search, Formula type, or quantity.
 - Double clicking on a module in the search results section selects the module and displays it in the top row.
 - At the bottom of the pop up, you will see the details about the currently selected modules including foods and voucher distribution.
 - Once you have selected the desired modules, click “Apply” to assign the modules and return to the “Food Package Assignment” screen. Clicking “Cancel” returns you to the “Food Package Assignment” screen without making any changes.
 - Modules selected on the “Food Module Search” screen will appear on the module drop down list on the “Food Package Assignment” screen.
4. **Click on the “Forecast” button to apply the chosen module to future months.**

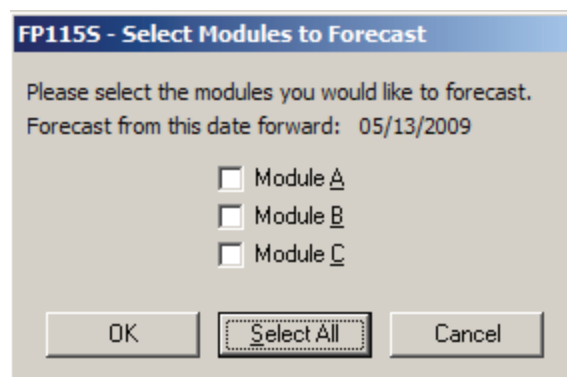


Figure 3: “Forecast” Pop-Up

Check the module for which you would like to forecast. Then click “OK”.

- Clicking on “Select All” in the forecast pop up will allow you forecast all three modules at one time.
- Clicking “Cancel” closes the pop-up without making any changes.
- Forecasting will apply the selected module to the end of the certification period as long as it is appropriate for the participant’s category. The system will attempt to assign a similar package that is appropriate if the participant’s category changes.
- For breastfeeding infants, TWIST will only assign the exact module selected. If it is not appropriate for a future participant category (e.g. different age range) it will stop forecasting at that point in the certification and another module must be selected.
- You can select the row for whichever module you want to forecast, including a future month.

- Partial packages cannot be forecasted.
- You cannot forecast past a grayed-out row. For example, one that has already been printed.

5. **Save.**

Module Status

The Module Status field displays information about the module to which it applies. Any row that has been either printed or voided will be grayed-out.

Codes:

- P: Printed, not voided
- Q: Food Package is on the print queue
- V: Voided completely, no other modules exist for that row
- Vi: Voided incomplete, other modules have been printed for that row. Go to Void FI's to for the details of voided and printed FI's.
- Blank: no special status

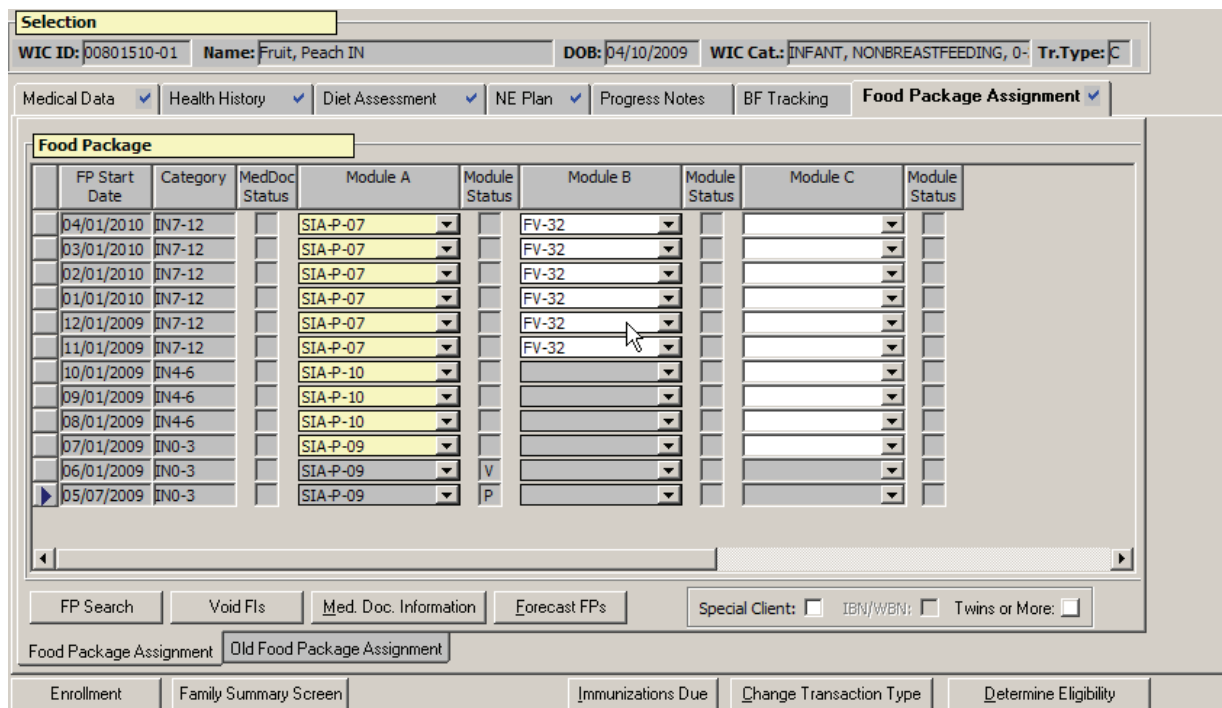


Figure 4: “Food Package Assignment” screen with Module Status

Navigation Buttons

Click the “Family Summary Screen” button to go to the “Family Summary” Screen where you can print vouchers and perform a variety of other functions.

This screen is described in Chapter 3, Lesson 1100 – “Family Summary Screens”.

Click on the “Enrollment” button to go directly from the “Food Package Assignment” screen to the “Enrollment” screen.

Click on the “Void FI’s” button to go directly from the “Food Package Assignment” screen to the “Void FI’s” screen.

This screen is described in Chapter 5, Lesson 105 – “Void Issued FI’s”.

♪ Note: The “Med Doc Information” button, participant designation flags, and the “Old Food Package Assignment” tab will be discussed in Chapter 3 Lesson 501.

Adding Additional Modules

There may be instances when you will need to give a client additional foods to supplement the initial food package they already received for the current month. An add-on food module can be assigned in addition to a food package as long as the combined foods in the two modules do not exceed the maximum amounts for the client’s category. TWIST will not allow you to assign modules which exceed the maximum allowed and will give you an error message if you attempt to save modules that do exceed the maximum. When appropriate, you must change the client category to match the food module you are now assigning. TWIST will produce FIs for the additional food not issued in the initial food package.

1. **Retrieve the client for whom you wish to assign an additional module.**
2. **Click the “Insert” icon to add a new row.**
3. **Enter the “Start Date” for that module row.**
If you are adding modules for the current month, this date must be today’s date. For all future months, the “Start Date” must be the first of the month.
4. **Select the appropriate module from either the drop down list or from the “Module Search”.**

Example: An infant was partially breastfed and received a food package with four cans of powdered formula. Mom stops breastfeeding and needs additional formula. A second formula module is issued with four cans of powdered formula for this month.

Example: A pregnant woman delivers her baby and is now exclusively breastfeeding. She may be issued an add-on food module and milk module with additional foods after her category has been changed to exclusively breastfeeding.

6. **Verify the remaining food packages for the client's current certification period are correct and modify or forecast as needed.**
7. **Save.**

↪ Practice Activity:

This activity will help you practice searching for a non-standard food package. Use the TWIST practice database for this practice.

The starting point for this section is:

Client Processes ⇒ Certification ⇒ Woman ⇒ Food Package Assignment

1. Click on the "Open" icon to access "Client Search" and select Samantha Seaside.
2. Click the "Return with Client" button.
3. Click the "Module Search" button.
4. Select a soy beverage module in A and a "no egg" module in B and apply the changes and return to the Food Package Assignment screen.
5. Save.

✂ Tips and Shortcuts:

- Module codes which begin with Z indicate the participant is not receiving milk, formula or foods. Module code Z indicates a fully breastfed infant who does not receive any formula in Module A.
- ZN indicates a participant not receiving any milk, foods or formulas in a particular module.
- Z or ZN can be used in mandatory module fields if the participant is not receiving any foods from that module.
- If a client's category changes mid-certification (ex. infant to 1-year old), the TWIST system will automatically forecast the food package to match the new category and both food packages will appear in the "Food Package Assignment" screen.
- Since many formula modules begin with the similar letters, verify the food package choice is correct.
- When assigning food packages during the month of an infant's first birthday, you will not be able to use the Module Search screen to find a child's food package if

it is past their date of birth. It must be assigned from the drop down menu on the “Food Package Assignment” screen.

- If an infant is an IBN in the scenario above, you will not be able to assign a child’s food package at all. You must uncheck the IBN check box and then you can assign a child’s package from the drop down on the “Food Package Assignment” screen.
- You may have several rows for the same month (i.e. voided modules, or add-on modules). All of the food or formula in each row for the same month will be added together and counted toward the max.

Skill Check:

Now that you have learned how to assign a food package using the Food Package Assignment screen, it’s time to practice your skills.

Issue an add-on food package for Maria Redding who is exclusively breastfeeding her baby and has already received vouchers this month’s vouchers as a pregnant woman.

Notes:

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Chapter 3: Client Processes

Section 5: Food Packages

Lesson: Food Package Assignment Screen Functions – Medical Documentation Information and Client Designation Flags

Objectives:

Upon completion of this lesson the user will be able to:

- document medical documentation appropriately;
- identify and assign flag for Special, IBN/WBN, and Twins or more

Oregon Policies:

- ◆ Medical Formulas: Infants
- ◆ Special Food Packages for Women and Children

Other Resources:

Food Package Module

Overview:

In the Food Package Assignment screen you are able designate a client as “Special”, “IBN”, or “WBN”. The “Twins or More” check box is display only and is assigned in the Medical Data screen. These designations allow you to assign additional foods and special medical formulas.

Additional information about special medical formulas is also documented here.

Instruction:

Medical Documentation requirements

Medical documentation from the participant’s health care provider is required to issue certain food packages. For example, certain medical foods or formulas and soy beverage for children require medical documentation before they may be issued. For more information on which food packages require medical documentation refer to the “Food Package” staff training module.

When a medical food, formula, or soy beverage for a child requiring medical documentation is selected on the “Food Package Assignment” screen the Med Doc Status will change to “R” and the code font will appear in blue. These indicate that Med Doc is required and the med doc information pop up must be completed in order to issue more than one month of that food package. Completion of the “Medical Documentation”

screen will change the “Med Doc Status” to “Y”. This indicates that, yes – the medical documentation has been received.

You do not need to check the “Special Client” box on the “Food Package Assignment” screen in order to assign a medical formula to an infant or soy beverage for a child.

♪ Note: Marking Infants 7 months and older as “Special” will allow you to assign additional formula rather than baby foods for those infants who qualify.

FP Start Date	Category	MedDoc Status	Module A	Module Status	Module B	Module Status	Module C	Module Status
05/01/2010	IN7-12		SIA-P-07					
04/01/2010	IN7-12		SIA-P-07					
03/01/2010	IN7-12		SIA-P-07					
02/01/2010	IN7-12		SIA-P-07					
01/01/2010	IN7-12		SIA-P-07					
12/01/2009	IN7-12		SIA-P-07					
11/01/2009	IN4-6		SIA-P-10					
10/01/2009	IN4-6		SIA-P-10					
09/01/2009	IN4-6		SIA-P-10					
08/01/2009	INO-3	R	PRE-P-07					
07/01/2009	INO-3	R	PRE-P-07					
06/09/2009	INO-3	R	PRE-P-07					

Figure 1: “Food Package Assignment” Pop-Up showing Med Doc Status

Completing the Medical Documentation screen for infants:

After selecting the appropriate medical formula that requires medical documentation in the “Food Package Assignment” screen, follow these steps to complete the Medical Documentation.

1. **Select the row that contains the formula for which you would like to document medical information.**
2. **Click the “Med Doc Information” button.**
 - The “Medical Formulas and Soy Beverages” section displays the medical formula from the row indicated on the “Food Package Assignment” screen.

Medical Documentation

Start Date	End Date	Provider's Name	Notes
06/15/2009	09/15/2009	Dr. Doolittle	

Medical Formulas and Soy Beverages

Formula Code	Formula Description	Received
FM083	Six-Pack 8 oz bottles, Pediasure RTF Any Flavor and/or Fiber	<input checked="" type="checkbox"/>

Supplemental Foods

No Supplemental Foods

Issue Full Provision of Supplemental Foods

Issue Full Provision of Supplemental Foods Except:

Exclusions

Milk Cheese

Eggs Peanut Butter

Insert Remove OK Cancel

Figure 1: "Medical Documentation" screen

3. Enter the medical documentation start date and end date.
4. Enter the Health Care Provider's name.
5. Click in the notes field to enter a note, if needed.
6. Click the received box of the formula for which "med doc" was received.
7. Click "OK" to save the information and return to the Food Package Assignment screen.
8. Once all appropriate documentation is complete in the Medical Documentation screen, the Med Doc Status field on the "Food Package Assignment" screen will change to "Y" for the date range entered on the Medical Documentation screen.

♪ Note: Click on “Insert” to add a second date range if needed for a second medical formula. Then click the “Received” box for that formula.

If the two medical formulas share the same date range, then the Medical Documentation section will have only one line and both formulas will appear in the “Medical Formulas and Soy Beverages” section.

♪ Note: The same process is used for the medical documentation required to issue soy beverage to children.

Medical Documentation for “Special” participants

If a child or woman requires a medical formula, you must first flag them as “Special” on the “Food Package Assignment” screen. Flagging the client as special enables you to assign medical foods or formulas in Module C and complete the Medical Documentation screen. Since “Special” women and children may also receive foods in addition to formula, the medical documentation is required for the entire food package.

1. Follow Steps 1-6 above.

2. Click the appropriate check box in the “Supplemental Foods” section of the screen. One of these boxes must be checked in order to complete the medical documentation.

- Checking “No Supplemental Foods” will not allow you to print a food package that contains foods.
- Checking “Issue Full Provision of Supplemental Foods” will allow you to print all eligible foods in addition to medical formula.
- Checking “Issue a Full Provision of Supplemental Foods Except:” enables the “Exclusions” section, which allows you to document exclusions for milk, cheese, eggs, or peanut butter.

3. Click “OK” to save the information and return to the “Food Package Assignment” screen.

4. Once all appropriate documentation is complete in the Medical Documentation screen, the Med Doc Status field on the “Food Package Assignment” screen will change to “Y” for the date range entered on the medical documentation screen.

Other Client Designation Flags

WBN/IBN

If a mostly breastfeeding infant needs additional formula, checking the IBN flag on the “Food Package Assignment” screen makes them a “some breastfeeding infant” which allows you to issue additional formula. You must then change mom’s designation to WNB to match the infant. TWIST will not allow you to print vouchers if mom and baby category and designation do not match.

TWINS or MORE

Checking the Twins or More flag in the Medical Data screen allows you to assign the food modules allowed for women pregnant with or breastfeeding multiple babies.

✂ Tips and Shortcuts:

TWIST will allow you to issue one month of a food package requiring medical documentation without entering the medical documentation information in the data system.

For clients designated as “Special”, the food modules assigned on the “Food Package Assignment” screen must match the supplemental food choice on the Medical Documentation screen in order for the “Med Doc Status” to change to “Y” and allow you to issue more than one month of the food package. For example, if you choose an exclusion of eggs in the med doc, and the food module you have chosen contains eggs, you will not receive “Y” in Med Doc Status.

Because of TWIST’s design, you will not be able to designate a WBN or IBN “Special”. You must first change their category to WB/IB or WN/IN, whichever is most appropriate.

The “Special” designation can only be checked as a current status. Therefore, when future food packages require a change in “Special” designation in order to print, the user will have to print the current month or month’s food packages, return to the FPA, change the “Special” designation, assign the appropriate food packages, and then print additional months as needed.

↪ Practice Activity:

This activity will help you practice assigning a food package that requires a medical documentation. Use your TWIST practice database for this practice.

The starting point for this section is:

Client Processes ⇒ Certification ⇒ Child ⇒ Food Package Assignment

1. Click on the “Open” icon to access “Client Search” and select “Jorge Salem”.

2. Click the “Return with Client” button.
3. Check mark the “Special” designation if the client is a woman or child who needs the special food package with formula.
4. Click the “Module Search” button.
5. Search for a medical formula for the child in Module C, apply the change and return to the “Food Package Assignment” screen.
6. Forecast the new formula module for the rest of the certification period.
7. Click the “Med. Doc. Information” button.
8. Enter medical documentation information in the required fields.
9. Click “OK” to save the information and return to the “Food Package Assignment” screen.
10. Verify that the dates entered have changed to “Y” in the “Module Status” field.

✓ Skill Check:

Now that you’ve learned about the food package assignment screen functions, it’s time to practice your skills. Using “Sparky Spokane” check the IBN Flag to change the client from “mostly breastfeeding” to “some breastfeeding”. Use the drop down in Module A to view and select the appropriate amount of formula for the “some breastfeeding” infant.

Chapter 3: Client Processes

Section 5: Food Packages

Lesson: Change Package Mid-Certification

Objectives:

Upon completion of this lesson the user will be able to:

- change a food package mid-certification.

Oregon Policies:

- ◆ 560 Program Integrity: Replacing Food Instruments

Overview:

At times, it will be necessary to change a participant's food package in the middle of their certification period. Other times, it will be necessary to assign a different food package for a participant that has changed category mid-certification. This lesson will teach you how to change a food package mid-certification.

Changing a Food Package Mid-Certification

The starting point for this lesson is:

Client Processes ⇒ Certification ⇒ Infant/Child or Woman ⇒ Food Package Assignment

1. **Click on the “Open” icon and retrieve the client for whom you want to change the food package.**
2. **For rows where no vouchers have been printed, select new modules and forecast for the remainder of the certification period. Skip to Step # 6.**
3. **For rows where vouchers have been printed, click on the “Insert” icon to add a new row for each month.**
4. **Type today's date in the “Date” field for this month or type the first day of the month for future months.**
5. **Select the appropriate modules from the drop down list in the new rows.**

6. **Save.**

♪ NOTE: TWIST will automatically add together all foods assigned for a particular month, will give an “Over the Max” error message, and not allow the food package to be saved, if it exceeds the maximum allowable for the participants age and category. Voided vouchers do not count towards the maximum allowable foods, so voiding vouchers first may be necessary. See Chapter 5, Lesson 105, *Void Issued Vouchers*, for more information.

FP Start Date	Category	MedDoc Status	Module A	Module Status	Module B	Module Status	Module C	Module Status
12/01/2009	WP		101-19		WPB			
11/01/2009	WP		101-19		WPB			
10/19/2009	WP		101-19		WPB			
10/19/2009	WP		101-19		WPB			

Figure 1: “Food Package Assignment” Screen

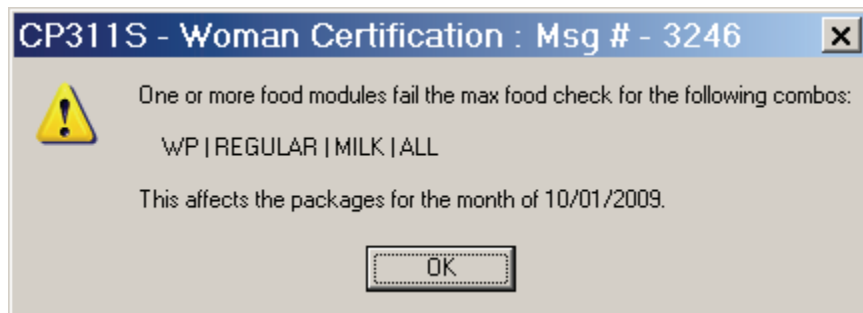


Figure 2: “Over the Max” error message

6. **Click on the “Family Summary Screen” to print FIs and perform a variety of other functions.**

This screen is described in Chapter 3, Lesson 1100, *Family Summary Screen*.

Food Package Assignment After a Category Change Mid-Certification

After manually changing a participant’s category mid-certification on the “Intake” screen in “Enrollment”, a message will pop-up informing you that the category

change requires you to assign and save new food modules on the “Food Package Assignment” screen.

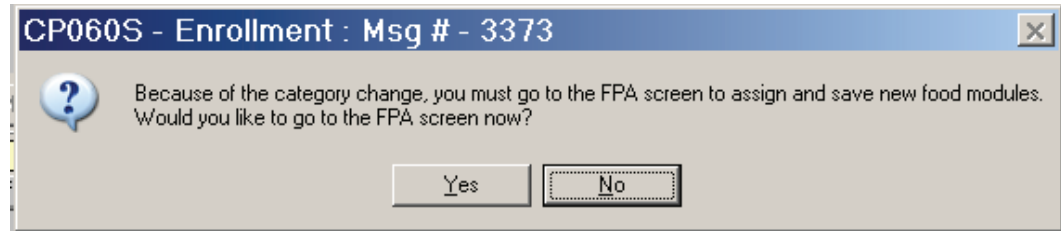


Figure 3: “Category Change” message

TWIST will attempt to update a participant’s food package assignment when you open the “Food Package Assignment” tab following a category change. You will need to verify as correct and save the changes made to the food package by the system. For mostly or some breastfed infants you will need to assign a food package. If the system assigned food package is not correct, you will need to manually assign the appropriate food package.

The following is how the system updates food package assignment based upon participant category and age changes.

1. The system checks to see if the current food package is valid for the new category. If it is, this package is used for the new category. If not, it proceeds to Step 2.
2. The system checks for a food package in the “Food Package Change” table and uses it for the new category. If there is not one, it proceeds to Step 3.
3. The system checks for a “Standard” food package for the participant’s category and uses it. If there is not one (as in the case of mostly or some breastfed infants), it proceeds to Step 4.
4. The system inserts a blank food package line.

NOTE: For non-breastfed infants, the system will automatically assign the maximum amount of formula for their age.

NOTE: If the category change results in a participant’s printed vouchers exceeding what they can receive given their new category, follow the guidance in Policy 560.

 Tips and Shortcuts:

- From this window you may fast path to:
 - “Family Summary Screen”
 - “Manage Print Queue”
 - “Family Appointments”
 - “Enrollment”
 - “Temporary Newborn Certification”

 Practice Activities:

Use the Practice Data base for this activity.

The starting point for this practice activity is:

Client Processes ⇒ Certification ⇒ Woman ⇒ Food Package Assignment

1. Click on the “Insert” icon to add a new row.
2. Date the new row.
3. Select a food package from the drop down list in the new row.
4. Save.
5. Click on the “Family Summary Screen” to print FIs.

You’ve just changed your client’s food package!

 Skill Check:

Use the Practice Data base for this section.

Your client has called in wanting to change her food package. She would like to have more milk and less cheese. Make the change to her food package, effective the first of the next month.

 Notes: