

# Non-School Special Milk Program Online Services Claim Manual

How to enter online claims for agencies participating in the  
Non-School Special Milk Program

Revised August 2019

Wisconsin Department of Public Instruction  
125 S. Webster Street  
P.O. Box 7841  
Madison, WI 53707-7841



# Table of Contents

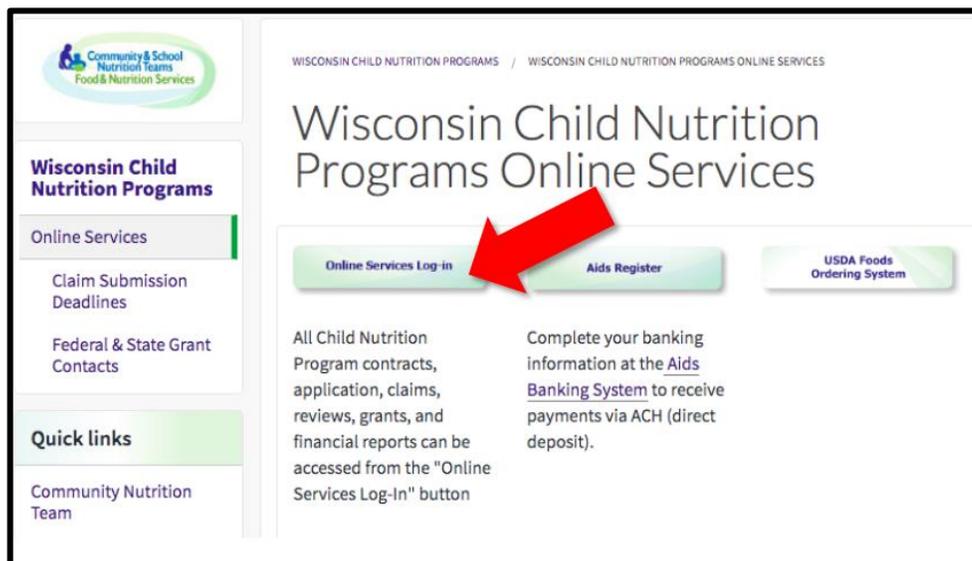
<b>ENTERING THE WISCONSIN CHILD NUTRITION PROGRAMS ONLINE SERVICES .....</b>	<b>3</b>
<b>NAVIGATING THE MENU OPTIONS.....</b>	<b>5</b>
<b>ENTERING A CLAIM .....</b>	<b>6</b>
POINTS TO REMEMBER:.....	8
<b>MODIFYING A CLAIM .....</b>	<b>8</b>
POINTS TO REMEMBER:.....	9
<b>VIEW AND/OR PRINT A CLAIM.....</b>	<b>10</b>
<b>FREQUENTLY ASKED QUESTIONS.....</b>	<b>12</b>

## Entering the Wisconsin Child Nutrition Programs Online Services

1. Go to the Wisconsin Department of Public Instruction (DPI) Child Nutrition Programs webpage [dpi.wi.gov/nutrition](http://dpi.wi.gov/nutrition). Click on *Online Services* on the left navigation bar, which will bring you to the Online Services webpage.



2. On the Online Services page [dpi.wi.gov/nutrition/online-services](http://dpi.wi.gov/nutrition/online-services), click on *Online Services Log-in* button for submitting claims. Bookmark this page as a favorite!



We suggest you bookmark the Wisconsin Child Nutrition Online Services Webpage.

3. This will bring you to a log-in screen where you will be able to log in using your agency code and password, and access your agency's information, including contract and claims. Do not bookmark this log-in screen – if you wish to make a bookmark, please go back to Step 2 and bookmark at that point.



4. Enter your **agency code** – This is your six-digit agency code/agreement number.
  - a. Do not use hyphens - use only the numerals in the agency code.
  - b. Do not enter leading zeroes. For example, if your agency code is "012345", only enter "12345".
5. Type in your agency specific **password**. (This is the password assigned by DPI for claiming reimbursement and for contract purposes. If you have forgotten this password, please see page 13.)
6. Click the "Submit" button.
7. A timer starts from the moment you enter the contract and claims site. If no activity occurs for 30 minutes, you will receive an error message and need to return to the main "Log-in" screen. Any activity on a page (such as going from one screen to another or moving to another entry field on the same page) will reset the 30-minute timer.

## Navigating the Menu Options

Once you are logged in, a menu of options will appear at the top of the screen.



On this screen, the menu bar has the following menu options:

- Home-Day Care: For home day care providers only.
- School Nutrition Program: For school agencies participating in School Nutrition Programs.
- Community Nutrition Program: For agencies participating in the Child and Adult Care Food Program (CACFP).
- Summer Food Program: For agencies participating in the Summer Food Service Program (SFSP).
- **Special Milk Program: For agencies (school or non-school) participating in the Special Milk Program.**
- Review: For CACFP users.
- Other Services: This button links to the DUNS number entry page for agencies new to the DPI Child Nutrition Programs.
- Log Out: This is where you can click, at any page on the website, to log out of your account. Be sure to click Logout every time you exit the online claiming portal.

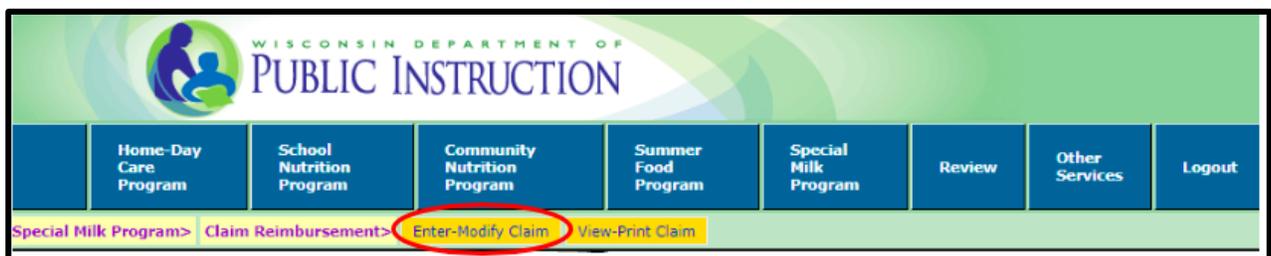
## Entering a Claim

**Note:** Best practice is to complete the [SMP paper claim](#) form prior to entering the claim information online. By doing this, all of the claim numbers are compiled and it makes the process go smoother once you are logged in.

1. Click on the **blue bar** where it says, “**Special Milk Program.**” This will change the yellow menu options.
2. Select “**Claim Reimbursement**” from the yellow menu options.



3. Select “**Enter-Modify Claim**”.



The following information will be needed when submitting the online SMP claim.

**(1) Claim Date**

Enter the *month you are claiming for*, not the current month. Be sure to select the correct year.

**(2) Number of Sites/Schools Participating**

The number of sites participating in the SMP during the claiming month.

**(3) Total Number of Days Operating**

The highest number of days any of the sites served milk during the claiming month.

**(4) Cost Per Half-Pint**

The agency’s actual cost per half-pint of milk carried to four decimal places (e.g., \$.2150). The cost per half-pint is determined using the [Milk Record Workbook](#).

**Note:** The U.S. Department of Agriculture (USDA) established reimbursement rate is the maximum amount the agency will receive for each reported half-pint of milk served to children in the paid category. If the per half-pint cost is less than this rate for milk, the agency will be reimbursed at this lower rate. The yearly reimbursement rates can be found on the [Non School SMP webpage](#).

**(5) Paid Milk**

The number of half-pints or half-pint equivalents (equal to 8 fluid ounces) served to children.

WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION

Home-Day Care Program | School Nutrition Program | Community Nutrition Program | Summer Food Program | Special Milk Program | Review | Other Services | Logout

Special Milk Program > Claim Reimbursement > Enter Modify Claim >

Special Milk Program (SMP)  
[Participation Monthly Reimbursement Information]

138803 - Wisconsin Youth Company Inc

Claim Date:	Month   June   Year   2019   *Claim Cannot be more than 60 days old
No. of Schools/Sites Participating:	
Total No. of Days Operating:	
Cost Per 1/2 Pint:	[Enter in the format of 0.000 No (\$) sign allowed]
Free Milk:	*Do NOT use commas while entering numbers.
Paid Milk:	

**[CERTIFICATION]**

I HEREBY CERTIFY to the best of my knowledge that this claim is true, correct, and in accordance with the terms of existing agreement, that records are available to support this claim, and that payment has not been received. Meal counts have been reviewed and analyzed to ensure accuracy. I acknowledge that failure to submit accurate claims will result in recovery of an overclaim and may result in the withholding of payments, suspension, or termination of the program.

Preparer Name and Telephone No.:

When finished entering the claim information, preparer information and preparer phone number, click on the “Submit” button. Do NOT use commas when entering numbers.

After you have submitted the claim, the following message will appear.



### Points to Remember:

- There is no limit on the number of half-pints of milk that can be served to children per day.
- There is no minimum portion size for milk (e.g., children may be served less than a half-pint of milk to minimize waste). However, agencies must convert milk served to half-pint equivalents when submitting the monthly reimbursement claim.
- Only milk served to children may be claimed for reimbursement. Agencies may not include the number of half pints of milk served to adults, including staff. The half pints served to adults are not reimbursable by USDA.
- These daily point-of-service count documents must be kept to support reimbursement claims.
- Please note that all receipts must show the type of milk purchased, unit purchasing (e.g. gallon, quart, ½ pint), price and date of purchase.

## Modifying a Claim

After entering a claim for reimbursement, agencies may modify their claim online until the time the claim is processed by DPI. Processing of claims at DPI is completed, in most cases, on Tuesday mornings. After a claim has been processed by DPI it **CANNOT** be modified online.

**Modifying Online:** Required method of modifying a claim that has NOT been processed. To modify online, simply follow the steps for entering a claim that begin on page 6 of this manual. The unprocessed claim will be available for selection on the Participation Reimbursement Information – Parent Form screen.

**Modifying After Claim has been Processed:** After a claim has been processed (“Paid” Status) by DPI, it CANNOT be modified online. To submit a revision, after the claim is in “Paid” status, print a copy of the submitted claim. Write “Revised Claim” at the top of the page. Cross-off any incorrect numbers and write in what they should be. Sign and date the copy. Email it to Jacque Jordee ([jacqueline.jordee@dpi.wi.gov](mailto:jacqueline.jordee@dpi.wi.gov)) or fax it to her attention at 608-267-9207 for revision to be processed.

### Points to Remember:

- Claim adjustments for claims that have been paid must be made within the 60-day period after the end of the claiming month unless a one-time exception is granted. An agency can only have one exception per program each 36-months/3-years per USDA.
- The website will show the unpaid claim for modification after selecting Enter-Modify Claim. All data is modifiable except date claim. If no such claim is found, a relevant message will be displayed. When finished updating the claim, click on the "Submit" button at the bottom to submit the claim to DPI to be processed.
- If any data is entered incorrectly, you will receive an error message telling you what to correct (make sure your claim is entered within 60 days of the end of the claiming month and make sure that you are not entering any commas or symbols).
- You can only have one claim pending in the system for each program at any given time. If you have two months of claims to enter, enter the earlier month first. Once the claim has been processed (generally on Tuesday morning), you can then enter the later month for reimbursement.

## View and/or Print a Claim

After submittal of a claim, you will need to print a copy of the submitted claim for your records, select "**View-Print**". The dollar amount of reimbursement, as well as the "Paid Date" will populate. This is assurance that the claim has been received at DPI. It may be viewed and/or printed anytime after it has been submitted to DPI. The claim does not have to be processed to be viewed.

WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION

Home-Day Care Program | School Nutrition Program | Community Nutrition Program | Summer Food Program | Special Milk Program | Review | Other Services | Logout

Special Milk Program > Claim Reimbursement > **View-Print Claim >**

Special Milk Program (SMP)  
[View Participation Monthly Reimbursement Information]

138803 - Wisconsin Youth Company Inc

Date Claim Month  Year  **SEARCH**

[Click Claim Type Link below to View Complete Claim Information]

Claim Type	Date Submitted
------------	----------------

Select Date Claim Month and Year from drop down list box and click the "Search" button.

WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION

Home-Day Care Program | School Nutrition Program | Community Nutrition Program | Summer Food Program | Special Milk Program | Review | Other Services | Logout

Special Milk Program > Claim Reimbursement > View-Print Claim >

Special Milk Program (SMP)  
[View Participation Monthly Reimbursement Information]

138803 - Wisconsin Youth Company Inc

Date Claim Month  Year  **SEARCH**

[Click Claim Type Link below to View Complete Claim Information]

Claim Type	Date Submitted
New (Paid)	07/08/2019

If a claim is found for the given criteria, it will show up in the box below.

Click the hyperlink under “Claim Type” to view the full claim information.

WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION

Home-Day Care Program | School Nutrition Program | Community Nutrition Program | Summer Food Program | Special Milk Program | Review | Other Services | Logout

Special Milk Program > Claim Reimbursement > View-Print Claim >

Special Milk Program (SMP)  
[View-Participation Monthly Reimbursement Information]

138803 - Wisconsin Youth Company Inc

Date Claim: 05/01/2019

Participation Information		# of 1/2 Pints of Milk	Payment Information		Amount
No. of Schools/Sites Participating:		23	<b>Total Meal Reimbursement</b>		<b>\$ 1,354.43</b>
Total No. of Days Operating:		22	Voucher No.:		202000102
Cost Per 1/2 Pint:		\$0.2248	Date Submitted:		07/08/2019
Free Milk:		0	Date Processed:		07/09/2019
Paid Milk:		6,607	Date Paid:		07/15/2019
			<b>Claim Status</b>		<b>New (Paid)</b>

You can print the claim by clicking the print button of your browser. If required, use “Back” button to view more claims.

You cannot modify the claim on this screen. If your claim is unpaid, and you need to modify it, return to the “Claim Reimbursement” menu option, by clicking on “Special Milk Program” in the blue menu bar, and select “Enter-Modify Claim”. If your claim has already been paid, you will need to submit a paper copy of the original entry, with the corrections indicated.

## Frequently Asked Questions

### 1. CLAIMS DUE – WHEN?

60 Calendar Day Cut-off Deadlines for Submitting Reimbursement Claims  
Federal regulations impose a claim submission deadline of 60 calendar days after the last day of the month for which the claim applies. The following chart gives the deadline date for each monthly claim period.

Claiming Month	Last Day for Online Submission
January	April 1 (March 31 on leap years)
February	April 29
March	May 30
April	June 29
May	July 30
June	August 29
July	September 29
August	October 30
September	November 29
October	December 30
November	January 29
December	March 1 (February 29 on leap years)

In the event that the 60th day falls on a Saturday, Sunday, or Federal holiday, the claim is due on the next business day. If you are submitting a claim under this situation, you will not be able to submit your claim online. Instead, you need to complete a paper copy of the claim. Please plan ahead to avoid paper claim submissions.

If you are unable to submit your claim online, please make sure to email it to [jacqueline.jordee@dpi.wi.gov](mailto:jacqueline.jordee@dpi.wi.gov) or fax it -608-267-9207 to meet these deadlines.

### 2. IS THERE ANY TIME WHEN I CANNOT ENTER A CLAIM?

Yes. When the DPI Payment Process Package that pays the claims is running, we cannot take claims. This process usually lasts only a short time and is usually done on Tuesday mornings. If this process is running, you will get an error message telling you to wait one hour, and then retry. Other than while we are processing payments, the claims area of the Internet site is available anytime from anywhere.

### 3. CLAIM DATA WILL NOT GO INTO SYSTEM

There are “edit checks” on certain fields on the claim forms. If you think you have valid data and the Internet site will not accept it, please call Jacqueline Jordee at 608-267-9134. A paper claim may need to be submitted in some instances (<http://dpi.wi.gov/sites/default/files/imce/forms/doc/pod1409.doc>).

### 4. WHY or WHEN WOULD I MODIFY A CLAIM?

If a previous claim's data is incorrect and it has NOT been paid, you can change the data so it is correct. Once the claim is paid, it CANNOT be modified online. You will need to submit a paper copy of the original entry, with the corrections shown. *Note: claim adjustments for claims that have been paid must be made within the 60-day period after the end of the claiming month unless a one-time exception is granted. Only one exception may be granted once every 36 months. The Federal and State Grants Program of DPI must approve all exception corrective action plans.*

#### 5. **CAN'T GET INTO PROGRAM TO ENTER INFORMATION**

The internet system checks the agency code against our valid contract file. If you do not have a valid contract on file, you will not be able to log-in. If you are not sure if you have a valid contract, call 608-267-9129.

#### 6. **TIME LIMITATIONS**

A timer starts from the moment the site is entered. If there is no activity at all for 30 minutes, the user will get an error message and have to return to the main "Log-in" screen. Any movement on a page at all, such as going from one screen to another or even just moving to another entry field on the same page will reset the 30-minute timer. If you time-out, the data that you entered will not be saved.

#### 7. **LOST or FORGOTTEN PASSWORD?**

Contact the DPI Federal and State Grant Programs for assistance: Jacque Jordee at 608-267-9134 or [Jacqueline.Jordee@dpi.wi.gov](mailto:Jacqueline.Jordee@dpi.wi.gov).

#### 8. **CHANGE YOUR PASSWORD**

Contact the DPI Federal and State Grant Programs for assistance: Jacque Jordee at 608-267-9134 or [Jacqueline.Jordee@dpi.wi.gov](mailto:Jacqueline.Jordee@dpi.wi.gov). Changing this password will change the password for all related child nutrition applications including claims for reimbursement, contract access, etc. If you change your agency's password, you will need to notify other staff in your agency that need to use those functions of the new password.

**Prior to contacting DPI** with questions related to entering data on your claim, please be prepared to answer the following questions:

- a) What is your agency code?
- b) What information are you trying to enter? (**Example: "October Claim Data"**)
- c) What screen are you viewing? (**Example: "View-Print Claim"**)
- d) What page/s in this manual are you referring to? **Page numbers are listed at the bottom-center of each manual page.**
- e) Be sure you have the manual with you when you call, so that you can note the answer to your question in the manual for future reference.

#### **Non-School Special Milk Program**

Questions: 608-267-9129(phone) or 608-267-0363 (fax) or [shiela.coulton@dpi.wi.gov](mailto:shiela.coulton@dpi.wi.gov) (email)