



SCHOOL NUTRITION PROGRAMS

Wisconsin Department of Public Instruction (DPI)
School Nutrition Team (SNT)

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Special Milk Program Online Contract Manual

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April 2024

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

Contents

Contents..... 3

New Agencies 4

Note to All Agencies..... 4

Entering the Wisconsin Child Nutrition Programs Online Services 5

How to Navigate the System 7

Entering the Special Milk Program Contract 9

Contract Preparer/Enterer 9

General Information 10

Part 1: General Information 10

Part 2: Agency Contacts 11

Part 3: Milk Plan Information 11

Policy Statement 13

Section 1: Milk Accountability Statement..... 13

Section 2: Money Collection and Ticket Issuing Procedures..... 14

Section 3: Milk Accountability Procedures 14

Section 4: Officials 15

Schedule A-Participating Site(s) 16

Schedule A - Site Application 17

Contract and Agreement Certification 19

Contract Application Submitted..... 20

Troubleshooting..... 21

USDA Nondiscrimination Statement 22

New Agencies

If you do not have a six-digit agency code provided by the School Nutrition Team at DPI, and this is your first time entering a contract for School Nutrition Programs, please follow these instructions:

1. New agencies will be contacted by a DPI School Nutrition Team Program Consultant and provided a *temporary* agency code and a temporary password. (If you are not contacted, see the last page of this manual for contact information.)
2. Follow the instructions in the rest of this manual. Use this temporary agency code and the temporary password to log-in.

Special notes for new agencies:

- a. For **Schedule A**, you will need to enter *all* schools in your School Food Authority (SFA), including any that do not operate the Special Milk Program but are listed as schools in the [Wisconsin School Directory](#).
 - b. If you are a private SFA, or a Residential Child Care Institution (RCCI), you will need to complete the **Federal Awards Expended** screen. You will need to know the amount of federal funding you have received under various programs. If you have nothing to report, please enter zeroes (0) to continue.
 - c. If you have questions while entering your contract for the first time, please call the School Nutrition Team at 608-267-9228 and ask for your Nutrition Program Consultant.
3. If you need to make changes to your contract between the time that you enter it and the time that a consultant begins to approve it, you may continue to access the site using your temporary agency code and temporary password. Your contract will be locked for editing once the consultant begins reviewing it. You will not be able to make any changes unless you contact the consultant to unlock it, or the contract is approved.
 4. Once your contract is approved, you will receive an email notification with a *permanent* agency code and a *permanent* password. At that point, you will **no longer** be able to use the temporary log-in information. Using your *permanent* log-in information, you will be able to access the site and view or modify your contract at any time.

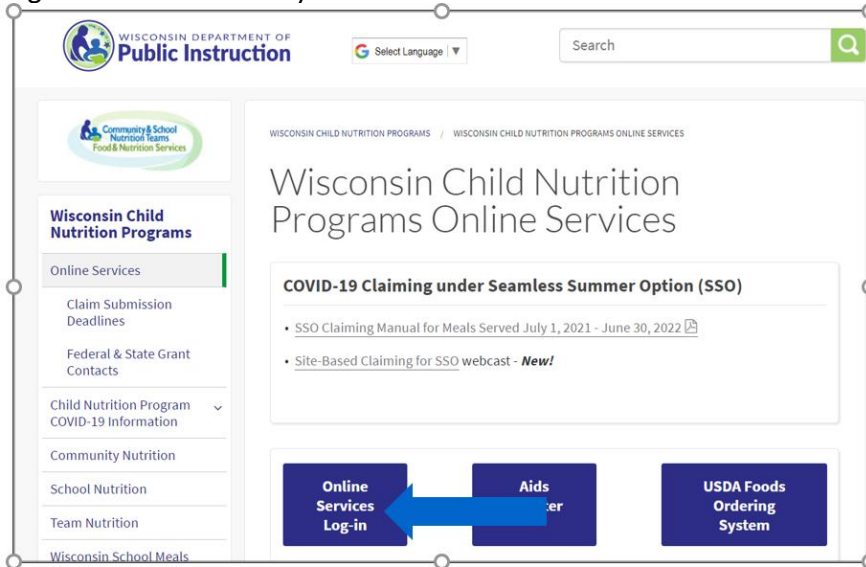
Note: If you make changes to your contract during the school year, please contact the consultant to re-approve your contract.

Note to All Agencies

Prior to completing your online contract, read through the Permanent Agreement/Policy Statement for the Special Milk Program-School Agencies. Under the section titled “The School Food Authority Agrees to”, it is important to note number 12, which refers to FNS Instruction 113-

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. Click on *Online Services* on the left navigation bar, which will bring you to the Online Services webpage.
2. On the Online Service page, dpi.wi.gov/nutrition/online-services, click the *Online Services Log-in* button to access your contract and submit claims for reimbursement.



Tip: Bookmark the Wisconsin Child Nutrition Online Services Webpage

dpi.wi.gov/nutrition/online-services.

Online Services is where agencies update their contract, submit claims, submit reports, and access information about their agency.

For the online version of this Instruction Manual, go to the School Nutrition homepage, click on “[Milk Programs](#)”, click on “[Special Milk Program](#)”, scroll down to the section titled “For SFAs participating in SMP only”. After clicking the down arrow, scroll to the SMP-only Contract section which includes the [SMP-only Contract Manual](#) and [Permanent Agreement/ Policy Statement](#).

3. After clicking on the “Online Services Log-in” button on the left of this screen, this is the Online Services log in screen.

Do not bookmark this webpage. If you wish to bookmark, please go back to Step 2 and bookmark that.

4. Enter your **Agency Code** – This is your six-digit agency code.
 - 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. Enter your agency-specific **Password**; this is the password assigned to you by the DPI for ordering commodities, claiming reimbursement, and contract purposes. If you have forgotten this password, please see the section Troubleshooting at the end of this document.
6. Click the “**Login**” button.

NOTES:

Time limit on entering data – A timer starts from the moment you log in. If no activity occurs for 30 minutes, you will receive an error message and need to return to the main “Log In” screen. Any movement on a page at all (such as going from one screen to another or moving to another entry field on the same page) will reset the 30- minute timer.

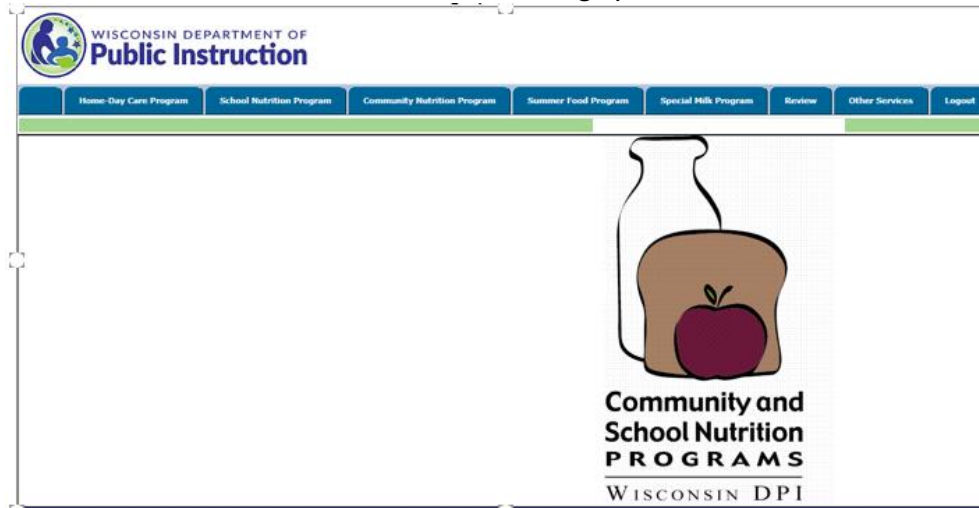
Once you are logged in, a menu of options will appear at the top of the screen.

If your agency participates in the National School Lunch Program (NSLP), you need to exit this contract, and complete the Special Milk Program (SMP) contract as part of your NSLP contract.

How to Navigate the System

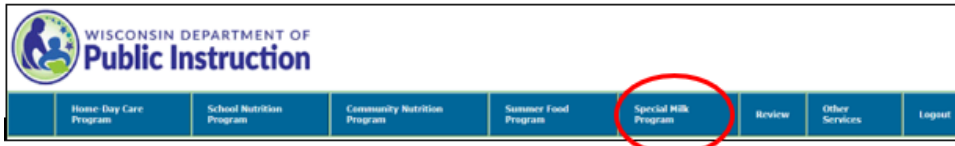
Sample Screen 4-List of Programs

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



- Home-Day Care: For home daycare 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 in the Summer Foodservice Program (SFSP).
- **Special Milk Program: For agencies (school or non-school) participating in the Special Milk Program (SMP).**
- Review: For CACFP users.
- Other Services: This button links to the Unique Entity ID (SAM) number entry page for agencies new to the DPI Child Nutrition Programs.
- Logout: This is where you can click, at any page on the website to logout of your account. Be sure to click Logout every time you exit Online Services.

1. Click the button on the blue bar titled “Special Milk Program”.

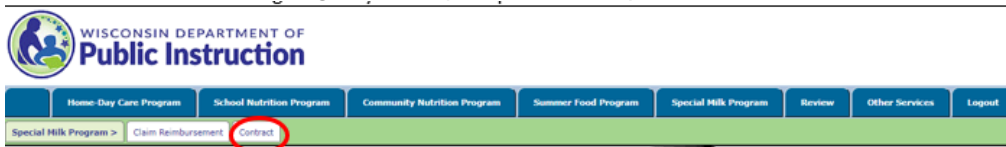


On this screen, you can see the following menu options:

Claim Reimbursement - Use to enter Special Milk Program reimbursement claims, revise unpaid claims and review paid claims for all programs from this link. (Instructions for claims are in the [SMP Claim Manual](#)).

Contract - Use to access the school contract information to view, update, and submit contract changes.

2. Click on “Contract” on the right of the yellow menu options.



3. Click on “Enter-Modify Contract” in the green menu options.

Clicking on “Enter-Modify Contract” will bring you to the first screen where you enter or update information for your contract.

Clicking on “View Approved Contract” does not allow you to update or submit an Application/Contract. You will only be able to view and print the contract

Entering the Special Milk Program Contract

To print your contract, you will need to print each screen, either as you go through and enter the information, or by logging in again and going through and printing each screen.

Contract Preparer/Enterer

You will need to fill out this information **each time** you enter the contract to help DPI track changes made to the contract. An email address for the Contract Preparer is required.


Note: When entering phone number, phone extensions, do not enter any symbols (such as -, (), or /). Enter numerals only. If there is no phone extension, leave the field blank.

**Special Milk Program 2021-2022 Application
Contract Enterer Information**

[Contract Preparer/Enterer Information]

Please fill in all requested information. It will be used to contact the agency for any questions regarding the submitted Application.

First Name	<input type="text"/>	Last Name	<input type="text"/>
Phone Number	<input type="text"/>	<input type="text"/>	Extension <input type="text"/>
Email	<input type="text"/>		

 **CONTINUE**

When you have finished entering the information, click the “Continue” button at the bottom of the page.

General Information

Note: All fields must be completed.

To apply for participation in the Special Milk Program complete the application along with school/site(s) information and submit it to DPI. Collection of this information is a requirement of the SMP.
Note: Enter numbers without dashes.

General Information	
Agency Name [REDACTED]	Federal Employer Identification Number [REDACTED]
Unique Entity ID (SAM) [REDACTED]	
County [REDACTED]	Type of SFA/Sponsoring Agency [Private ▼]
Sponsoring Agency Description	
<input type="radio"/> Child Care Institution	
<input type="radio"/> Nonprofit Summer Camp for Children	
<input type="radio"/> Outside of School Hours Care Centers	
<input type="radio"/> Homeless Feeding Site	
<input checked="" type="radio"/> School Agencies	
<input type="radio"/> Other	
School Agency Enrollment (only include those with access to the milk program)	[100]
Agency Street Address	
Street Address [REDACTED]	
City [REDACTED]	Zip [REDACTED]
Mailing Address (Enter even if it is the same as the street address listed above)	
Street/P.O. Box [REDACTED]	
City [REDACTED]	Zip [REDACTED]

Part 1: General Information

1. **Agency Name:** This is the name of the agency that is contracting with DPI. If you have multiple locations (sites), this will be the name of the organization that runs all of the different sites.
2. **Federal Employer Identification Number (FEIN):** Enter the agency's Federal Employee Identification Number.
3. **Unique Entity ID (SAM):** The Unique Entity ID (UEI) is a unique alpha-numeric ID issued by the System for Award Management (SAM.gov). It is used to do business with the U.S. Government. School Food Authorities (SFAs) that participate in the USDA Child Nutrition Programs must have a UEI to receive reimbursement payments for meals served in the programs.
4. **County:** Select the county your agency resides in.
5. **Type of SFA/Sponsoring Agency:** Please select whether your agency is public or private.
6. **Sponsoring Agency Description:** Select School Agencies.
7. **School Agency Enrollment:** Only include those with access to the milk program.
8. **Agency Street Address:** Enter the street address for the agency, *not* a PO Box.
9. **Mailing Address:** Enter the mailing address to be used for DPI mailings. You must enter this, even if it is the same as the agency address. You may use a P.O. Box in this field.

Part 2: Agency Contacts

Agency Contacts	
Authorized Representative	
Title	Pastor/Principal
First Name	<input type="text"/>
Last Name	<input type="text"/>
Phone Number	<input type="text"/>
Fax Number	<input type="text"/>
Email Address	<input type="text"/>
Secondary Contact	
Title	Administrative Assistant
First Name	<input type="text"/>
Last Name	<input type="text"/>
Phone Number	<input type="text"/>
Email Address	<input type="text"/>

1. **Authorized Representative:** The authorized representative of your agency is the person who is authorized to make this contract with DPI. This person must list an email address.
2. **Secondary Contact:** Please list the person who enters the monthly Special Milk Program claims for reimbursement.

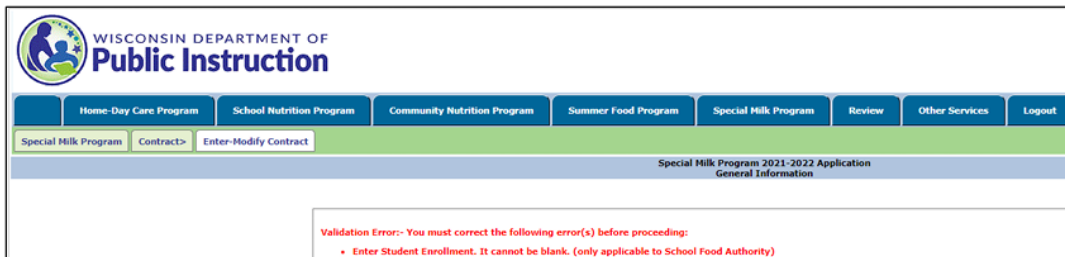
Part 3: Milk Plan Information

Milk Plan Information	
Type of Plan	
<input type="radio"/> Nonpricing Plan	Milk is not sold to children, but is provided without charge or included in tuition or boarding fees or paid by private donation or endowment.
<input checked="" type="radio"/> Pricing Plan	Milk is sold to children under a separate established charge and maximum use is made of program reimbursements to reduce to the extent possible, the price per half pint which children pay for milk.
	Check One: Agency's option regarding milk for needy students. <i>(The provision of milk free to children eligible for free milk is not a requirement under a pricing plan, it is a local option.)</i>
	<input checked="" type="radio"/> Milk available under the Special Milk Program will not be provided free to children eligible for free milk, all children will be charged the same price and in accordance with the appropriate Policy Statement. <input type="radio"/> Milk available under the Special Milk Program will be provided free to children eligible for free milk in accordance with the appropriate Policy Statement, and children not eligible for free milk will pay the established price. <input type="radio"/> None
	Indicate Student Milk Charge. Enter the student milk charge and corresponding billing frequency from drop-down list. <i>(1/2-pint cost + \$0.02-\$0.05 (administrative costs) - federal reimbursement = 1/2 pint price)</i>
Student Milk Charge(\$)	<input type="text" value="0.10"/>
Billing Frequency	<input type="text" value="Per 1/2-pint"/>
Explain Other	<input type="text" value="post billing"/>

1. This section is where you will select which pricing plan your agency will use.
 - a. **Non-Pricing Plan:** Select this plan if you do not charge students for milk (either milk is provided for free, or it is included in tuition).
 - b. **Pricing Plan:** Select this option if you charge students for milk. If you select this option, you will then need to select an option regarding free milk to eligible students.
 - i. **Pricing Plan without Free Milk:** Choose this option if you will **not** be providing free milk to eligible children. Select: *Milk available under the Special Milk Program will not be provided free to children eligible for free milk; all children will be charged the same price on the Policy Statement.*
 - ii. **Pricing Plan with Free Milk Option:** Choose this option if you **will** be providing free milk to eligible children (which requires the collection and determination of applications). Select: *Milk available under the Special Milk Program will be provided free to children eligible for free milk in accordance with the Policy Statement, and children not eligible for free milk will pay the established price.*

2. **Indicate Student Milk Charge:** If you operate a **Pricing Plan**, enter the student milk charge and corresponding billing frequency from the drop-down list. This is the student milk charge, NOT the SFA's average net-dairy cost per half-pint.

3. When you have entered information in all the fields, click the "**Continue**" button. If any information is missing, you will be returned to the page with a "Validation Error" – the error will list what information is missing.



Policy Statement

Note: This screen has five (5) sections. If you do **not** offer free milk to eligible students, **only fill out Sections 1 and 5**. If you **do** offer free milk to eligible students, you will need to **fill out Sections 2, 3, 4 and 5**.

Section 1: Milk Accountability Statement

Please skip this section if you offer free milk to eligible students (participate in the Pricing Plan with Free Milk Option).

For agencies operating the Non-Pricing Plan or Pricing Plan without free milk: Complete sections 1 and 5, then scroll to the bottom of the screen and click "Continue".

In the applicable box, please describe the procedures your agency uses to count the number of milks served each day, and to maintain records of the number of milks served. This count must be taken at the **point of service**. Please note where the point of service is located, who is responsible for obtaining counts at the point of service, how counts are processed for the claim for reimbursement and how money is collected (if applicable).

Note: Only fill out the grade levels that your agency operates the SMP. The other grade levels should be left blank.

Special Milk Program 2021-2022 Application Policy Statement	
Section 1: Milk Accountability System <i>For agencies who selected EITHER "Non-Pricing Plan" or "Pricing Plan" with NO free milk option (all students pay the same fee). If you offer free milk to eligible students, please skip this section.</i>	
TO ENSURE AN ACCURATE DAILY COUNT of all milk served in the Special Milk Program, the following record keeping methods and procedures will be used to obtain the number of half-pints of milk served to students as reported on the monthly reimbursement claims. Records based on enrollment or attendance are not acceptable.	
Describe fully the procedures used to obtain a daily point of service milk count and to maintain such records at each school. Please note where the point of service is located, who is responsible for obtaining counts at the point of service, how counts are processed for the claim for reimbursement and how money is collected (if applicable).	
In Elementary Schools:	<div style="border: 1px solid black; height: 40px;"></div>
In Junior High and Middle School:	<div style="border: 1px solid black; height: 40px;"></div>
In Senior High School:	<div style="border: 1px solid black; height: 40px;"></div>

Section 2: Money Collection and Ticket Issuing Procedures

Only for agencies that selected “Pricing Plan” and offer free milk to eligible students. Please skip this section if you do not offer free milk to eligible students.

For each grade level, please describe how the agency protects the identity of children eligible for free milk, and the procedures for students to pay for their milk without overtly identifying students who are eligible for free milk. Note who collects the money, how money is collected and who has access to Freemilk information.

Note: Only fill out the grade levels that your agency operates the SMP.

Section 2: Money Collection and Ticket Issuing Procedures	
<i>Only for agencies that selected "Pricing Plan" and offer free milk to eligible students. If you do not offer free milk to eligible students, please skip this section.</i>	
TO PROTECT THE IDENTITY of the children receiving free milk as determined under the established eligibility guidelines, the following methods and procedures for collecting money from the paying children will be implemented by the school authorities in all schools participating under the School Food Authority's jurisdiction. Also noted is the method whereby students will receive their milk each school day without overtly identifying the free milk recipients. Describe fully the money collection/ticket issuing procedures that will be implemented. Please note who collects the money, how money is collected and who has access to Free milk information.	
In Elementary Schools:	
In Junior High and Middle School:	
In Senior High School:	

Section 3: Milk Accountability Procedures

Only for agencies that selected “Pricing Plan” and offer free milk to eligible students. Please skip this section if you do not offer free milk to eligible students.

For each grade level, please describe the procedures your agency uses to count the number of milks served each day, to maintain records of these counts, and for recording the number of milks served both to students paying full price and students receiving free milk. The count must be taken at **point of service** and cannot overtly identify children who receive free milk. Note where the point of service is located, who is responsible for obtaining the counts at the point of service, how counts are processed for the claim for reimbursement, and how money is collected (if applicable).

Section 3: Milk Accountability Procedures	
<i>Only for agencies that selected "Pricing Plan" and offer free milk to eligible students. If you do not offer free milk to eligible students, please skip this section.</i>	
TO ENSURE AN ACCURATE DAILY COUNT of all milk actually served in the Special Milk Program, the following recordkeeping methods and procedures will be used to substantiate the number of half-pints of milk served to students paying or receiving milk free each day. (Counts obtained from ticket sales or a free milk count based on the number of approved needy applications are not acceptable methods for obtaining actual milk consumption records for reimbursement claims.)	
Describe fully the procedures used to obtain and maintain an accurate daily point of service count of milk served to students paying the full price and those receiving free milk. Please note where the point of service is located, who is responsible for obtaining the counts at the point of service, how counts are processed for the claim for reimbursement, and how money is collected (if applicable).	
In Elementary Schools:	
In Junior High and Middle School:	
In Senior High School:	

Section 4: Officials

Only fill out this section if your agency operates the Pricing Plan with free milk.

1. **Hearing Official** may be called upon to hear possible complaints or appeals on application determination or possible discrimination in the operations of the program. The Hearing Official *should not* be a subordinate of the person serving as the Determining Official. The Hearing Official *may not be* the same person as the Determining Official.
2. **Determining Official** reviews the initial free milk applications, determines if the students are eligible for free milk, and notifies the household of the determination.

Section 4: Officials	
Only for agencies that selected "Pricing Plan" and offer free milk to eligible students. If you do not offer free milk to eligible students, please skip this section.	
Hearing Official Name - Not involved in original determination or verification	Determining Official Name - Individual(s) determining eligibility
Title <input type="text" value="None"/>	Title <input type="text" value="None"/>
First Name <input type="text"/>	First Name <input type="text"/>
Last Name <input type="text"/>	Last Name <input type="text"/>
Address <input type="text"/>	
City <input type="text"/> Zip <input type="text"/>	

Section 5: Milk Types

All SFAs participating in the SMP must complete this section.

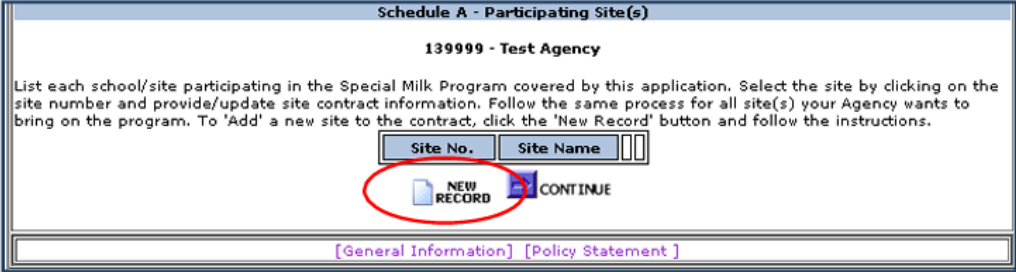
Select the boxes for each age group your SFA serves to certify that your agency will provide milk type that meets the Special Milk Program Requirements.

Section 5: Milk Types
Fluid milk and non-dairy fluid milk substitutes served must meet the requirements as outlined in §215.7a.
Types of fluid milk. All fluid milk served in the Program must be pasteurized fluid milk which meets State and local standards for such milk, have vitamins A and D at levels specified by the Food and Drug Administration, and must be consistent with State and local standards for such milk. Fluid milk must also meet the following requirements:
<ul style="list-style-type: none"> • Children 1 year old. Children one year of age must be served unflavored whole milk. • Children 2 -5 years old (not yet in kindergarten). Children two through 5 years old and not yet in kindergarten must be served either unflavored low-fat (1 percent) or unflavored fat-free (skim) milk. • Children 6 years old and older. Children six years old and older must be served low-fat (1 percent or less) or fat-free (skim) milk. Milk may be flavored or unflavored.
Reimbursable milks for children two years old and older include low-fat or fat-free milk, low-fat or fat-free lactose reduced milk, low-fat or fat-free lactose free milk, low-fat or fat-free buttermilk, or low-fat or fat-free acidified milk. All milk must be pasteurized fluid milk that meets State and local standards.
Check the boxes below for each age group your SFA serves to certify that your agency will provide the milk type that meets the Special Milk Program Requirements.
<input type="checkbox"/> Children 1 year old. Children one year of age must be served unflavored whole milk.
<input type="checkbox"/> Children 2 -5 years old (not yet in kindergarten). Children two through 5 years old and not yet in kindergarten must be served either unflavored low-fat (1 percent) or unflavored fat-free (skim) milk.
<input type="checkbox"/> Children 6 years old and older. Children six years old and older must be served low-fat (1 percent or less) or fat-free (skim) milk. Milk may be flavored or unflavored.

Once you have updated your agency's information, click the "Continue" button.


Schedule A-Participating Site(s)

- 1. You will need to enter details about each site in the agency that participates in the Special Milk Program.
- 2. When you first enter your contract, Schedule A will look like this



3. Select "New Record" to enter your first site. If this is your first time entering your contract online, none of the data fields will be filled. If your agency is not new the information carries over and it can be modified. If you serve milk at another location, please add that site by clicking "New Record."
4. If you are returning to edit your contract, the information you had previously entered will be saved. Click on either the "Site No." or "Site Name" hyperlink to review and/or update

Schedule A - Site Application

Special Milk Program 2017-2018 Application Schedule (A) - Add Site Application	
139999 - Test Agency	
General Information: <i>Enter numbers like Zip, Phone without hyphen or dashes.</i>	
Site Name <input type="text" value="The Main School"/>	Phone <input type="text" value="6082555555"/>
Street Address <input type="text" value="123 Main Street"/>	City <input type="text" value="Main City"/> State <input type="text" value="Wisconsin"/> Zip <input type="text" value="55555"/>
Site Program Start Date <input type="text" value="09"/> / <input type="text" value="05"/> / <input type="text" value="2017"/> [MM/DD/YYYY]	
Site Program End Date <input type="text" value="06"/> / <input type="text" value="05"/> / <input type="text" value="2018"/> [MM/DD/YYYY]	
Grades/Serving Estimate Information: <i>(Provide information based on your type of agency. If you are school you do not provide information in column 2. and vice versa.)</i>	
1. Grades in Building (Only Applicable to School)	OR 2. Estimated No. to be Served Per Day (Only applicable to Nonschool Sponsors)
From: <input type="text" value="Kindergarten"/>	Children Under 19 Served Per Day <input type="text"/>
To: <input type="text" value="Twelfth Grade"/>	Adults Served Per Day <input type="text"/>
Check all USDA Program in which this site participates:	
<input checked="" type="checkbox"/> None <input type="checkbox"/> National School Lunch Program <input type="checkbox"/> Child and Adult Care Food Program <input type="checkbox"/> Summer Food Service Program <input type="checkbox"/> School Breakfast Program	
	
[General Information] [Policy Statement] [Site(s) Listing]	

1. **General Information:** Enter the information for this site of your agency. Enter the start and end dates for the program *for this site*. You will enter each site separately.
2. **Grades/Serving Estimate Information:** In Column 1, select the grade levels in this site location and the estimated number of children to be served. Leave Column 2 blank.
3. **Other USDA programs:** Select any other programs that this site participates in.
4. **If your agency participates in the National School Lunch Program (NSLP), you need to exit this contract, and complete your Special Milk Program (SMP) contract as part of your NSLP contract.**
5. Once you have finished filling in the information on this page, click the “Save” button. This will return you to **Schedule A-Participating Site(s)**, where you will now see a list of the sites you entered:

**Special Milk Program 2017-2018 Application
Schedule A - Participating Site(s)**

139999 - Test Agency

List each school/site participating in the Special Milk Program covered by this application. Select the site by clicking on the site number and provide/update site contract information. Follow the same process for all site(s) your Agency wants to bring into the program. To 'Add' a new site to the contract, click the 'New Record' button and follow the instructions.

Site No.	Site Name	
28480	The Main School	NEW




[\[General Information\]](#)
[\[Policy Statement\]](#)

6. **Additional Sites:** If your agency has more than one site, you will need to repeat this process for each site.
7. **Deleting a Site:** If you need to delete a site (for example, if one site has closed), click on the name of the site to access it, and then click the “Delete” button at the bottom of the page.
8. When you have entered all your sites, click the “Continue” button at the bottom of Schedule A-Participating Site(s). This will bring you to Certification and Agreement Certification.
9. **Your contract is not submitted to DPI until you click on “Submit Contract” button on the last screen.** To submit your contract to DPI, you must click “Continue” through the entire contract and click on “Submit” at the end. If you logout or close the website without clicking “Submit” – your contract will remain open for editing, and DPI will not be able to review or approve it.

Contract and Agreement Certification

At the Certification, you are asked to agree that the information in your contract is truthful and in compliance with federal regulations, as stated in the [permanent agreement](#), located on the Certification page under the "For School Food Authority" heading.

If you agree, you will need to check the box that says "I agree to Certification", and then you are ready to submit your contract by clicking on "Submit".

Special Milk Program 2017-2018 Application
Contract and Agreement Certification

139999 - Test Agency

For School Food Authority	For Non-School Agency
Click Here to View Permanent Agreement	Click Here to View Permanent Agreement

CERTIFICATION

I certify that the information within this application is true and correct to the best of my knowledge

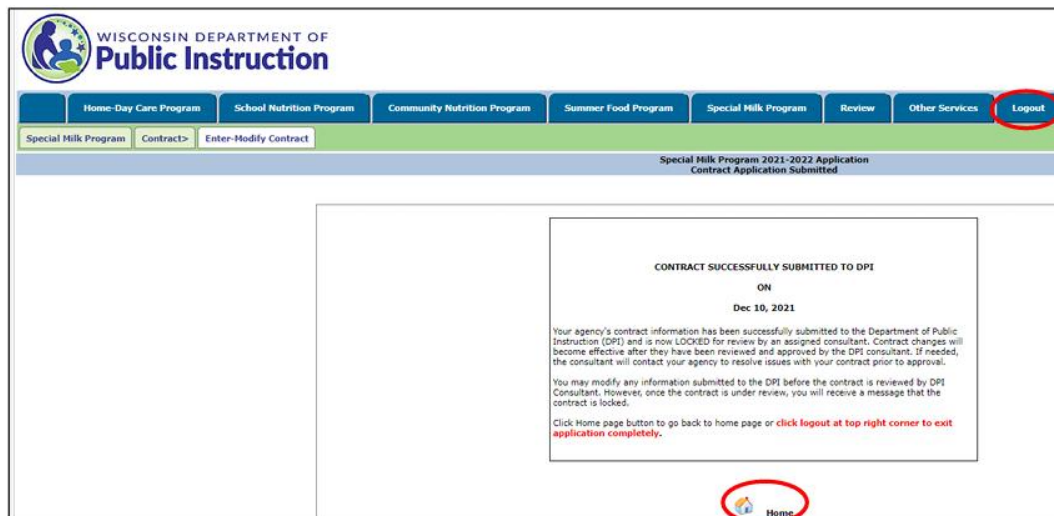
- and that the applicant herein named is in compliance with the audit requirement stated in 7 CFR Part 3052.
- I understand that this information is being given in connection with the receipt of federal funds and that deliberate misrepresentation or withholding of information may subject me to prosecution under applicable State and Federal criminal statutes.
- I agree to abide by the terms and conditions of the Contract and Permanent Agreement

I agree to Certification

[General Information] [Policy Statement] [Site(s) Listing]

Contract Application Submitted

Once you have clicked "Submit," you will receive a Confirmation screen that will look like this:



1. Click "**Home**" to return to the Menu for further modifications.
2. Click on the blue "**Logout**" button at the top right to exit the FNS system.
3. At any point (until DPI begins approving your contract), you may log-in and update your contract. Once your contract is approved, you may also make changes to your contract at any point during the school year.

Make sure you follow the contract through until the end and submit it to DPI; otherwise, changes will not be saved.

Please contact a consultant if you modify your contract after it has been approved.

Troubleshooting

1. If you forget your password: Contact Jacque Darrow at 608-267-9134 or jacqueline.darrow@dpi.wi.gov
2. **To change your password:** Contact: 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 who need to use those functions of the new password.
3. **To return to a prior page/screen,** click on one of the links at the bottom of the screen. The name of the link will tell you what screen you will go to. These links are in a horizontal row at the bottom of the screen and are a **different color** than the regular printing on the entry pages. If you click on the "Back" icon at the top of the screen, your data will *not* be saved from the screen you are currently on.
4. **To print your contract,** you will need to print each screen, either as you go through and enter the information, or by logging in again and going through and printing each screen. **Remember** to print the Schedule A information for each site.
5. **Exiting the program:** To exit the contract system, click the "**Logout**" button. This button is part of the blue bar at the top of the screen, on the far right.
6. **Prior to contacting DPI** with questions related to entering data on your contract, please be prepared to answer the following questions:
 - a. What is your agency code?
 - b. What information are you trying to enter? (**Example: "School Contract"**)
 - c. What screen are you viewing? (**Example: "1st entry screen", "Schedule A", "School Specific Information"**)
 - d. What page(s) in this manual are you referring to? **Page numbers are listed at the bottom-right 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.
7. **Making changes to your contract:** You can access and update your contract online at any time. Remember to click the "Continue" or "Save" button at the bottom of each screen, and to submit the contract at the end of the process to make sure your updates will be sent to the School Nutrition Team for approval. **Please contact a consultant to review your contract changes.**

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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, audiotope, 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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