SCHOOL NUTRITION PROGRAMS

Special Milk Program
Online Services Claim Manual

How to enter online claims for schools and agencies participating in only the Special Milk Program

Wisconsin Department of Public Instruction

Bureau of School Nutrition
Wisconsin Department of Public Instruction
201 West Washington Ave., Madison, WI 53703
608-267-9228 - dpifns@dpi.wi.gov

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Wisconsin Department of Public Instruction
Jill K. Underly, PhD, State Superintendent
Madison, Wisconsin

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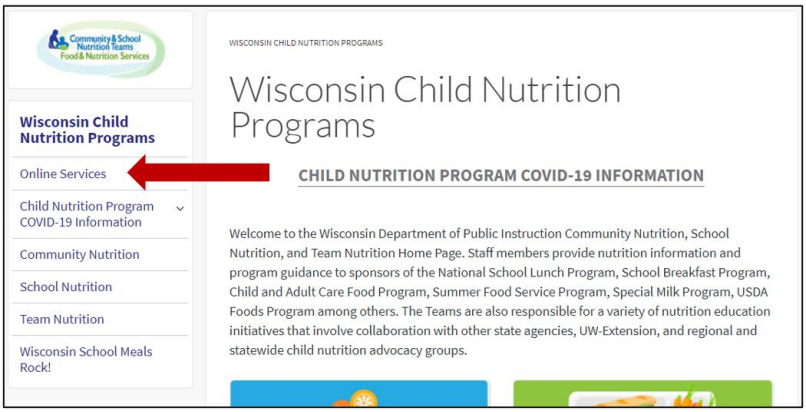
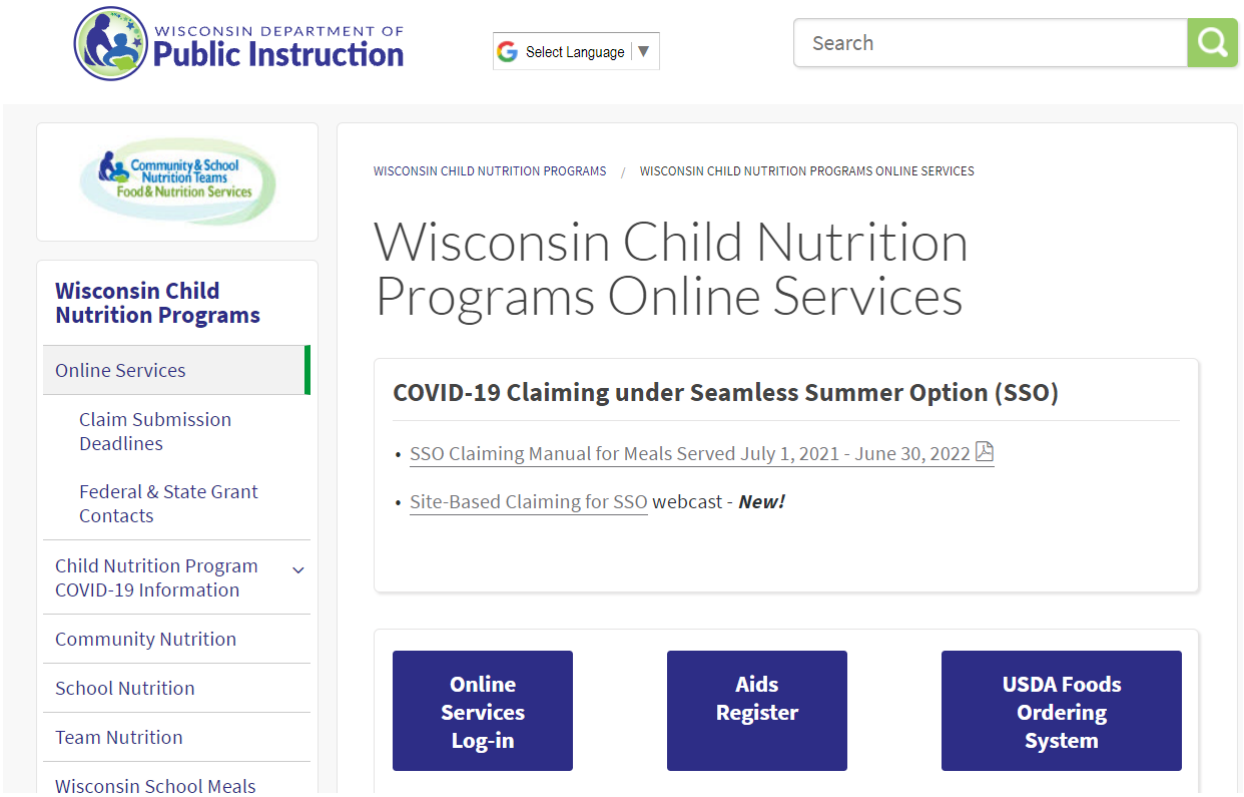
Entering the Wisconsin Child Nutrition Programs Online Services

1. Go to the Wisconsin Department of Public Instruction (DPI) Child Nutrition Programs webpage. Click on *Online Services* on the left navigation bar, which will bring you to the Online Services webpage.



2. On the Online Services page, click on *Online Services Log-in* button for submitting claims. Bookmark this page as a favorite!



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".

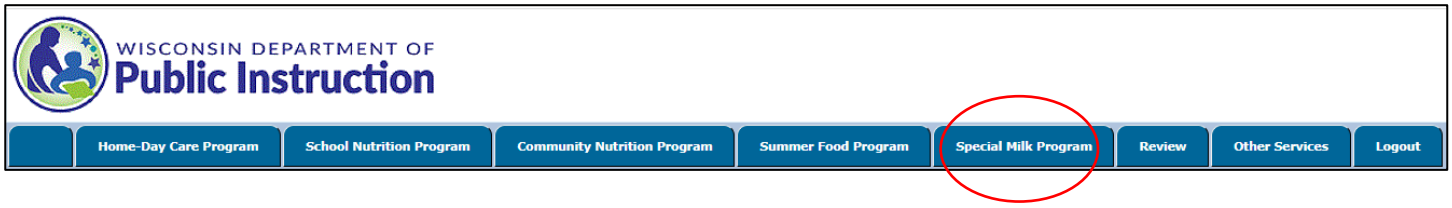
5. Type in your agency specific **password.** (This is the password assigned by DPI for claiming reimbursement and for contract purposes. If you have forgotten this password, please see page 13.)

6. Click the "Submit" button.
   The "Reset" button will clear all data entered in fields.

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.

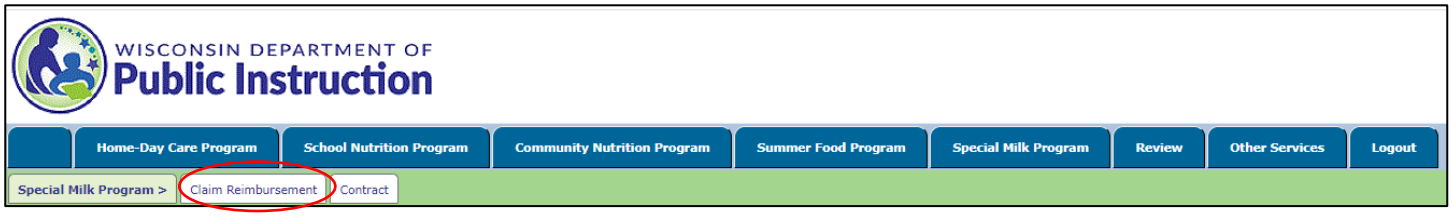


Special Milk Program – Only

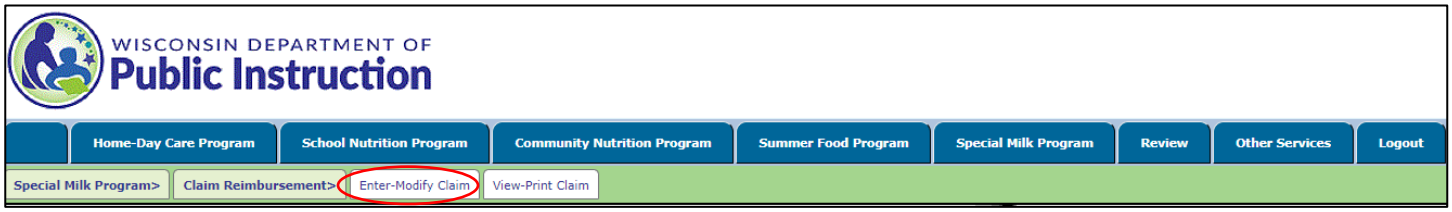
Enter or Modify a Claim

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 schools participating in the SMP during the claiming month. The number reported on the claim must be consistent with the number submitted on Schedule A of the school agency's current online contract.

(3) Total Number of Days Operating
The highest number of days in any of the schools served milk during the claiming month.

(4) Cost Per Half-Pint

The highest number of days in any of the schools served milk during the claiming month. The school agency's actual cost per half-pint of milk, not what is charged to students, carried to four decimal places (e.g., $.2348). **To determine the cost per half-pint**, divide the total dollar cost of all milk purchased for the SMP during the claiming month by the number of half-pints of milk purchased for the SMP. The number of half-pint equivalents must be calculated if the school agency purchases milk in bulk (e.g., multiply the number of gallons purchased by 16).

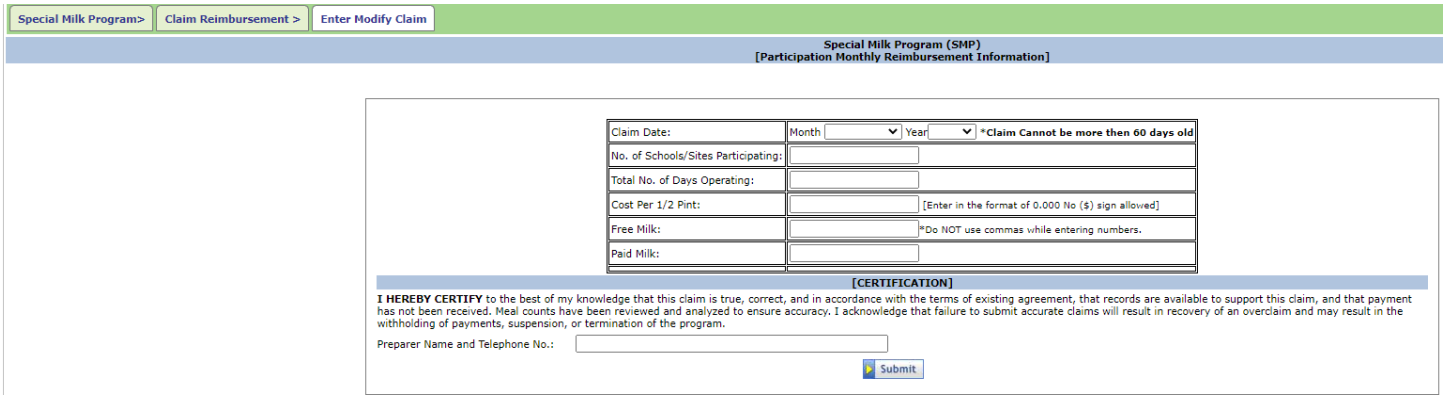
Note: *The U.S. Department of Agriculture (USDA) established reimbursement rate is the maximum amount the school agency will receive for each reported half-pint of milk served to students in the paid category. If the per half-pint cost is less than this rate for milk, the school agency will be reimbursed at this lower rate. Those school agencies with the free milk option receive the average per half-pint cost. The yearly reimbursement rates can be found on the SMP webpage.*

(5) Free Milk

The number of half-pint or half-pint equivalents served to students who are approved for free milk. **Note:** *This box is used only by schools that selected the **pricing program with the free milk option** on the approved online contract. Under a **pricing program with the free milk option,** milk is provided free to students from households which meet the family size income criteria, are categorically eligible, or have been matched on a direct certification run, and milk is sold at a separate charge to non-eligible children. Enter "0" (zero) in the field if your SFA does **not** participate in the **pricing program with free milk option.***

(6) Paid Milk

The number of half-pints or half-pint equivalents (equal to 8 fluid ounces) served to students who do not qualify for free milk. **Note**: This box is where **non-pricing programs** (those who provide milk free to all students) and **pricing programs without the free milk option** report the total number of half-pints of milk served to students during the claiming month. **Pricing programs with the free milk option** enter the number of half-pints of milk served during the month to students who do not qualify for free milk.



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

Points to Remember:

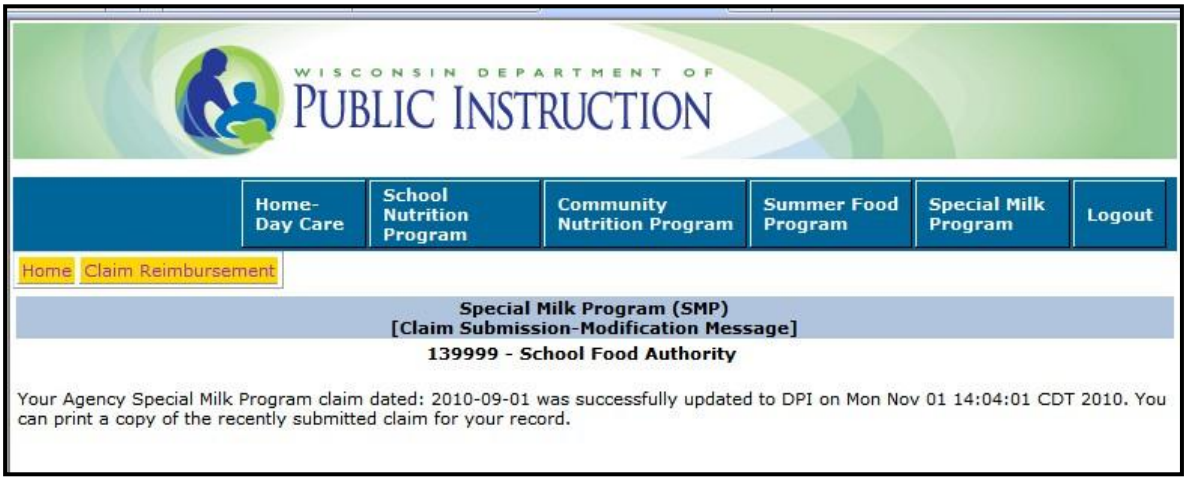
- There is no limit on the number of half-pints of milk that can be served to students per day.
- There is no minimum portion size for milk (e.g., students may be served less than a half-pint of milk to minimize waste). However, as previously stated, school agencies must convert milk served to half-pint equivalents when submitting the monthly reimbursement claim.
- Only milk served to students may be claimed for reimbursement. Schools may not include the number of half-pints of milk served to adults, including staff, and non-enrolled children. The half-pints served to adults or non-enrolled students are not reimbursable by USDA.
- These count documents must be kept to support reimbursement claims.
- School agencies must also keep monthly invoices or billing statements to show the quantity of milk purchased and the total cost of milk purchased.

To **modify a claim** that has not yet been paid, select "Enter-Modify Claim".
After entering a claim for reimbursement, agencies may modify the claim until the time the claim is processed. Processing of claims is completed in most cases, on Tuesday mornings.

NOTE: 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-off 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 DPI accounting (jacqueline.darrow@dpi.wi.gov) or fax it to (608)267-9207 for revision to be processed. *Note: claim adjustments for claims that have been paid must be made within the 90-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-yrs 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.

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



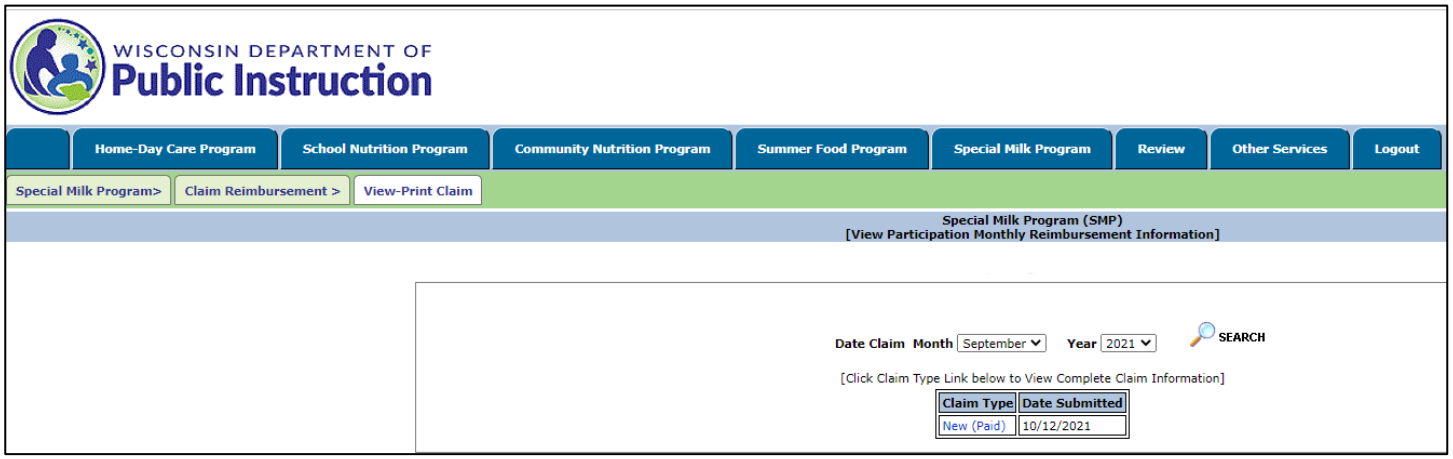
If any data is entered incorrectly, you will receive an error message telling you what to correct (make sure your claim is entered within 60 days of the end of the claiming month and make sure that you are not entering any commas or symbols).

NOTE: 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

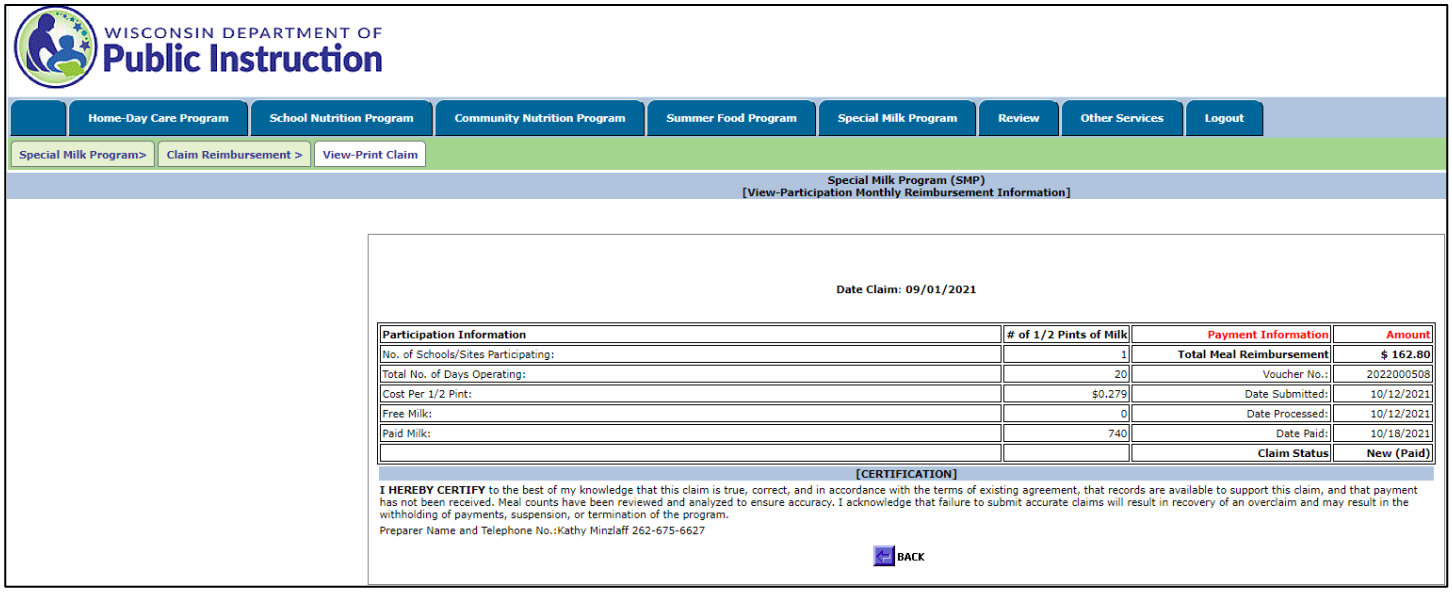
After submitting a claim, you will need to print a copy of the submitted claim for your records, select "**View-Print**". The dollar amount of reimbursement, as well as the "Paid Date" will populate. This is an assurance that the claim has been received at DPI. It may be viewed and/or printed any time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

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



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.



You can print the claim by clicking the print button on your browser. If required, use the "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?

Claims are due within **(60) SIXTY DAYS** of the last day of the claiming month.

Claiming Month	Last Day for Receipt/Postmark of Claim
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 in leap years)

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 Darrow at 608-267-9134. A paper claim may need to be submitted in some instances.

4. WHY or WHEN WOULD I MODIFY A CLAIM?

If a previous claim 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 90-day period after the end of the claiming month unless a one-time exception is granted. Only one exception may be granted separately for School Meal Programs, Child and Adult Care Food Program (CACFP), and Summer Food Service Program 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. For School Programs, call 608-267-9228.

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 Darrow at 608-267-9134 or Jacqueline.Darrow@dpi.wi.gov.

8. CHANGE YOUR PASSWORD

Contact the DPI Federal and State Grant Programs for assistance: Jacque Darrow at 608-267-9134 or Jacqueline.Darrow@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.

Department of Public Instruction
Bureau of School Nutrition
201 West Washington Avenue
Madison, WI 53703
608-267-9228 (phone) 608-267-0363 (fax)
dpifns@dpi.wi.gov

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Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**
   U.S. Department of Agriculture
   Office of the Assistant Secretary for Civil Rights
   1400 Independence Avenue, SW
   Washington, D.C. 20250-9410; or
2. **fax:**
   (833) 256-1665 or (202) 690-7442; or
3. **email:**
   program.intake@usda.gov

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