

Crossroads Upgrade 1.31 – Summary of Changes

The North Carolina Women, Infants, and Children (WIC) Crossroads system will release a new software version (1.31) to local agency users on Monday, September 11, 2023. This upgrade coincides with the changeover of the NC Electronic Benefits Transfer (EBT or eWIC) provider from Solutran to FIS/CDP. This document summarizes the improvements included with the upgrade as well as important notes about functionality changes.

I. Transfer Between Families / Gap in Benefits

Transferring between families appears to be working much more smoothly in 1.31. Please examine the **Shopping List** of transferred participants carefully. Notice that the issuance to cover any gap in benefits appears with **new dates** but the **same Food Instrument number** (as shown in the sample Shopping List below). This issuance is expected and is NOT overissuance.

Shopping List Remaining Benefits					Report Date: 08/10/2023
North Carolina WIC Program					
Date: 08/10/2023					RDD: 1.1.12.1.8
<p style="margin: 0;">Family ID: F00600005214</p> <p style="margin: 0;">Head of Household: Helen Haiti</p>					
Benefit Balance:					
Benefit Month	Serial Number	Quantity	UOM	Description	
7/17/2023 Thru 8/16/2023	154048191	\$44.00	\$\$\$	Fruit and Vegetables	
	154048191	1	LB	Cheese	
	154048191	16	OZ	WW Bread or Whole Grains	
	154048191	1	DOZ	Eggs	
	154048191	36	OZ	Breakfast Cereal	
	154048191	2	CTR	Bean/Pea, 4 Cans, 1 Dry, or Peanut Btr	
	154048191	3	CTR	Juice 48oz fl/12oz Conc	
	154048191	4.5	GAL	Skim/Non Fat or 1% Milk	
	154048191	1	CTR	Yogurt Non/Low Fat 32 oz	
8/10/2023 Thru 8/16/2023	154048191	2	CTR	Juice 64 oz Fluid	
	154048191	32	OZ	WW Bread or Whole Grains	
	154048191	1	DOZ	Eggs	
	154048191	36	OZ	Breakfast Cereal	
	154048191	1	CTR	Bean/Pea, 4 Cans, 1 Dry, or Peanut Btr	
	154048191	4	GAL	Skim/Non Fat or 1% Milk	

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Foster Children: Change to CNDS ID

A foster child will continue to have a separate Electronic Benefits Account (EBA), eWIC Card and EBT Activity History. Their participant ID (CNDS ID) used in Crossroads is also their EBA number. If the foster child’s CNDS ID changes for any reason in the middle of an issuance cycle (after benefits have been issued and before all benefits for the month have been redeemed), the risk is very high that the foster child will also need a new eWIC card issued. This is a Crossroads defect that we have escalated to both the Crossroads computer vendor AND our EBT provider. Any time the local user changes a CNDS ID for a foster child, also verify that benefits are available on the most recent card by printing/previewing the **Shopping List**. If benefits are not available, contact the Customer Service Desk (CSD) for assistance.

Terminating Participants

If a participant is terminated in Crossroads, their EBA remains active with the EBT provider. One of two actions **MUST** be taken after terminating participants in Crossroads:

1. Deactivate the family’s eWIC card on the **Issue EBT Card** screen OR
2. Void any current and future benefits on the **Food Instrument List** screen.

Deactivated eWIC cards are listed **twice** in EBT Card History: once with the Deactivated Date in Eastern Standard Time (EST) and once with the Deactivated Date in Greenwich Mean Time (GMT). Note: GMT is 4 hours later than Eastern Standard Time (EST).

EBT Card History					Total Items: 2
Card Number	Cardholder Name	Issue Date	Deactivated Date	Deactivation Reason	
5079790000016163		10/13/2017 2:37:02 PM	8/31/2023 5:20:33 PM	Other	
5079790000016163		10/13/2017 2:37:02 PM	8/31/2023 9:20:34 PM	Other	

Journal of Transactions (JOT): Purchases

With the new eWIC provider, JOT: Purchases will occur in real time. You will not need to wait for an overnight batch process to view the participant’s purchases. Purchases will display the time in GMT which is 4 hours later than EST. Example: Transaction Time: 9:27 PM (GMT) is equal to 5:27 PM (EST)

Transaction Criteria									
Select Participant or Family	Select Activity	Start Date	End Date						
All	Purchases	7/31/2023	8/31/2023						
Transaction History									
Occurrence Date	Activity Description	Participant Name	Staff Name Modified	Staff Name Created					
8/31/2023	Purchases using EBT card								
Transaction Date and Time	Vendor ID	Vendor	Card #	Card Holder Name	Store's Lane #				
8/31/2023 9:27 PM	03329	Injles #060			02294E				
UPC Code	UPC Description	Food Category	Food Subcategory	Quantity	Unit of Measure	Purchase Price	Payment Price		
71580000043	Hudson Valley Medium Eggs	Cheese	Cheese	1	LB	\$2.00	\$2.00		
		Eggs	Eggs	1	Dozen	\$2.00	\$2.00		
		Breakfast Cereal	Breakfast Cereal	1	Ounces	\$2.00	\$2.00		
		Legumes	Beans/Pois., 4 Cans, 1 Dry, or Peanut E	1	Containers	\$5.00	\$5.00		
		Bread/Whole Grains	WW Bread or Whole Grains	1	Ounces	\$3.00	\$3.00		
		Fruit & Vegetable CVB	Fruit and Vegetables	1	\$\$\$	\$1.00	\$2.00		

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New Reports

Two new reports have been added to Crossroads in the Appointments category:

- Detail Nutrition Education Appointment Schedule with Phone
- Appointment History Report with Phone

Reminder!

On the **Exchange/Increase** formula screen, current Crossroads functionality is:

- Add Formula DOES prorate.
- Exchange Formula does NOT prorate.
Formula is exchanged on an ounce for ounce basis (Reconstituted Fluid Ounces, not can/container size).
- Increase Formula does NOT prorate.
Please contact the CSD if you need the amounts of an increased formula to be prorated.

Best Practice for eWIC!

Always verify that food benefits have been issued to participants by selecting the **Print Shopping List** button on the **Food Instrument List** screen and reviewing the **Shopping List**. Verification of food benefit issuance is a best practice that should happen at any appointment when food benefits are issued, voided, exchanged, replaced or increased. Missing or incorrect food benefits can be corrected by contacting the CNSS CSD.

If you have questions regarding any policy aspect of this document, please contact your Regional Nutrition Consultant. If you have any questions about the new release or about Crossroads procedures, please contact the CSD at 919.707.5795, or via email at CNS.CustomerService@dhhs.nc.gov.