United States Department of Agriculture
Food and Nutrition Service
Program Integrity and Monitoring Branch
Supplemental Food Programs Division

Food Delivery Portal User Manual

Version 1.8

Version History

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Table of Contents

1 Introduction to the Food Delivery Portal (FDP)

The U.S. Department of Agriculture (USDA), Food and Nutrition Services (FNS) introduces the Food Delivery Portal (FDP), which replaces The Integrity Profile (TIP). FDP is now the system for Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) and State agencies (SAs) to fulfill their annual reporting requirements for the WIC Program. FDP allows SA users to submit and manage their data and FNS users to provide federal oversight of the WIC Program.

The data collected in FDP is critical to effective oversight of the WIC Program at the federal level because it provides FNS with information on SA performance with respect to FDE training, compliance, monitoring, and sanctions. In addition, FDP data can be used by SAs to assess trends in FDE compliance to identify areas for additional training, oversight, and monitoring.

This user manual provides SA and FNS users with instructions on the features and functions available within FDP. FDP allows SA users to submit and manage their data and FNS users to provide federal oversight of the WIC Program.

FDP is powered by Salesforce, a cloud computing service specializing in customer relationship management. Salesforce is a data-centric platform. FNS has acquired Salesforce to better provide flexible, scalable, and efficient applications with more robust data analytics across multiple program areas. The Salesforce platform allows for real-time information sharing and collaboration. Users can access free training on the Salesforce platform by visiting www.salesforce.com/services/learn/overview/.

1.1 Acronyms and Abbreviations

The following acronyms are used throughout the FDP User Manual.

Term	Expansion
CMP	Civil Money Penalty
DBA	doing business as
EOY	End of Year
FDE	Food Delivery Entity
FDP	Food Delivery Portal
FNCS	Food, Nutrition and Consumer Services
FNS	Food and Nutrition Service
NO	National Office
PIV card	Personal Identity Verification card
PIMB	Program Integrity and Monitoring Branch
RO	Regional Office
ROB	Rules of Behavior
RMV	Routine Monitoring Visits
SA	State agency
SNAP	Supplemental Nutrition Assistance Program
STARS	Store Tracking and Redemption System
TIP	The Integrity Profile
USDA	United States Department of Agriculture
eAuth	eAuthentication
WIC Program	Special Supplemental Nutrition Program for Women, Infants, and Children

1.2 Required Fields

Chapters 5 to 9 of this document present a detailed look at the fields in the FDP application. These sections note the field name and a brief definition or description of the field contents. Not all fields are required for all records. For more information on required fields, please see the Required Fields Document on PartnerWeb.

2 User Roles

The Food Delivery Portal (FDP) has two types of user roles. The representatives of each State agency (SA) hold the SA user role and are referenced later in this manual as "SA users." The federal users include FNS employees and contractors from Regional Offices (RO) and the FNS National Office and are referenced later in this manual collectively as "FNS users". The FNS users are assigned the FDP User role, for which there are additional permission sets that grant either Regional Office or Administrator actions to those accounts. This manual will, at times, reference the individual permissions sets as FDP User, RO Users, and Admin Users. Each role and its unique permissions are described below.

2.1 SA Users

SA users are the employees and contractors who are responsible for operating the WIC Program on behalf of their SAs. SA users administer the WIC Program in accordance with federal regulations; advise local agencies and vendors on all aspects of program operations; and provide required data on vendors to FNS, which uses this data to conduct federal oversight. SA users access FDP through the Salesforce Experience Cloud, which requires an Experience Cloud license, otherwise known as an SA FDP License, which SA users will request by emailing the FDP Help Desk email, SM.fn.FDPHelp@usda.gov.

2.2 RO Users

RO users are FNS employees from the various Regional Offices who can view all SA and Food Delivery Entity (FDE) data. Regional staff provide a critical oversight role and represent the interests of their SAs to the FNS National Office. These users oversee the SA vendor management and oversight activities to ensure the SAs comply with WIC Program regulations. RO users access FDP through the Salesforce Service Cloud, which requires a Lightning Service Cloud license.

2.3 FNS National Office FDP Users

FNS National Office FDP users, also known as FNS users, are FNS employees or contractors who can view all SA and FDE data. FNS users access FDP through the Salesforce Service Cloud, which requires a Lightning Service Cloud license.

2.4 Admin Users

Admin users are FNS National Office employees or contractors who can view all SA and FDE data. They have the following additional actions available with FDP:

- Manage user licenses,
- Create and Edit State agencies,
- Mark the final SA compliance report summaries as reported or not available for a fiscal year,
- Gather the results of all SA compliance reports into a national view,
- Perform maintenance activities on the SA record and users.

Admin Users access FDP through the Salesforce Service Cloud, which requires a Lightning Service Cloud license.

3 Logging into the Food Delivery Portal

Each user will need to request a login account for the Food Delivery Portal (FDP). These login accounts will need a United States Department of Agriculture (USDA) Level II eAuthentication (eAuth) account. The following sections provide detailed steps necessary to log in to FDP.

To create a login account, new users will need to follow the steps in these two sections:
1. To create a Level II eAuth account; see section 3.1.
   Please Note: FNS users have an eAuth account created as part of their initial onboarding with FNS. FNS users should ensure that their PIV card is active and then follow the instructions in section 3.2 to request access to FDP.
2. Request that FDP access be added to your eAuth account; see section 3.2.

Once your account is created, section 3.3 provides the steps to log in to the system.

!	Note: Changes are coming to the login process with the adoption of login.gov for all current and new FDP State agency users. The date for the transition to Login.gov will be announced at a later date, but information can be found at Login.gov website, and more will be shared as it becomes available.

3.1 How to Create an eAuthentication Account

This section will help State agency (SA) users create a Level II eAuth account using the following steps:
1. Go to USDA's eAuth Home Page.
2. Click on the "Create Account" menu.
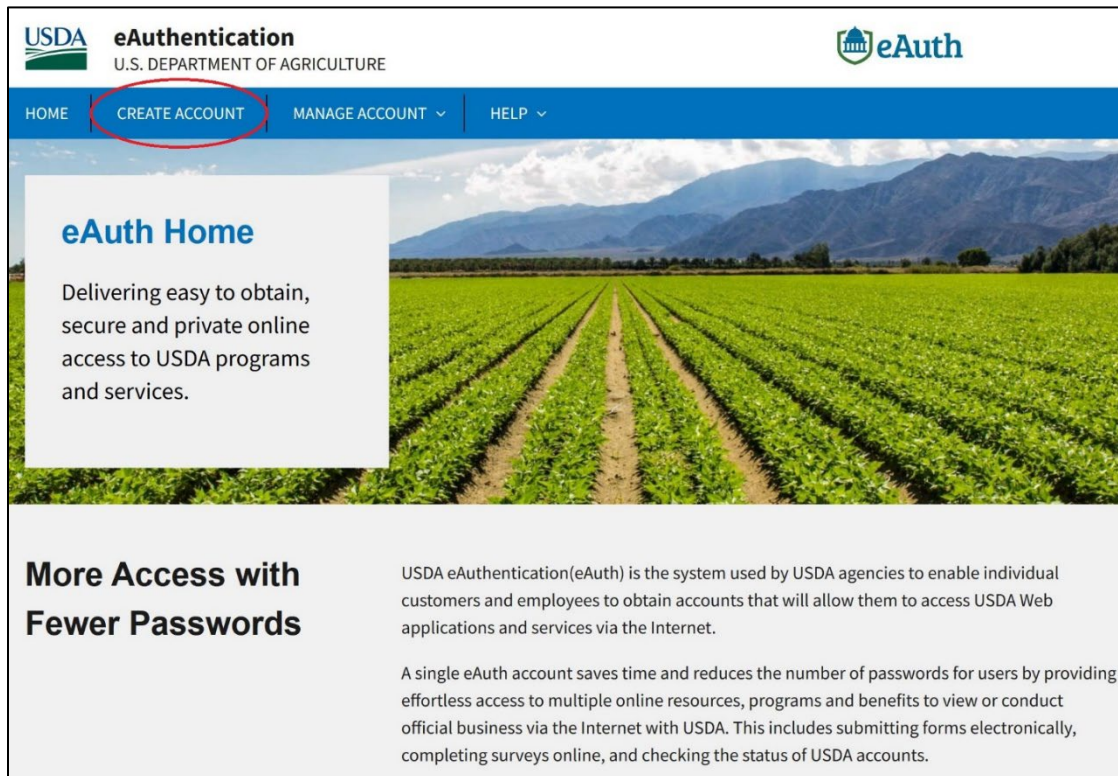
3. From the Account Registration page, select the option for "Customer" and then click on the "Continue" button.

4. Type your business email address into the email address field and click on the "Submit" button.
5. eAuth requires you to complete a multi-step process to set up your account. There is an email confirmation sent to you at each step below, which opens the next step for you.
   a. Verify your email account by responding to the email received.
   b. Set up your general account information with your name and password.
   c. Verify your account.
      i. Go back to the eAuth website (https://www.eauth.usda.gov/).
      ii. In the Manage Account menu, choose Update Account.
      iii. Verify your identity by following the online instructions. This will pull in your credit bureau information for you to verify.

Once your account is verified, you should be ready to proceed to the steps for requesting access to FDP shown in section 3.2.

3.2 Requesting Access to FDP

All user groups need to submit an FNS-674 to access FDP. The complete process is outlined below:

1. The user will receive an FNS-674 via email from SM.fn.FDPHelp@usda.gov.
2. The user fills out the User Information section of the FNS-674.
   a. Fields 14-16 are prepopulated.
      i. 14. System Name: "Food Delivery Portal (FDP)"
      ii. 15. Type of Access / Role: Non-Privileged
      iii. 16. Action Requested: Add
   b. Fields 17-19 should remain blank.
   c. Field 20 should contain detailed text that needs to be updated with the correct values.
   d. For State agency users, please use the following after updating the State agency value:
      "FNCS Org (Salesforce) Environment(s): Production, UAT; Role: System generated after a State agency contact is created; License Type: Partner Community; Profile: FNSWIC_State Agency User Profile; State Agency represented: _____; Public Groups: FNS WIC Portal Users"
      i. For FNS employees/contractors, please use the following after updating the Region value if needed and your username with your USDA email address:
         "FNCS Org (Salesforce) Environment(s): Production, FDP-UAT (fncs--uat.my.salesforce.com without enhanced domains); Role: FNS WIC FDP User; License Type: Salesforce; Profile: FNSWIC_FDP Standard User; Public Groups: FNS WIC Portal Users; Permission Sets: FNSWIC FDP Community Access, Salesforce Classic Permissions; Region represented: _____; User name: _____"
      ii. For FDP Administrators, please use the following:
         "FNCS Org (Salesforce) Environment(s): FDP-Production, FDP-UAT (fncs--uat.my.salesforce.com without enhanced domains), WICQA; Role: FNS WIC FDP User; License Type: Salesforce; Profile: System Administrator, FNSWIC_FDP Standard User; Public Groups: FNS WIC Portal Users; Permission Sets: FNSWIC FDP Community Access, FNSWIC FDP PIMB Administrator, Salesforce Classic Permissions; User name: _____"
3. The Privacy Act Statement, Rules of Behavior (ROB) – Food, Nutrition and Consumer Services (FNCS) General User, and User Acknowledgement sections should be reviewed carefully.

U.S. Department of Agriculture - Food, Nutrition and Consumer Services

User Access Request Form

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-0532. The time required to complete this information collection is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Services, Office of Policy Support, 1320 Braddock Place, Alexandria, VA 22314, ATTN: PRA (0584-0532). Do not return the completed form to this address.

User Information

1. Last Name	First Name	Middle Name	2. Title	3. Date of Request

4. Work Email

5. USDA E-Auth User ID, *(if applicable)*

6. Type of User *(select one)*	7. Telephone	8. Contract Expiration Date *(if applicable)*	9. Temporary Employee Expiration Date *(if applicable)*

10. Company/Agency	11. Functional Area	12. Division/Branch

13. Physical Duty Location *(select one)*   Physical Duty Street Address   Suite/Unit #

City   State   ZIP Code

14. System Name	15. Type of Access/Role	16. Action Requested

17. System Login User ID *(current users)*	18. Program and Form *(applicable for FPRS)*

19. State/Locality Codes

20. Comments or Special Instruction and/or Justification (if "Other" is selected in fields 6 or 13). *(attach separate sheet if more space is needed)*

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4. After reviewing all sections required by the form instructions, the user should sign and date the appropriate fields.
    a. SA users must print and sign the FNS-674 with an ink signature.
    b. FNS users should use their PIV card to create a digital signature.
5. Users then forward the document to their supervisor for their review and approval. For SA users, the supervisor will send the signed FNS-674 to the appropriate Regional Office (RO) user for review and submission.
6. Once the FNS-674 is reviewed, signed, and approved by all parties, the completed form is forwarded to the FDP Help Desk email, SM.fn.FDPHelp@usda.gov. The completed form undergoes an internal review process before approval or denial. If approved, the new user receives a Welcome Packet via email that contains instructions on how to log in to FDP.

All user groups also need to submit a STARS Confidentiality Agreement to access FDP. Please contact the FDP Help Desk email, SM.fn.FDPHelp@usda.gov for more information.

3.3 Log in to FDP

The following steps describe how SA and FNS users may log in to FDP.
1. Go to the WIC Gateway.
2. On the FDP Landing Page, choose the correct login button for your user role, which will send you to the eAuth login page.
   a. SA users should click on the "State Agency Login" button, which is bordered in red in the picture below.
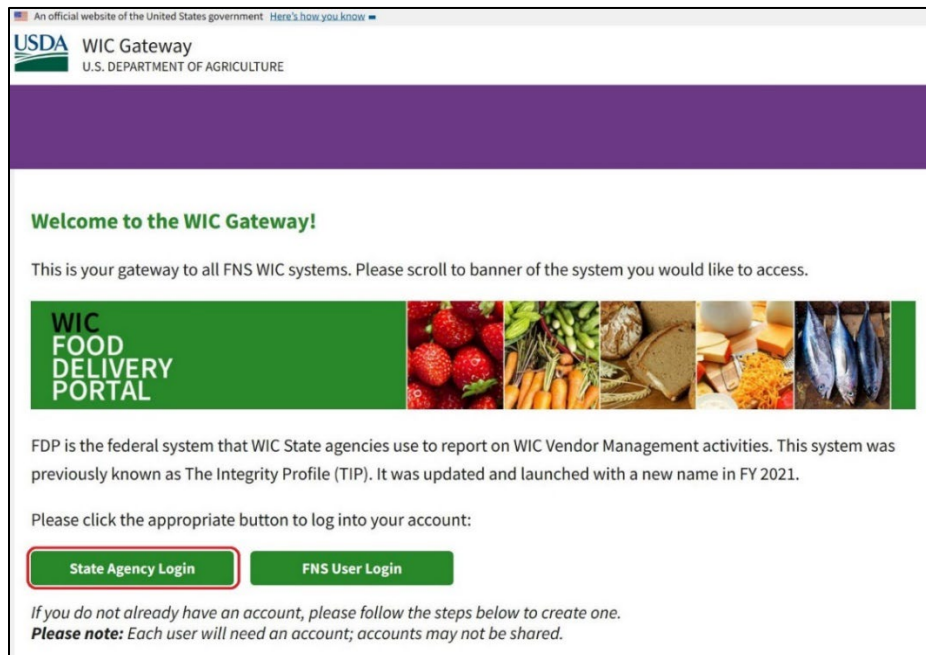
   b. FNS users should click on the "FNS User Login" button.
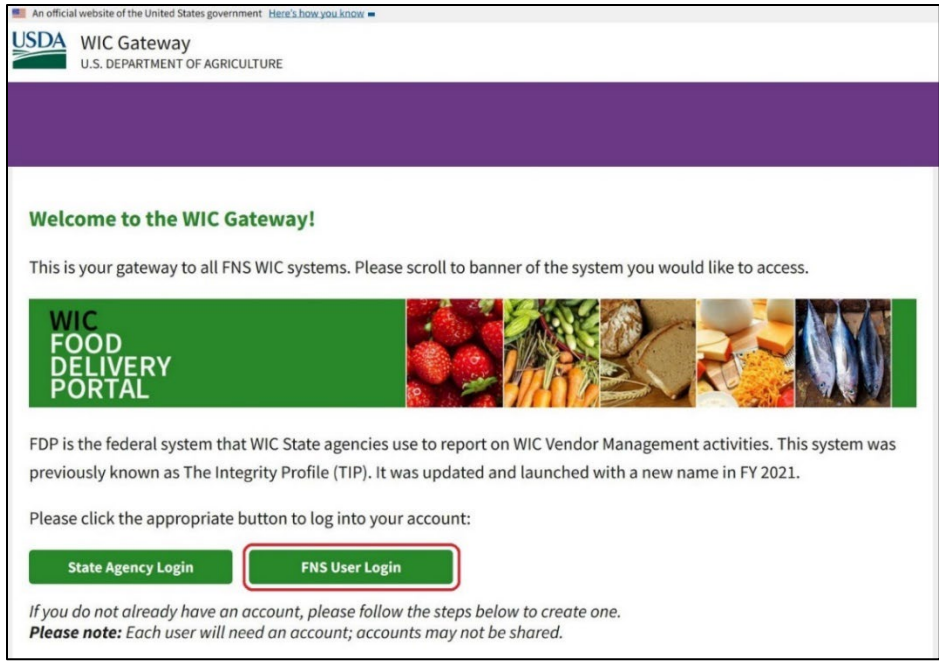
3. From the USDA eAuth page, enter your user credentials.
    a. SA users should enter their User ID and Password on the right.
    b. FNS users should click on the "Log In with PIV/CAC" button on the left.
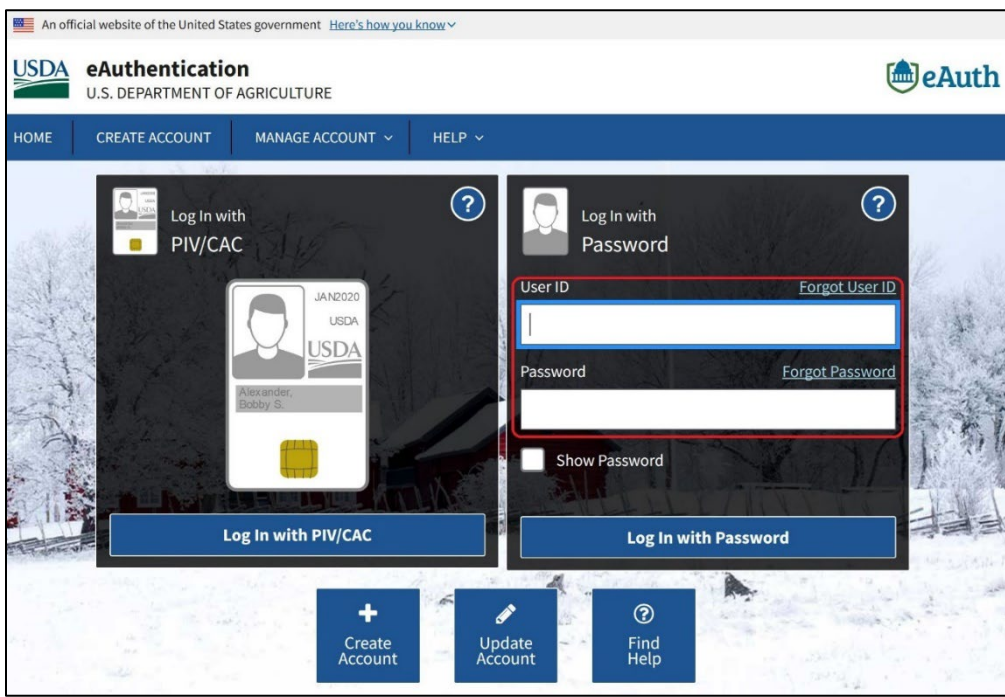
4. A successful login takes the user to the FDP home page, which is described in <u>section 4.1</u>.

4 Search and Navigation

Salesforce provides built-in search and navigation features that operate slightly differently than those found in other platforms. The following sections will guide users in searching and navigating the Food Delivery Portal (FDP).

4.1 Home Page

The home page is viewable immediately upon logging in. Each user group has a unique default home page, which are described below.

4.1.1 State Agency Home Page

The State agency (SA) home page contains the Search Bar, menus at the top of the home page, FDP Training Videos and the Create a New Food Delivery Entity box. Here is an example of this page:
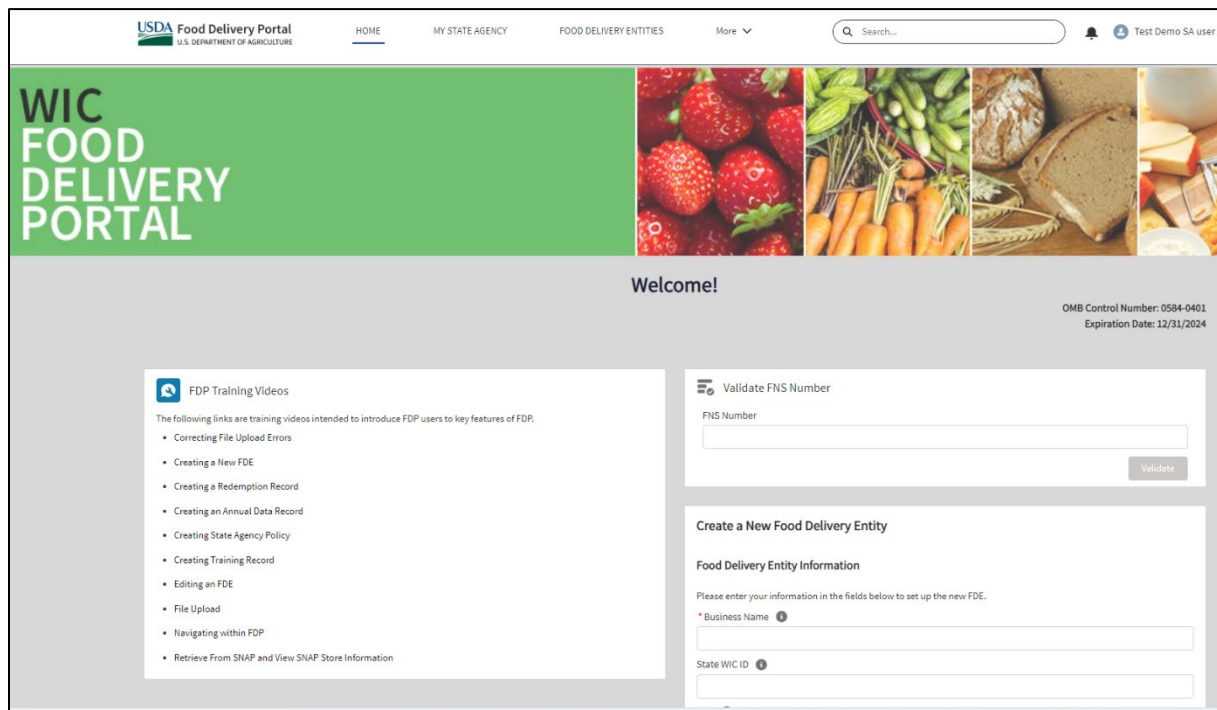
4.1.2 FNS User Home Page

The Food and Nutrition Service (FNS) user home page contains the Search Bar, menus at the top of the home page, Salesforce event and task controls and training videos. The Program Integrity and Monitoring Branch (PIMB) account also has the FNS WIC New State Agency box. Here is an example of this page:

4.2 Menus

At the top of each screen, FDP provides navigation options. Users can determine which menu they are on by looking for the green line and green shading applied over the selected tab (please see the screenshot of the home page in section 4.1.2). Some of these options will be visible to all user groups, and some are only available to certain roles. Here are the options which are available:

- **Home**: This returns the user to the FDP home page. The home page for each user group is described in section 4.1.
- **My State Agency**: This takes the State agency (SA) user to the SA account page; see Chapter 5. State agencies will only see their own data.
- **Food Delivery Entities**: This takes the SA user to a list view page focused on their Food Delivery Entities (FDEs); see section 6. By default, this will show the user's most recently viewed records; however, there are multiple list views available to the SA user on this page. List views are described in greater detail in section 4.4. This feature will be accessible in a future release.
- **Upload**: This takes the SA user to the upload file page; see the appendix File Upload Instructions. States will be able to upload comma delimited (.csv) and XML (.xml) format files from this page.
- **Reports**: This takes the user to the reports page; see section 12.
- **Dashboards**: This takes the user to any user dashboard for the application. FDP will be looking to develop SA and FNS User dashboards as future functionality.
- **Report Summaries:** This takes the user to the Report Summary page; see section 14.1
- **Accounts Menu**: Available only to FNS users. This provides the FNS user with the ability to choose between seeing SA pages or FDE pages.

The display of the navigation menu options is sensitive to the user's display zoom setting, hiding, or revealing menu options based on the available display area. If not, all menu options can be displayed; the user will see a "More" option with a down arrow, and opening this will show the other menu options.

4.3 Performing a Search via the Search Bar

The Search Bar at the top of the screen allows users to search through all records in the system. Users can use this search feature to quickly find results by name. This search will return FDE and SNAP Store Information records.

All users can perform a search via the Search Bar by using the following steps:
1. Click on the Search Bar.
2. Type the name of the item you want to search for, and then press the Enter key on your keyboard. The search function will try to match selections as you are typing. If the FDE name you want appears in this drop-down menu, you can click on it to go to that item's account without hitting the Enter key.
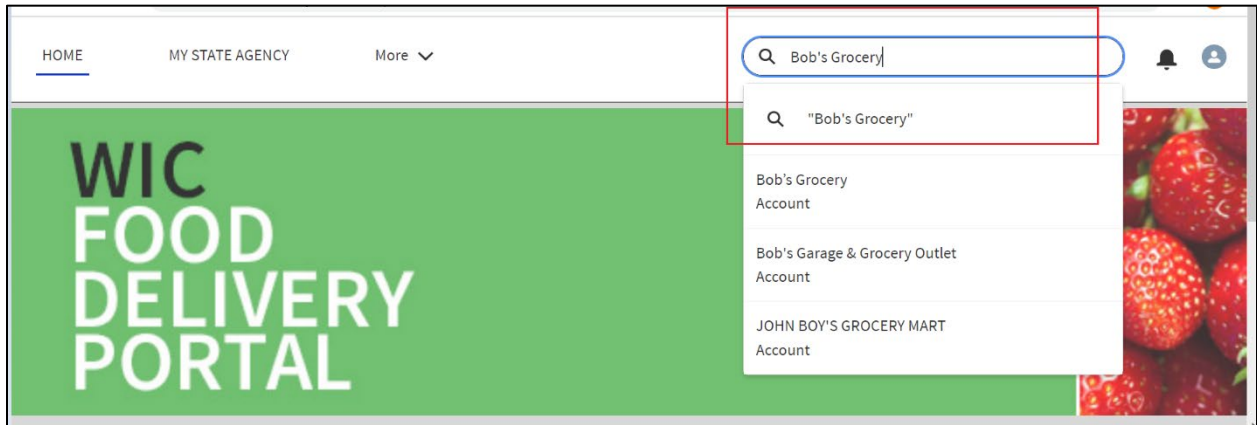
3. The Search Results screen shows the FDEs associated with your entered search text. The Account Name value has a link; clicking it will take you to the account page for that result as depicted in the screenshot below. More information on FDE account pages is available in section 6.1.
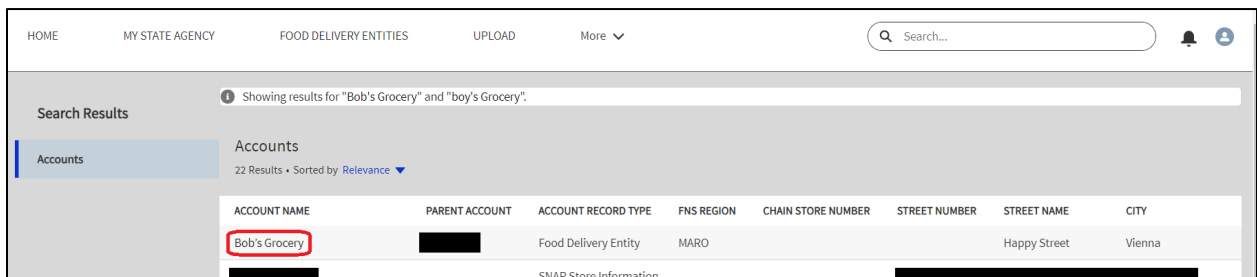
4.4 List Views

List views provide a way to navigate records —different list views show predefined groups of records that the user can further sort, filter, or search. In addition to the list views predefined within FDP, users may create and save unique list views. The following sections detail steps for using list views.

4.4.1 Selecting a List View

List view pages within FDP display a default view. The following steps are an example of how users may change the list view displayed:

1. Click on the Food Delivery Entities menu. An equivalent option for an FNS user would be the Accounts menu.
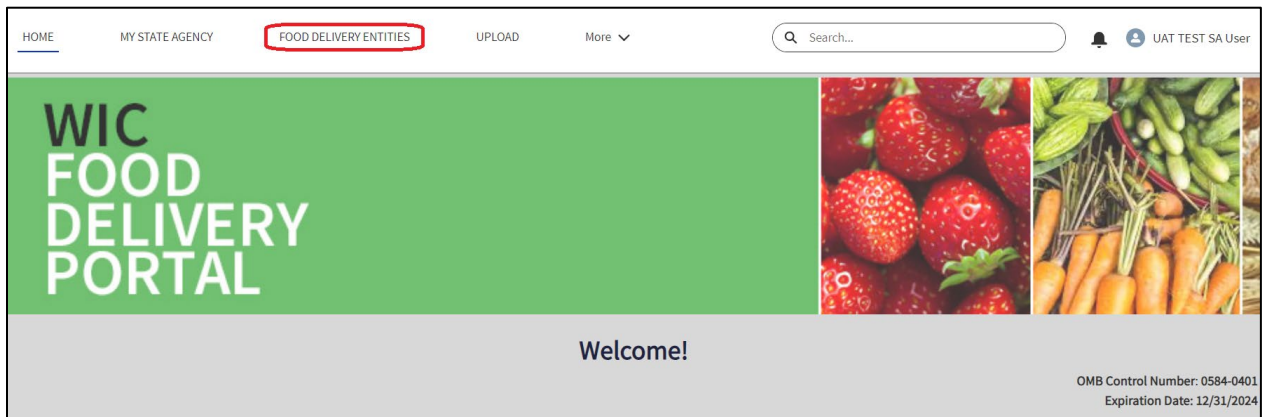
2. The Agency Food Delivery Entities list view is the default list view that SA users see on the Food Delivery Entities menu.
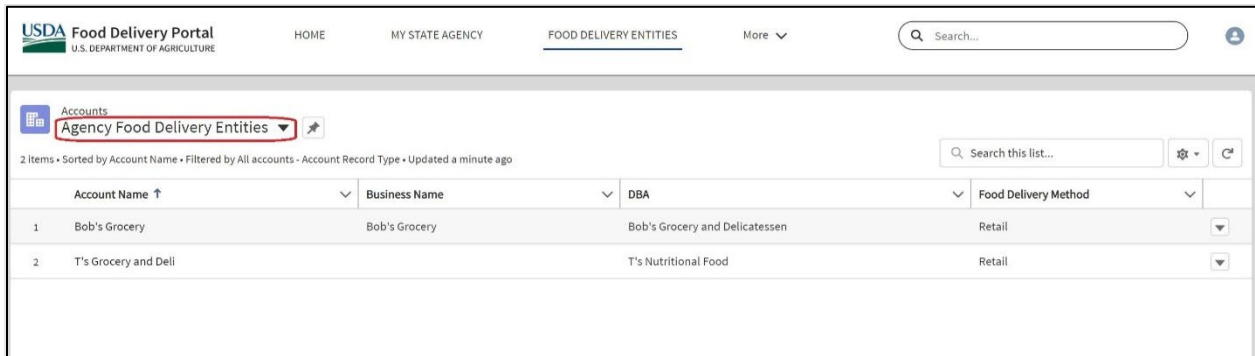
3. Click on the downward facing arrow next to the Agency Food Delivery Entities list view to display the other list views that can be applied. List views that are available by default to all users include:
   - Agency Food Delivery Entities

- My State Agency
- Recently Viewed (Pinned List)
- Recently Viewed Accounts

4.4.2 Using the "Search this List" within a List View

List views are pre-defined searches that retrieve up to 2,000 records. The "Search this list" feature will allow you to search within these 2,000 records and look in the columns displayed on the screen for the requested records.

Any user can take the following steps to utilize the "Search this List" function from any list view. The examples in this section use screens available to the FNS users, and the SA users' screens will work similarly.

1. The "Search this List" function appears on the right side of the list view.

2. As an example, we will search the Active State Agencies list view for SAs who have the phrase "Department of Public" as part of their Governing Agency name by typing "Department of Public" into the "Search this List" bar and pressing the Enter key on the keyboard. SAs associated with this phrase are now displayed, while other SAs have been removed from the list view.

3. To display all SAs within the Active State Agencies list view, click the X button within the Search this List bar or delete the phrase "Department of Public" from the "Search this List" bar using your keyboard, and then press the Enter key to refresh the page.

4.5 Record links

When viewing the contents of any list view, you can click on a record to be taken to the detail screen for that record. The examples in this section use screens available to SA users, and the FNS users' screens will work similarly.

1. From the Food Delivery Entities menu, click on any FDE within the Account Name column to view the detail screen for that Food Delivery Entity (FDE). This functionality will work for the left-most column in any list view. For example, we will click on the "FNS Pharmacy" account.

2. You are now taken to the "FNS Pharmacy" detail screen.
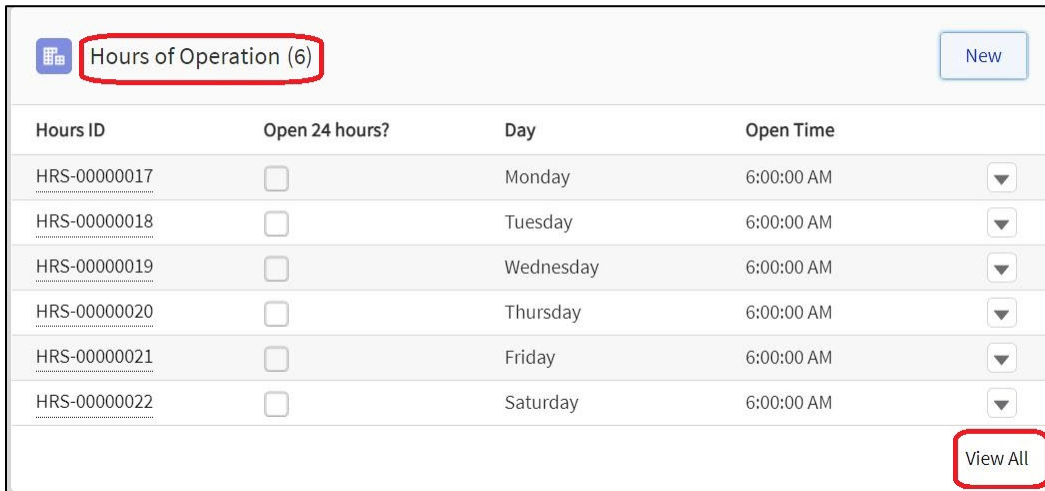
4.6 Using "View All" to see more details for a list

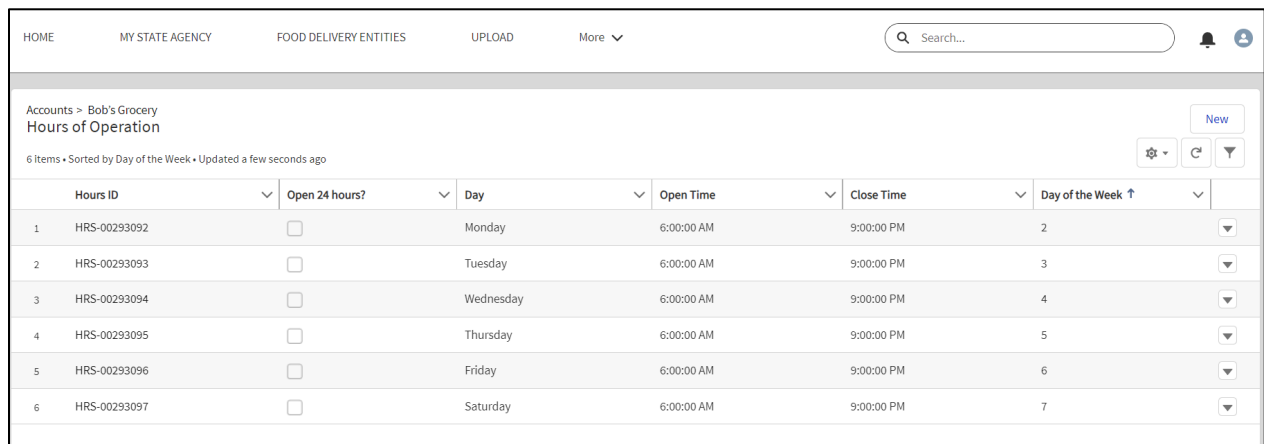On the "My State Agency" and the "FDE Record" pages, the "View All" button can be used to expand any list to see additional details on the records. As an example, we will use the "View All" button to expand the Hours of Operation section within our test record for "Bob's Grocery."

1. From the FDE record, scroll to the Hours of Operation related list on the right side.
2. Click either the "Hours of Operation" or the "View All" button.

3. You will then be taken to the Hours of Operation details screen, which shows all the details associated with the Hours of Operation records.

4.7 Validate FNS Number

The 'Validate FNS Number' is used to validate if a store participates with SNAP outside of an FDE and to check if the FNS number is a valid and authorized SNAP account before creating an FDE. Navigate to the State agency home page to access the 'Validate FNS Number'.
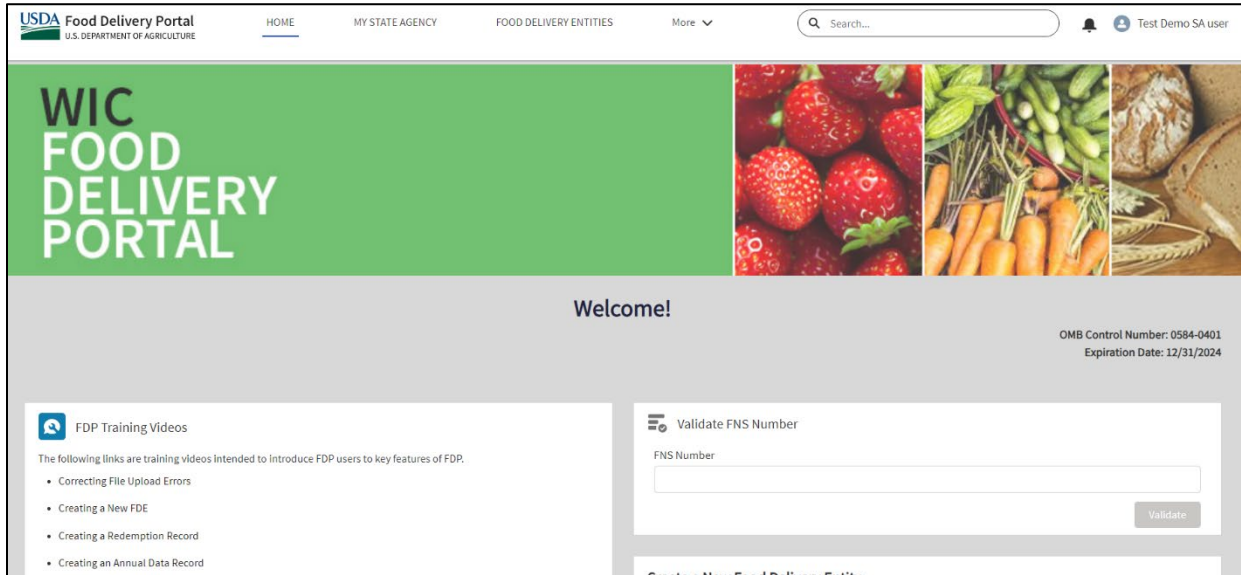
Type in an FNS Number and click on Validate.
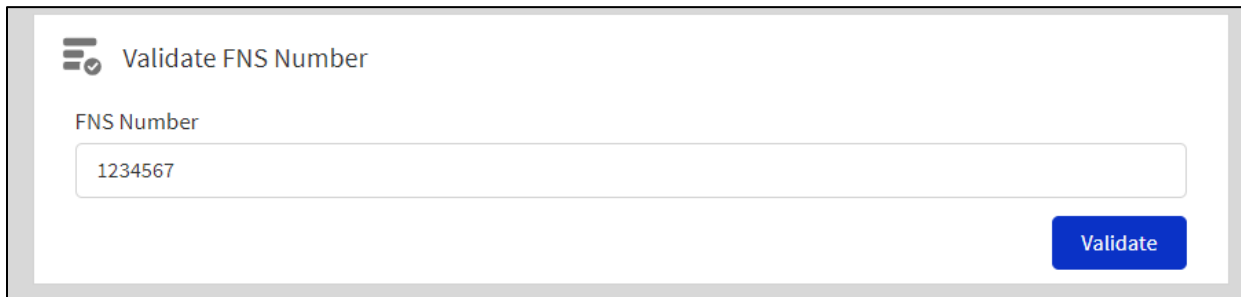
You will be provided with 'FNS Number <1234567> not found in STARS.' error if the FNS Number is not found in STARS.

Validate FNS Number

FNS Number

1234567

Validate

FNS Number <1234567> not found in STARS.

If the FNS Number is found in STARS, you will be provided with the details of the SNAP account.

Validate FNS Number

FNS Number

1549715

Validate

Store Details

Corporation Name	███████████
Legal Business Name	███████
Store Address	████████████████

Store Status

Status	Authorized
Status Reason	Initial Authorization
Status Start Date	May 31, 1995

## Store Owners

Name: █████████
Email: ████████████████

Name: ██████████
Email: ████████████████

5 My State Agency Menu

The My State Agency menu acts as the State agency (SA) account page for the SA users that contains data unique to the SA. SAs will only see their data on the My State Agency menu, which is accessible at the top ribbon of the system. FNS users can access a specific State Agency page by either searching for the specific State agency in the search bar or by selecting the State agency from one of the list views in the Accounts menu.

This chapter discusses the fields that appear on the My State Agency menu. The following sections show screenshots from our test State Agency, "TestStateAgency." Here is a sample of the page:
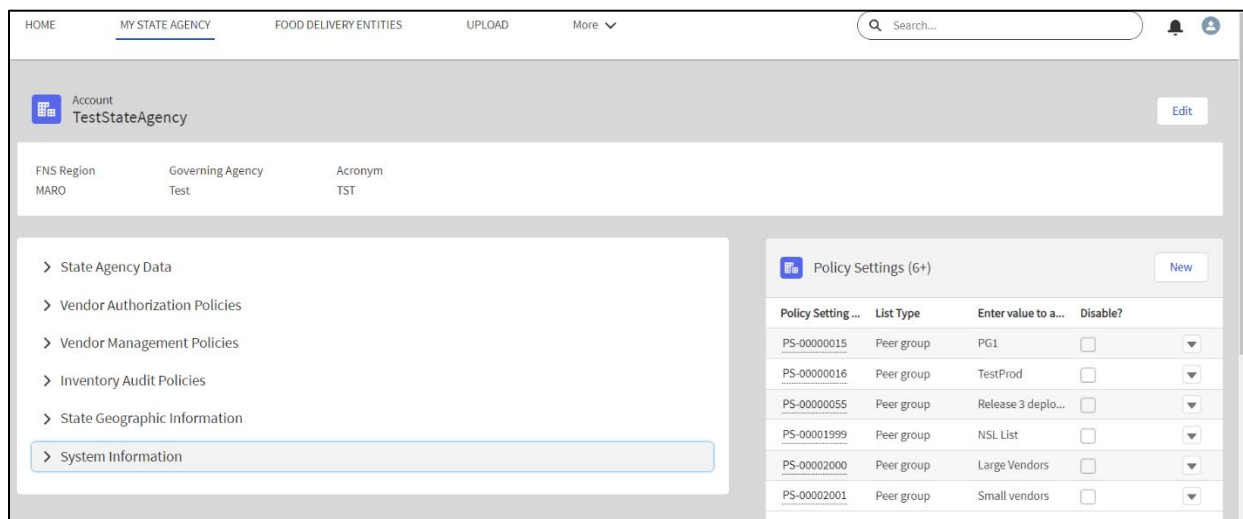
The left side of the screen contains sections that provide basic information on the SA. In the image above, all sections have been collapsed and only show the section name and not the fields in each section (these sections will be explained in greater detail below in this document).

The State Agency Account sections are:
- State Agency Data
- Vendor Authorization Policies
- Vendor Management Policies
- Inventory Audit Policies
- State Geographic Information
- System Information

The right side of the screen contains related records of the SA. There are more areas that were shown in the image above. The related records for the State agency account are:
- Policy Settings
- Food Delivery Entities

- Related Contacts
- Report Summaries
- Account History (not shown)

5.1 State Agency Data

The State Agency Data section contains the following fields:

- **State Agency Name**
- **Acronym:** Abbreviation for SA
- **Governing Agency:** The governing agency responsible for the oversight and administration of the WIC program
- **FNS Region**
- **Data Entry Method:** Please select the method the SA will use most often to enter data. This does not preclude the use of the other method.

∨ State Agency Data

State Agency Name
Demo State Agency

Acronym ⓘ
DSA

Governing Agency ⓘ
DSA Health Department

FNS Region
NERO

Data Entry Method ⓘ

5.2 Vendor Authorization Policies

The Vendor Authorization Policies section contains the following fields:

- **Limiting criteria used?:** Check this box if the SA uses limiting criteria
- **Standard Agreement Length:** The length of the standard vendor agreement used by the SA (If variable, please select the longest length)
- **SNAP authorization required?:** Check this box if participation in SNAP is a requirement for WIC authorization
- **A50 vendor authorization allowed**
- **Additional vendor types authorized:** Please select any additional vendor types (i.e., mobile or online) authorized by the SA
- **Current shelf price exemption?:** Check this box if the SA has an existing exemption from collecting shelf prices
- **Current peer group exemption?:** Check this box if the SA has an existing exemption from establishing a vendor peer group system
- **Current geography exemption?:** Check this box if the SA has an existing exemption from considering geography when establishing a vendor peer group system
- **Annual formula suppliers list provided:** Check this box if the SA annually provides a list of infant formula wholesalers, distributors, retailers, and manufacturers per 246.12(g) (10)
- **Describe vendor approval process:** Please provide a concise high-level description of the SA's vendor approval process.

✓ Vendor Authorization Policies

Limiting criteria used? ⓘ
☐

Standard Agreement Length ⓘ

SNAP authorization required? ⓘ
☐

A50 vendor authorization allowed

Additional vendor types authorized ⓘ

Current shelf price exemption? ⓘ
☐

Current peer group exemption? ⓘ
☐

Current geography exemption? ⓘ
☐

Annual formula suppliers list provided? ⓘ
☐

Describe vendor approval process ⓘ
Conducted online.

5.3 Vendor Management Policies

The Vendor Management Policies section contains the following fields:

- **RMVs conducted by:** The agency or agencies that conduct RMVs for the SA
- **Compliance buys conducted by:** The agency or agencies that conduct compliance buys for the SA
- **Describe high risk assessment process:** Please provide a concise high-level description of the SA's high risk assessment process
- **High risk criteria used:** Please select all criteria used to identify high risk vendors
- **Pattern of violations definition:** Please describe the SA's definition of pattern for vendor violations
- **Participant access definition:** Please describe the SA's participant access criteria

5.4 Inventory Audit Policies

The Inventory Audit Policies section contains the following fields:

- **Inventory audits conducted?:** Check this box if the SA uses inventory audits for compliance investigations
- **Inventory audits conducted by?:** The agency or agencies that conduct inventory audits for the SA
- **Inventory audit: onsite visit required?:** Check this box if inventory audits require onsite visits
- **Common inventory audit products:** Please select all products reviewed by the SA when conducting inventory audits
- **Other common products:** Please select any additional products reviewed by the SA when conducting inventory audits
- **Describe inventory audit process:** Please provide a concise high-level description of the SA's inventory audit process

5.5 State Geographic Information

The State Geographic Information section contains the following fields:
- **Top Latitude:** The most north point of any geographic state covered by the jurisdiction of the SA
- **Left Longitude:** The most west point of any geographic state covered by the jurisdiction of the SA
- **Bottom Latitude:** The most south point of any geographic state covered by the jurisdiction of the SA
- **Right Longitude:** The most east point of any geographic state covered by the jurisdiction of the SA

5.6 System Information

The System Information section contains the following fields:

- **Deactivate SA?:** Active = unchecked; Inactive = checked
- **Account Record Type**
- **Account Name**
- **Account Owner**
- **Parent Account**
- **Created By**
- **Last Modified By**

5.7 Policy Settings

The Policy Settings section of the My State Agency page allows an authorized SA User to set up the values they want to use in each available pick list for Peer Groups, State High-Risk Reasons, State Violations, and State Sanctions. Once entered, the values are immediately available for use anywhere (e.g., files uploaded into FDP or in the FDP screens). The ability to update, change, remove, and add values to these pick lists is reserved exclusively for the SA user role. The values in the pick lists are only visible to the SA that added them and to FNS users in reports.

Some SAs may choose to publish all the high-risk reasons, violations, and sanction values possible per their SA Sanction schedule, but this is not required. SAs will want to add in any values that they use most frequently.

When looking for what values make sense to document in this policy-setting area, SAs could compare their SA Sanction Schedule with the FDP Data Dictionary. Suppose FDP already has a value pre-programmed in a related field (e.g., High-Risk Reasons are related to State Risk Reasons). In that case, SAs will not need to add that value (e.g., 6-year disqualification, trafficking violation). Certain things, like Sanctions lasting up to a year or Peer Groups, will not have any corresponding related field of federal items defined. Items not defined at the federal level but used frequently would be the best values to document. The actual values saved are up to individual SAs. FDP will accept a word, a phrase, or even the citation code, so SAs can choose to input the values that make the most sense for their agency.

SA users can create a new Policy Setting by using the following steps:
1. The Policy Settings page is accessible from the right side of the My State Agency menu. The "New" button can be used to create new Policy Settings, while the "View All" button can be used to view existing Policy Settings. We will click the "New" button to create a new Policy Setting.

2. This generates the New Policy Setting window.

3. We will select Peer Group from the List Type and set "PG1" as the value in the "Enter value to add to list" field. To finish, we will click on the "Save" button.

5.8 Food Delivery Entities

The Food Delivery Entities list view on the My State Agency menu contains all of the Food Delivery Entities (FDEs) associated with that SA for all fiscal years. The following steps can be taken to view the FDEs associated with a SA. In our example, we use our test record for "Demo State Agency."

1. From the My State Agency menu, scroll on the right side to the "Food Delivery Entities" related list.
2. Click either the "Food Delivery Entities" name or the "View All" button.

3. You will then be taken to the Food Delivery Entities full list view screen, which shows more columns. The columns displayed are Account Name, DBA, State WIC ID, Food Delivery Method, Street Number, Street Name, City State, Zip Code, and FNS WIC ID. Each unique FDE record provides details for the specific FDE. Clicking on the FDE name will take you to that FDE Detail Screen. More information about FDE records is provided in Chapter 6.
4. This entire list view may be filtered to assist the State agency using a value from any of the fields displayed in the list view (e.g., Account Name, State WIC ID, City, etc.). The filter control area is opened using the filter button in the upper right of the page:

	Account Name ↑	DBA	State ...	Food Deliver...	Str...	Street Na...	City	State	Zip Code	FNS WIC ID
1	Apex Grocery	Apex Grocery	1612	Retail	1615	Queen Street	Alexandria	VA	22305	0013500000KD7ajAAD
2	Austin's Market		1863	Retail	1945	E Van Buren St	Phoenix	AZ	85006-3755	0013500000LfaBsAAJ
3	Corner Street Market		2222222	Retail	13	20th Street	Alexandria	VA	22306	0013500000N8BgRAAV
4	George's Grocery	George's Grocery	1492	Direct Distribution	11	Queen Street	Alexandria	VA	22304	0013500000KD7bSAAT
5	George's Market	George's Market	1865	Retail	14	John	Alexandria	VA	22314	0013500000JojElAAJ
6	Jeff's Food Warehouse	Jeff's Food Warehouse	1692	Retail	14	South Street	Alexandria	VA	22315	0013500000Lfa6sAAB
7	John's Grocery 1	John's Grocery 1	1700	Retail	1900	E Van Buren St	Phoenix	AZ	85006-3755	0013500000JohJ2AAJ

5. The list view filter provides a context sensitive list of fields. This is limited to only the fields in the list view and only the values used.

6. Users can filter the fields in the list view. Select or enter the filter criteria and click "Apply" for Filters to update on the list view. Clicking on the "Clear All Filters" button will bring users back to the original list view with all Food Delivery Entities.

5.9 Related Contacts

The Related Contacts record shows the SA users associated with the SA. Related Contacts data is never deleted; when a user is deactivated from FDP, they will remain in the Related Contacts list. The following steps can be taken to view the Related Contacts for a SA. In our example, we use our test record for "TestStateAgency."

1. From the My State Agency menu, scroll to the right side of the "Related Contacts" related list.
2. Click either the "Related Contacts" or the "View All" button.
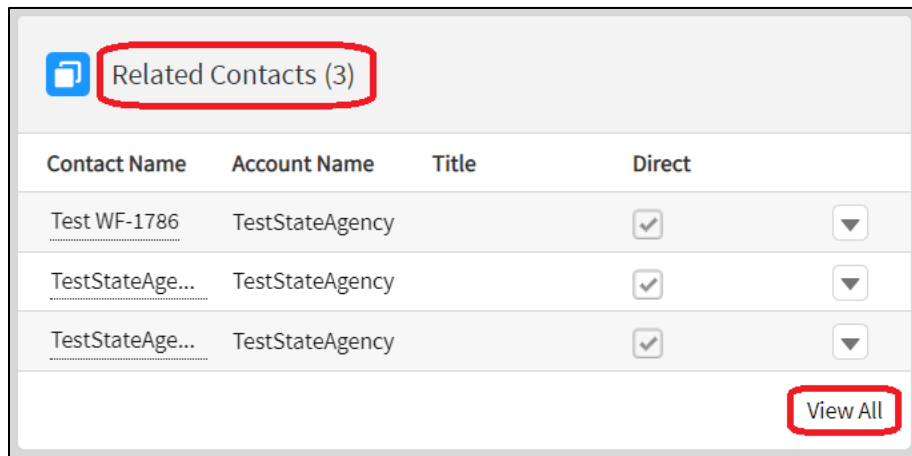
3. You will then be taken to the Related Contacts summary screen, which shows more columns. The columns displayed are: Contact Name, Account Name, Title, Direct, Email, Phone, and Roles.
4. Each unique Contact Name record provides details on a specific SA user. Clicking on a Contact Name will open the full Related Contact record. In our example, we will show the details as if we had clicked the name "TestStateAgencyUser1 Test."

5. The detailed record screen for this Contact Name is displayed. This screen shows all fields in the record, including System Information fields. Related Contacts do not have any child records, so the right side of the screen is empty. The Related Contacts record has two sections:
    a. State Agency User Information
        i. **Name**

ii. **Email**
b. System Information
   i. **Account Name**
   ii. **Contact Record Type**
   iii. **Created By**
   iv. **Last Modified By**
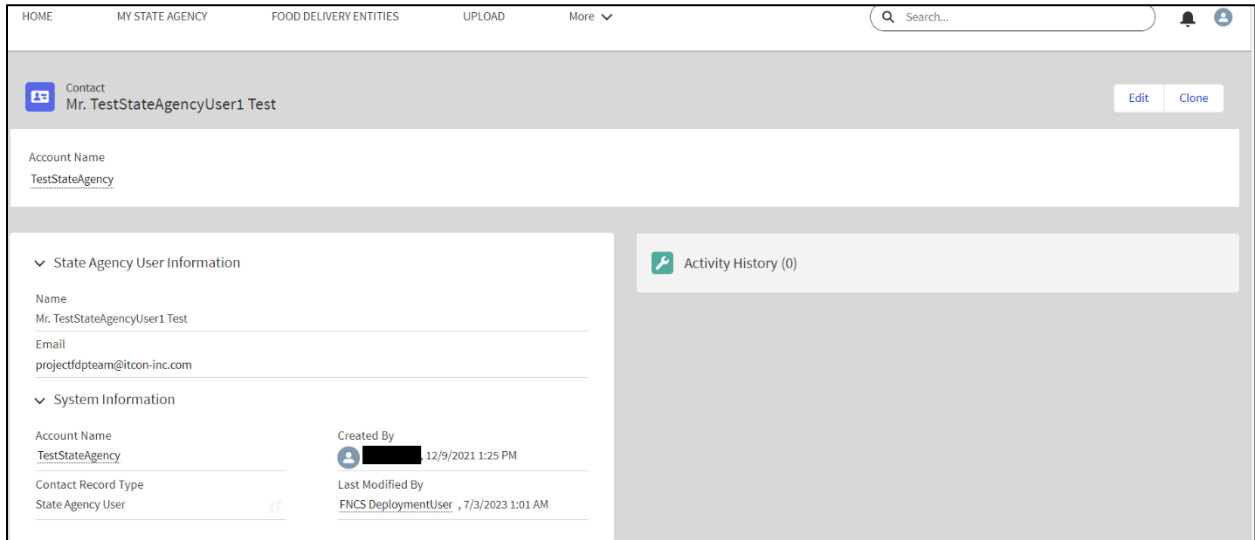
5.10 Report Summaries for State Agency

Report Summaries section displays the list of Report Summaries for the State agency. Detailed information on the report summary is discussed in section 14.

5.11 Account History for State Agency

The Account History related list for the SA tracks if certain fields are changed within the SA records. This provides the date the change was made, the field that was changed, identifies the user who made the change, and the original value and new value.

The following steps can be taken to view the Account History for the SA. In our example, we use our test record for "Demo State Agency."

1. From the My State Agency menu, scroll down to the Account History at the bottom of the page. Click on the "Account History" button or the "View All" button to view the Account History records.

2. The entire Account History of "TestStateAgency" is now displayed.

6 Documenting Food Delivery Entity (FDE) Data

Food Delivery Entities (FDEs) are the vendors that participate in the WIC Program. Each WIC authorized store should have a FDE record created within the Food Delivery Portal (FDP). The FDE record holds the store identity, vendor agreement details, status, and physical address information for the store. This information will only need to be updated when one of these values changes (e.g., when they sign a new vendor agreement).

6.1 Sections in an FDE Record

This section discusses the fields that appear in the FDE record. The following steps show screenshots from our test data record, "Bob's Grocery."

When you click on an account/store name in any navigation or search feature, the system will open the FDE record. The screen shows both the FDE record and all the sub-records (records related to the FDE) related to the FDE. For our example below, Bob's Grocery is the FDE (left side), the Annual Data area (right side), shows how many fiscal years Bob's Grocery has been working with WIC, and Trainings (right side below Annual Data) shows training eves.

1. The FDE account fields are located on the left side of the screen. These fields are part of the 'parent' or main record.
2. The right side of the screen shows records related to the FDE called sub-records or 'child records.' Our example only shows the Annual Data, and Trainings in the image below. SNAP Store Information, found on the left side of the screen, is also a sub-record. More child records appear as the user scrolls down the page, and each will have its own section in this manual. Here is a sample of the FDE screen:

3. The FDE record has the following sections that contain data specific to the FDE (these will be explained in greater detail in the following sections):
    - Food Delivery Entity
    - WIC Business Model
    - Authorization Data
    - Physical Address
    - Other Stores Owned
    - System Information
4. The related or child records of the FDE are:
    - Annual Data (see section 7.1)
    - Trainings
    - Redemptions
    - Investigations
    - Violations
    - Sanctions
    - Claim Collections
    - Hours of Operation
    - Contacts
    - Account History

6.1.1 Food Delivery Entity

The Food Delivery Entity section contains the following fields:
- **Business Name:** Full legal business name
- **FNS Number (SNAP):** The FNS Number provided by SNAP
- **DBA:** The 'doing business as' (DBA) name
- **State WIC ID:** The SA generated ID for this record
- **Chain Store Number:** The vendor's chain store number
- **Initial Authorization Date:** The date of the vendor's initial authorization
- **Peer Group:** Peer group values can be created in the Policy Settings area (see section 5.7)
- **SNAP Store Information ID**
- **FDP Standard Name**: Only available for FNS users.

```
∨ Food Delivery Entity (FDE)

Business Name ⓘ                        FNS Number (SNAP) ⓘ
Bob's Grocery                          0007880

DBA ⓘ                                  State WIC ID ⓘ
                                       123

Chain Store Number ⓘ                   Initial Authorization Date
                                       5/18/2022

Peer Group                             SNAP Store Information ID
MPG10                                  PUBLIX
```

6.1.2 WIC Business Model

The WIC Business Model section contains the following fields:

- **Food Delivery Method:** The food delivery method this entity operates under to ensure WIC participants have access to supplemental foods
- **Retail category:** The category of Food Delivery Entity within the retail food delivery system
- **Contractor:** The type of Food Delivery Entity within either the home or direct distribution food delivery system
- **Primary contract record?:** This is available when Retail category is either Direct Distribution or Home Delivery
- **Contract Information:** This is available when Retail category is either Direct Distribution or Home Delivery
- **Internet Ordering Options:** Options offered by the store to their customers that have placed an order online
- **Investigated Unauthorized Stores:** Check this box if the SA investigated this store, but it is not a WIC authorized store
- **Identified as WIC only?:** Check this box if this vendor provides only WIC foods or identifies as a WIC only store
- **Authorized as Mobile Vendor:** Check this box if this vendor operates solely online (i.e., does not have a fixed location/storefront)
- **Authorized as Internet Vendor?:** Check this box if this vendor operates solely online (i.e., does not have a fixed location/storefront)
- **Square Footage:** The square footage of the store location
- **Number of Registers:** The number of cash registers at the store location

WIC Business Model

Food Delivery Method ⓘ	**Investigated Unauthorized Store?** ⓘ
Retail	☑
Retail Category ⓘ	**Identified as WIC Only?** ⓘ
A50 - for profit	☐
Contractor ⓘ	**Authorized as Mobile Vendor?** ⓘ
	☐
Primary contract record? ⓘ	**Authorized as Internet Vendor?** ⓘ
☐	☐
Contract Information ⓘ	**Square Footage** ⓘ
	5,000
Internet Ordering Options ⓘ	**Number of Registers** ⓘ
	5

6.1.3 Authorization Data

The Authorization Data section contains the following fields:

- **Status:** The current status of the Vendor's agreement
- **Accessed for Participant Access?:** Check this box if this vendor was assessed for participant access during this fiscal year
- **Participant Access Reason:** The reason(s) the vendor determined necessary for participant access
- **Denial Reason:** The reason the store's application was denied
- **Other Denial Reason:** The specific reason the store's application was denied if "Other" was cited as a denial reason
- **Agreement Start Date:** The first day of the vendor agreement period.
- **Agreement End Date:** The last day of the vendor agreement period.
- **Agreement Termination Date:** The effective date the vendor was terminated
- **Termination Reason:** The reason why the vendor agreement was terminated
- **Other Termination Reason:** The specific reason the vendor agreement was terminated if "Other" was cited as a termination reason

6.1.4 Physical Address

The Physical Address section contains the following fields:

- **Street Number**
- **Street Name**
- **Suite/Unit/Other**
- **City**
- **State**
- **Zip Code:** This may be either the five number format or the 'zip + four' number format
- **County**
- **No Physical Address?:** Check this box if the store does not have an exact address or easily definable physical location
- **Location Description:** The description of the store's exact location if no exact address can be provided
- **Coordinates:** The latitude and longitude coordinates for this address
- **Location Confirmation:** System Generated: The System will confirm that a store's location is within the boundaries of the SA's jurisdiction
- **GEOID:** The USGS Geo ID associated with the address
- **RUCA Code:** The RUCA Code associated with the address

Physical Address

Street Number
12345

Street Name
Main Street

Suite/Unit/Other

City
City

State
VA

Zip Code
12345

County
County

No Physical Address? ⓘ
☐

Location Description ⓘ

Coordinates ⓘ

Location Confirmation ⓘ
☐

GEOID ⓘ

RUCA Code ⓘ

6.1.5 Other Stores Owned

The Other Stores Owned section contains the following fields:
- **Total Number of Stores Owned:** The total number of stores owned by the same ownership
- **Number of WIC Authorized Vendors**: The number of other WIC authorized vendors by the same ownership

Other Stores Owned

Total Number of Stores Owned ⓘ
3

Number of WIC Authorized Vendors ⓘ
1

6.1.6 System Information

Each record within FDP tracks technical information in a System Information section. This will always be the last or bottom section of the record. For the FDE record, this section contains the following fields:
- **Account Name**
- **Parent Account**
- **Account Record Type**

- **Account Owner**
- **Created By**
- **Last Modified By**
- **Integration Response**

∨ System Information

Account Name	Account Owner
Bob's Grocery	👤 QA Test User
Parent Account	Created By
Maryland	👤 QA Test User , 3/31/2023 4:59 PM
Account Record Type	Last Modified By
Food Delivery Entity	👤 QA Test User , 4/3/2023 1:13 PM
Integration Response	

6.2 SNAP Store Information

SNAP provides nutrition benefits to supplement needy families' food budgets so they can purchase healthy food and move towards self-sufficiency. Individuals can redeem their SNAP benefits at participating vendors, and many WIC vendors are also SNAP vendors. The SNAP Store Information records found in the FDE section on the left side of the screen hold the store identity, FNS Number, Status, and physical address information for the store. This record only needs to be updated when one of these values changes.

6.2.1 SNAP Store Information ID

The SNAP Store Information ID for a given FDE can be pulled into the FDE record using the FNS Number. Vendors who sign up for SNAP receive a system-generated SNAP Store Information ID in STARS.

6.2.2 SNAP Store Information Detail Screen and Related Records

This section discusses the fields that appear on the SNAP Store Information detail screen. The following steps show screenshots from our test record, Test SNAP Account.

When viewing an FDE record, locate the SNAP Store Information field in the Food Delivery Entity section. If the associated SNAP Store data has already been pulled into the FDE record, then it will have a store name listed on this field that acts as a record link to the SNAP Store Information detail screen.

1. Click on the record link listed under the SNAP Store Information ID field captured in the screenshot above. Below is a sample SNAP store Information record.

2. The SNAP Store Information record has the following sections that contain data specific to the SNAP store.
   - **SNAP Retailer Application**
   - **SNAP Status**
   - **System Information**
3. The Related or child records of the SNAP Store are:
   - **Redemptions:** This section lists the Redemptions that are associated with the SNAP Store.
   - **Related Contacts:** This section lists the Related Contacts that are associated with the SNAP Store.
   - **Hours of Operation:** This section lists the Hours of Operation that are associated with the SNAP Store.
   - **Food Delivery Entities:** This section lists the Food Delivery Entity records the SNAP account is linked to.

6.2.2.1 SNAP Retailer Application

The SNAP Retailer Application data section contains the following fields:

- **FNS Number (SNAP):** FNS Number provided by SNAP
- **Chain Store Number:** The Vendor Chain Store Number
- **Store Name**
- **Store Open for Business**
- **Street Number**
- **State**
- **Street Name**
- **Zip Code**
- **Additional Address**
- **County**
- **City**
- **Year-round store?**
- **Legal Business Name**
- **Store Phone Number**
- **Corporation Name**
- **Type of Ownership**
- **Non-Profit entity?**
- **Own multiple SNAP Stores**
- **501c3 Status?**
- **Total number of Stores Owned**
- **Actual Retail Sales**
- **Estimated Retail Sales**
- **Actual Retail Sales Year**
- **Open 7 Days and 24 Hours**

∨ SNAP Retailer Application

FNS Number (SNAP) ⓘ
1234567

Chain Store Number ⓘ
12345

Store Name
Test SNAP Account

Store Open for Business

Street Number
123

State

Street Name
Happy Street

Zip Code

Additional Address

County

City
Fairfax

Year-round store?
☐

Legal Business Name
Test SNAP Account

Store Phone Number

Corporation Name
Test SNAP Account

Type of Ownership

Non-profit entity?
☐

Own multiple SNAP stores?
☐

501c3 Status?
☐

Total Number of Stores Owned ⓘ

Actual Retail Sales

Estimated Retail Sales

Actual Retail Sales Year

Open 7 Days and 24 Hours
☐

6.2.2.3 SNAP Status

The SNAP Status data section contains the following fields:
- **Date Application Received**
- **Store/MS Application Processing Stage**
- **Status**
- **Status Reason**
- **Status Effective Start Date**
- **Status Effective End Date**
- **Store Type**
- **Action Implemented Date**
- **Action Implemented**

6.2.2.4 System Information

The System Information section contains the following fields:
- **Account Name**
- **Account Owner**
- **Parent Account**
- **Created By**
- **Account Record Type**
- **Last Modified by**
- **Data Last Refreshed:** Use this field to capture when the data was last refreshed from STARS. This field should only be updated by the integration process.
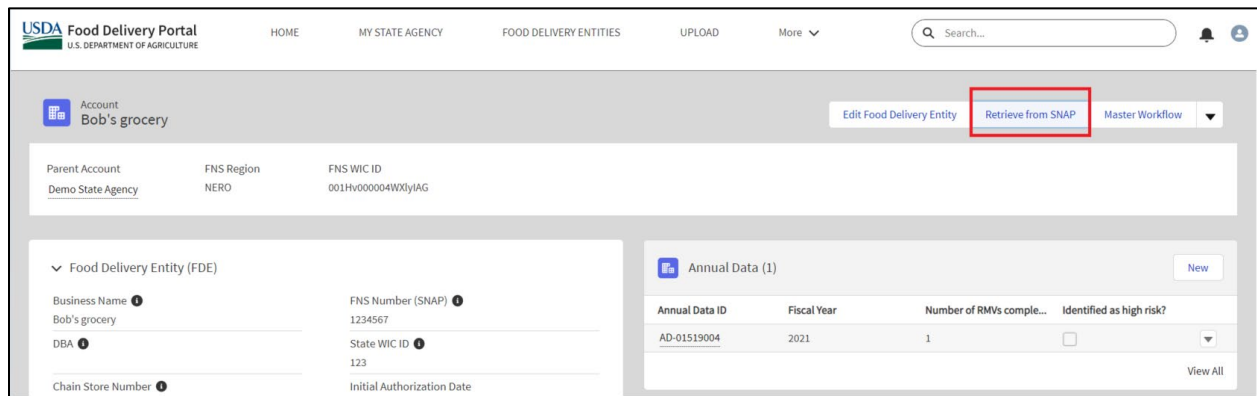
6.2.3 Daily and Monthly Batch Jobs

FDP syncs with STARS on a daily and monthly basis. The daily sync pulls in SNAP Store Information from STARS for the FNS Numbers that were submitted the previous day. These records include the Business Name, Address, Contacts, Hours of Operation, and Redemptions. The daily sync will also create a link to the SNAP Store Information ID for these FDEs allowing SA users to navigate the details of the associated SNAP store.

The monthly sync pulls in existing SNAP Store Information and updates the associated records, such as Redemptions, Address, Contacts, and Hours of Operation. This process will not change any existing information of an FDE.

FDP also allows SA users to retrieve data from STARS in near real-time and to manually copy over SNAP Store Information, such as Business Name, Address, Contacts, and Hours of Operation, to the applicable FDE. For example, we will use the FNS Number – 1234567 to pull SNAP Store Information from STARS Manually.

1. From the FDE detail screen, click the "Retrieve From SNAP" button in the top-right corner.

2. A "Retrieve from Snap" window will appear. Enter the FNS Number 1234567 in the text area field under "Enter FNS Number."

Retrieve from SNAP

FNS Number is required. Please enter a valid FNS Number. (Should be a 7 digit number.)

Enter FNS Number:

Cancel   **Submit**

3. Click on the "Submit" button. If there are any matching records for the FNS Number, the system will pull in the record.
4. Verify that the information provided is correct. You are provided with two buttons to copy SNAP account's data to the FDE account. 'Connect record to SNAP' button will only copy the 'FNS Number' and 'SNAP Store Information ID' from the SNAP account to the FDE account. 'Copy to FDE' button will copy all the SNAP data from the SNAP account to the FDE account.
    a. Click on "Copy to FDE" button to manually retrieve the SNAP data to the FDE record.
    b. Click on 'Connect record to SNAP' button to manually link the FDE account to the SNAP account by populating the 'FNS Number' and the 'SNAP Store Information ID' fields only.

Retrieve from SNAP

FNS Number: 1234567
Last Refreshed from Stars: 12/26/2023, 01:57 PM EST

Refresh SNAP Data

Store Details

Select the data to copy to FDE.

Field Label	SNAP Account	FDE
Corporation Name Business Name		Bob's grocerye
Legal Business Name DBA		
Store Address	101 Audubon Ave New York NY 10032-2214 NEW YORK	145 Littleton Rd Westford MA 01886-3121 MIDDLESEX

Store Owners

Existing store owner(s) in the FDE

No FDE store owner data found.

New or Updated store owner(s) from STARS

	Action	Name	Email
☐	Add		

Cancel   Connect record to SNAP   Copy to FDE

5. A success message will then be displayed. Click on the "Finish" button.

6. You will then be taken to the FDE record Page. Verify that the SNAP Store Information Populated under "SNAP Store Information" Field.

6.3 Hours of Operation

The Hours of Operation records store the opening and closing times for each day of the week. This information may be imported into FDP from STARS for a dually enrolled FDE. This information may be viewed, and changed within FDP, but will not update the STARS record.

The following steps can be taken to view the Hours of Operation for a specific FDE account.

Our example uses our test record for "Bob's Grocery."
1. From the FDE record, scroll to the Hours of Operation related list on the right side.
2. Click either the "Hours of Operation" or the "View All" button.

3. You will then be taken to the Hours of Operation summary screen, which shows more columns. The columns displayed are: Hours ID, the "Open 24 hours?" checkbox, Day, Open Time, Close Time, and Day of The Week.
4. Each unique Hours ID record provides details for the specific open and close times for a day of the week. Clicking on an Hours ID will open the full Hours of Operation record. In our example, we will show the details as if we had clicked the Hours ID "HRS-0029309"

	Hours ID	∨	Open 24 hours?	∨	Day	∨	Open Time	∨	Close Time	∨	Day of the Week ↑	∨	
1	HRS-00293092		☐		Monday		6:00:00 AM		9:00:00 PM		2		▼
2	HRS-00293093		☐		Tuesday		6:00:00 AM		9:00:00 PM		3		▼
3	HRS-00293094		☐		Wednesday		6:00:00 AM		9:00:00 PM		4		▼
4	HRS-00293095		☐		Thursday		6:00:00 AM		9:00:00 PM		5		▼

5. The detailed record screen for this Hours ID is displayed. This screen shows all fields in the record, including System Information fields. Hours of Operation does not have a sub-record or related list, so the right side of the screen is empty. The Hours of Operation record has two sections:
    a. **Operating Hours**
        i. **Open 24 hours?**
        ii. **Day**
        iii. **Open Time**
        iv. **Close Time**
    b. **System Information**
        i. **Hours ID**
        ii. **Business Name**
        iii. **Created By**
        iv. **Last Modified By**

6.4 Contacts

The Contacts record shows the member(s) of the business ownership team for the specific store. This should only be used to note the business owners, not workers at the store.

The following steps can be taken to view the Contacts for a specific FDE account.

Our example uses our test record for "Bob's Grocery."
1. From the FDE record, scroll to the "Contacts" related list on the right side.
2. Click either the "Contacts" or the "View All" button.
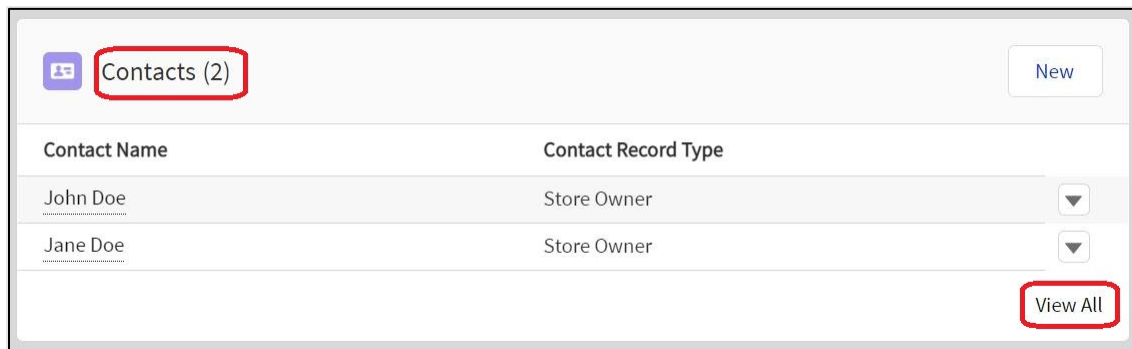
3. You will then be taken to the Contacts summary screen, which shows more columns. The columns displayed are: Contact Name and Contact Record Type.
4. Each unique Contact Name record provides details on a specific store owner. Clicking on a Contact Name will open the full Contact record. In our example, we will show the details as if we had clicked the name "John Doe."
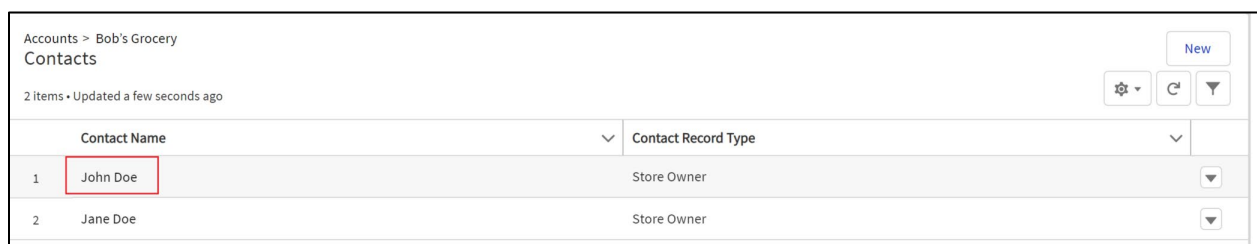
5. The detailed record screen for this Contact Name is displayed. This screen shows all fields in the record, including System Information fields. Contacts do not have a sub-record or related list, so the right side of the screen is empty. The Contacts record has two sections:
   a. **Food Delivery Entity Owner**
      i. **Name**
   b. **System Information**
      i. **Account Name**
      ii. **Contact Record Type**

        iii.   **Created By**

        iv.   **Last Modified By**

Contact
Bob's Grocery

State Agency Name	FNS WIC ID	State WIC ID	Status
Test State Agency	001Hv000003teQtIAI	12345	Authorized

⌄ Food Delivery Entity Owner

Name
Mr. John Doe

⌄ System Information

Account Name	Created By
Bob's Grocery	UAT Test User , 6/3/2023 3:41 PM
Contact Record Type	Last Modified By
Store Owner	UAT Test User , 6/3/2023 3:41 PM

No related lists to display

6.5 Account History for FDE

The Account History related list for the FDE tracks if certain fields are changed within the FDE record. This provides the date the change was made, the field that was changed, identifies the user who made the change, and the original value and new value. Multi-select lists do not display the original and new values.

The following steps can be taken to view the Account History for an FDE. In our example, we use our test record for "Bob's Grocery."

1. From the FDE record, scroll down to the Account History at the bottom of the page.
2. Click on the "Account History" button or the "View All" button to view the Account History records.

3. The entire Account History of "Bob's Grocery" is now displayed.

7 Documenting Fiscal Year Data

The Annual Data, Trainings, and Redemptions records need to be filled out each fiscal year.

The Fiscal Year Related Data may be added or edited using the file upload templates or by manually entering the data on the screens.

- The Annual Data and Trainings records may be uploaded using the Annual Data upload template.
- Redemption records may be uploaded using the Redemptions upload template.

Records uploaded will need to link to the FDE WIC ID. For more information on file uploading, please see [Appendix: File Upload Instructions](#).

7.1 Annual Data

This section discusses the fields that appear in the Annual Data record.

The Food Delivery Entity (FDE) record shows the Annual Data on the right side of the screen as a related list, as it is a sub-record to the FDE. When the Annual Data ID is shown as a hyperlink on the far-left option in a navigation or search feature, clicking this ID will open the Annual Data record.

The following steps can be taken to view the Annual Data details for a specific FDE account.

Our example uses our test record for "Bob's Grocery."
1. From the FDE record, scroll to the Annual Data-related list on the right side.
2. Click either the "Annual Data" or the "View All" button.
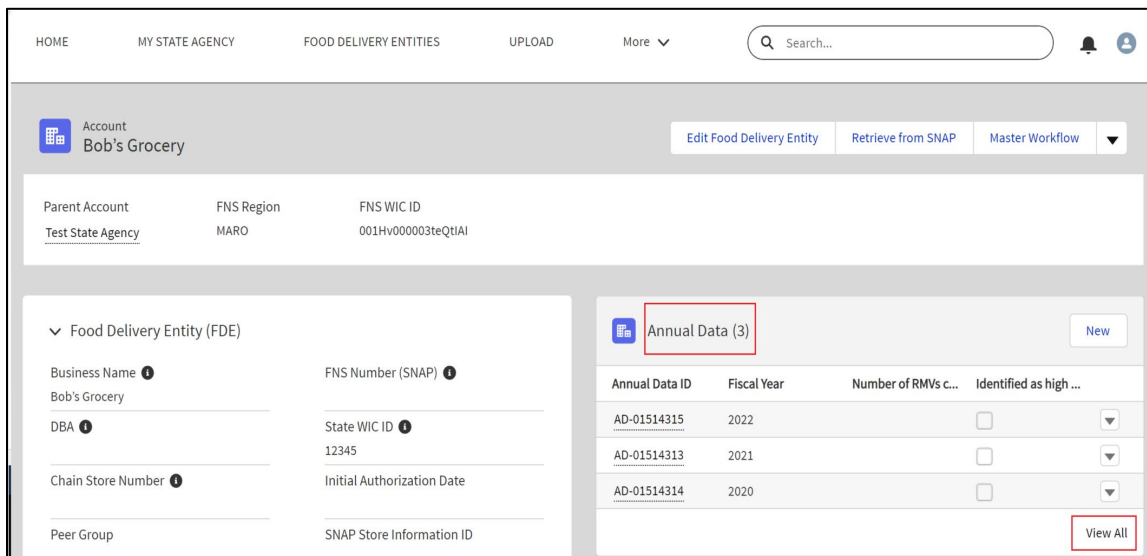
3. You will then be taken to the Annual Data screen, which shows more columns. The columns shown in the image below are: Annual Data ID, Fiscal Year (Sort Descending), Number of RMVs completed this year, Identified as high risk? Total Redemptions, Authorized on October 1. This Annual Data list view is sorted by Fiscal Year in Descending order.

4. Each unique Annual Data ID provides details on fields for that fiscal year. Clicking on an Annual Data ID will open the full record. In our example, we will show the details as if we had clicked the Annual Data ID "AD-01514313."

5. The Annual Data details screen opens and shows information for the specific Annual Data ID, broken down into Fiscal Year Related Data, High-Risk Evaluation, and System Information sections. One related list for the Annual Data History tracks if certain fields are changed within the record.

6. The Fiscal Year Related Data section contains the following fields:
   - **Fiscal Year**
   - **Authorized on October 1?**: Check this box if this vendor was authorized by the State agency (SA) as of October 1 of the fiscal year
   - **Number of RMVs completed this year:** The number of routine monitoring visits (RMVs) conducted during this fiscal year
   - **Total Redemptions:** The total amount of all non-CVB monthly Redemptions this fiscal year

- **Number of Redemption Months:** The number of months for which monthly Redemptions are reported

7. The High Risk Evaluation section contains the following fields:
   - **Identified as high risk?:** Check this box if this vendor was identified as high risk this fiscal year
   - **High Risk Reason(s):** Please select any high-risk reason(s) that were identified for this vendor
   - **State High Risk Reason:** Please select any SA specific high-risk reason that were identified for this vendor

8. The System Information section contains the following fields:
   - **Annual Data ID**
   - **Business Name**
   - **Created by**
   - **Last Modified By**

7.1.1 Annual Data History

The Annual Data History documents any changes made to track fields within the Annual Data record. In our examples for this section, we use our test record for "Bob's Grocery" and have opened the detail screen for Annual Data ID "AD-01514313."

The following steps can be taken to view the Annual Data History details.

1. To view the complete history, click on the "Annual Data History" button or the "View All" button.

2. The full Annual Data History record is now displayed.

	Date	Field	User	Original Value	New Value
	Annual Data > AD-01514313				
	Annual Data History				
	7 items • Sorted by Date • Updated a few seconds ago				
1	3/3/2023 2:23 PM	Number of Redemption Months	UAT Test User	1	2
2	3/3/2023 2:23 PM	Total CVB Redemptions	UAT Test User	$1,000	$1,500
3	3/3/2023 2:23 PM	Total Redemptions	UAT Test User	$500	$700
4	3/3/2023 2:22 PM	Number of Redemption Months	UAT Test User	0	1
5	3/3/2023 2:22 PM	Total CVB Redemptions	UAT Test User		$1,000
6	3/3/2023 2:22 PM	Total Redemptions	UAT Test User	$0	$500
7	3/3/2023 2:13 PM	Created.	UAT Test User		

This record contains the following fields:

- **Date:** The date the change was made
- **Field:** The field that was changed
- **User:** Identifies the user who made the change
- **Original Value:** Value in the field before the change
- **New Value:** Value in the field after the change

7.2 Trainings

This section discusses the fields that appear in the Trainings record.

The FDE record shows the Trainings related list on the left side of the screen, as it is a sub-record to the FDE. When the Training ID is shown as the far-left option in a navigation or search feature, clicking this ID will open the Training record.

The following steps can be followed to view the Training records for a specific FDE account.

Our example uses our test record for "Bob's Grocery."
1. From the FDE record, scroll to the right side of the Trainings related list.
2. Click either the "Trainings" or the "View All" button.

3. You will then be taken to the Trainings screen, which shows more columns. The columns shown in the image below are Training ID, Training Date and Training Type. Training list view is sorted by Training Date in descending order.

Accounts > Bob's Grocery
Trainings
3 items • Sorted by Training Date • Updated a minute ago

	Training ID	Training Date ↓	Training Type
1	TR-01443756	7/1/2022	Interactive
2	TR-01443754	11/1/2021	Interactive
3	TR-01443755	7/1/2021	Interactive

4. Each unique Training ID details one training event. Clicking on a Training ID will open the full record. In our example, we will show the details for the Training ID "TR-01443756."

Training Data

Training Date
7/1/2022

Training Applied to Fiscal Year ⓘ
2022

Training Type ⓘ
Interactive

Training Format ⓘ
Interactive - Train-the-trainer sessions

System Information

Training ID
TR-01443756

Created By
FDP Mulesoft User , 8/18/2023 10:34 AM

Business Name
Bob's Grocery

Last Modified By
FDP Data Migration User , 8/29/2023 1:29 PM

5. The Trainings detail screen opens and shows information for the specific Training ID, which is broken down into sections on Training Data and System Information. Trainings do not have any sub-record or related lists.

6. The Training Data section contains the following fields:
   - **Training Date**
   - **Training Type:** The type of Training provided. e.g., Interactive or non-interactive Training.
   - **Training Applied to Fiscal Year:** Training may be provided within the three months before the fiscal year starts, or during the fiscal year.
   - **Training Format:** Please select the answer that best describes the Training format.

7. The System Information section contains the following fields:
   - **Training ID**
   - **Business Name**
   - **Created By**
   - **Last Modified By**

7.3 Redemptions

This section discusses the fields that appear in the Redemptions record.

The FDE record shows the Redemptions related list on the right side of the screen, as it is a sub-record to the FDE. When the Redemption ID is shown as the far-left option in a navigation or search feature, clicking this ID will open the Redemption record.

The following steps can be taken to view the Redemptions for a specific FDE account.

Our example uses our test record for "Bob's Grocery."
1. From the FDE record, scroll on the right side to the Redemptions-related list.
2. Click either the "Redemptions" or the "View All" button.

3. The system will open the list of Redemptions records, which shows more columns. The columns shown in the image below are: Redemption ID, Transaction Month, Calendar Year, Non-CVB Redemptions, CVB Redemptions, and FFY_Month. Redemptions list view is sorted by FFY_Month Descending order.
4. Each unique Redemption ID details the FDE's Redemptions for a single month. Clicking on a Redemption ID will open the full record. In our example, we will show details as if we had clicked on the Redemption ID "RD-03225000."

Accounts > Bob's Grocery
Redemptions
3 items • Sorted by FFY_Month • Updated a few seconds ago

	Redemption ID	Transaction Month	Calendar Year	Non-CVB Redemptions	CVB Redemptions	FFY_Month ↓	
1	RD-03225000	March	2021	$500.00	$1,000.00	2021_06	
2	RD-03225002	January	2021	$100.00	$60.00	2021_04	
3	RD-03225001	October	2020	$200.00	$500.00	2021_01	

5. The Redemption details screen opens and shows information for the specific Redemption ID, broken down into Redemption Data and System Information. Redemptions do not have any sub-records or related lists.

6. The Redemption Data section contains the following fields:
   - **Transaction Month:** The calendar month for the transaction data provided.
   - **Calendar Year**
   - **Non-CVB Redemptions:** The total value of all Non-CVB Redemptions in the calendar month
   - **CVB Redemptions:** The total value of all CVB Redemptions in the calendar month
7. The System Information section contains the following fields:
   - **Redemption ID**
   - **Business Name**
   - **Record Type**
   - **Created By**
   - **Last Modified By**
8. The Redemption Annual Data is calculated and shown in the Annual Data record described in section 7.1. After entering values for each field for a Redemption record, the Annual Data records

will refresh, and the Total Redemption field will show the current sum of all redemptions for each fiscal year.

	Annual Data ID ⌄	Fiscal Year ↓ ⌄	Number of RMVs com... ⌄	Identified as high risk? ⌄	Total Redemptions ⌄	Authorized on Octobe... ⌄	
1	AD-01514315	2022		☐	$0.00	☐	▼
2	AD-01514313	2021		☐	$800.00	☐	▼
3	AD-01514314	2020		☐	$0.00	☐	▼

Accounts > Bob's Grocery
Annual Data
3 items • Sorted by Fiscal Year • Updated a few seconds ago

New

9. Clicking on each fiscal year in the Annual Data record will take you to the report page for that year. The Number of Redemption Months field shows the count of redemption months for that fiscal year. For example, we will look at the fiscal year 2021 for Bob's Grocery and see that the Number of Redemptions Months are 3.

Annual Data
Bob's Grocery

Edit Annual Data

State Agency Name	FNS WIC ID	State WIC ID	Status
Test State Agency	001Hv000003teQtIAI	12345	Authorized

⌄ Fiscal Year Related Data

Fiscal Year ⓘ
2021

Total Redemptions ⓘ
$800.00

Authorized on October 1? ⓘ
☐

Number of Redemption Months ⓘ
3

Number of RMVs completed this year
ⓘ

⌄ High Risk Evaluation

Identified as high risk? ⓘ
☐

📇 Annual Data History (6+)

Date	Field	User	Original Value	New Value	
6/1/2023 6:2...	Number of Re...	UAT Test User	2	3	▼
6/1/2023 6:2...	Total CVB Re...	UAT Test User	$1,500	$1,560	▼
6/1/2023 6:2...	Total Redem...	UAT Test User	$700	$800	▼
3/3/2023 2:2...	Number of Re...	UAT Test User	1	2	▼
3/3/2023 2:2...	Total CVB Re...	UAT Test User	$1,000	$1,500	▼
3/3/2023 2:2...	Total Redem...	UAT Test User	$500	$700	▼

View All

8 Documenting Compliance Investigations

Food Delivery Entities (FDEs) that receive Compliance Investigations should have the Investigation details documented in the Investigations, Violations, Sanctions, and Claim Collection records. These sub-records only need to be filled out where it is applicable for that Investigation.

Compliance Investigation related data may be added or edited using the file upload templates or manually entering the data on the screens.
- The Sanctions and Claim Collections records may be uploaded using the same upload template.
- Violation records may be uploaded using the Violation upload template.
- Sanction records may be uploaded using the Sanctions and Claims Collections upload template.

Records uploaded will need to include both the FDE WIC ID and an Investigation Start Date. For more information on file uploading, please see Appendix: File Upload Instructions.

8.1 Investigations

This section discusses the fields that appear in the Investigations record.

The Investigation record documents the high-level information about the Investigation itself (e.g., start date, end date, outcome, and any administrative review of the outcome). Violations and Sanctions records are related sub-records and record data specific to their topics for a given Investigation.

When the Investigation ID is shown as the far-left option in a navigation or search feature, clicking this ID will open the Investigation record.

The following steps can be taken to view the Investigations for a specific FDE account.

Our example uses our test record for "Bob's Grocery."
1. From the FDE account page, scroll to the right side of the Investigations related list.
2. Click either the "Investigations" or the "View All" button.

3. The system will open the list of Investigation records, which shows more columns. The columns shown in the image below are: Investigation ID, Investigation Status, Investigation Start Date (Sort Descending), and Investigation End Date. Each unique Investigation ID provides details on that investigation. By default, Investigations list view is sorted by Investigation Start Date in Descending order. Clicking the Investigation ID will open the full record. In our example, we will show the details as if we had clicked on Investigation ID "INV-00178011".

4. The Investigations details screen opens and shows information for the specific Investigation ID, which is broken down into sections on Investigation Data, Administrative Reviews, and System Information. There are three related lists that track data for the Investigation:
   - The Violations list tracks the findings discovered during the Investigation.
   - The Sanctions list tracks any penalties imposed after the Investigation is completed.

Investigation Data		
Investigation Status ⓘ	**Inventory audit completed?** ⓘ	
Open	☐	
Investigation Start Date	**Number of compliance buys** ⓘ	
2/2/2023		
Investigation End Date	**Reason Closed** ⓘ	
Investigation Outcome		

Violations (1)

Violation ID	Violation	Deactivate record?	Documented non-...	
VLN-00065381	State agency viola...	☐		▼

View All

Administrative Reviews

Administrative review requested?	**Judicial review requested?**
☐	☐
Administrative Review Status/Outcome	**Judicial Review Status/Outcome**

Sanctions (2)

Sanction ID	Disqualification D...	Origin	WIC Sanction Type	
SAN-00047385		WIC investigation		▼
SAN-00047386		WIC investigation	Mandatory federal...	▼

View All

System Information

Business Name	**Created By**
Bob's Grocery	👤 UAT Test User , 2/28/2023 4:48 PM
Investigation ID	**Last Modified By**
INV-00178011	👤 UAT Test User , 2/28/2023 4:48 PM

5. The Investigation Data section contains the following fields:
   - **Investigation Status:** The current status of the Investigation. Please note that the "Closed" status indicates that the Investigation was closed, but not completed per 246.12(j)(4)
   - **Investigation Start Date**
   - **Investigation End Date**
   - **Investigation Outcome**
   - **Inventory audit completed?:** Check this box if an inventory audit was conducted as part of the Investigation
   - **Number of Compliance Buys:** The total number of compliance buys conducted in the Investigation
   - **Reason Closed:** The reason the investigation was closed but not completed
6. The Administrative Reviews section contains the following fields:
   - **Administrative review requested?**
   - **Administrative Review Status/Outcome**
   - **Judicial review requested?**
   - **Judicial Review Status/Outcome**
7. The System Information section contains the following fields:
   - **Business Name**
   - **Investigation ID**
   - **Created By**
   - **Last Modified By**

8.1.1 Investigation Related Lists

The Investigation record shows related lists for Violations and Sanctions on the right side of the screen. These are the same related lists shown for the FDE but have been filtered only to show the respective IDs relevant to the Investigation record. Each sub-record has its section within this chapter, and please see those sections for more information on each sub-record.

8.2 Violations

This section discusses the field that appears in the Violations record.

Both the FDE and the Investigation pages show Violations as a related list, as a Violation record can only exist as a part of an Investigation for an FDE. When the Violations ID is shown as the far-left option in a navigation or search feature, clicking this ID will open the Violation record.

The following steps can be taken to view a specific Violation record.
Our example uses our test record for "Bob's Grocery."
   1. From an FDE or Investigation record, scroll to the Violations-related list on the right side.
   2. Click either the "Violations" or the "View All" button.

   3. The system will open the list of Violations records, which shows more columns. The columns shown in the image below are: Violations ID, Investigation Start Date, Violation, Pattern established? and Notification sent? Violations list view is sorted by Investigation Start Date in Descending order.
   4. Each unique Violation ID details a single Violation. Clicking on a Violation ID will open the full record. In our example, we will show the details as if we had clicked on the Violation ID "VLN-00065381."

5. The Violation details screen opens and shows information for the specific Violation ID, broken down into sections on Violations Data, Investigation Data (Read Only), and System Information. Violations do not have any related sub-records.

6. Violation records only need to be created when they are needed.
   a. There are thirteen recognized Violations, which make up the selection values for the Violation field. Each Investigation only needs a single Violation record for each type of Violation found. For example:
      i. If in the first compliance buy of the Investigation, two different findings were observed, then the Investigation record in the Food Delivery Portal (FDP) would have two total Violation records created, with each one showing just a single number one in the "Number of Violations" field.
      ii. In the second and third compliance buys, if only one of those findings was repeated, then the value in the "Number of Violations" would be increased up to three.
      iii. If a pattern was established, you would also check the "Pattern established?" checkbox only for the Violation that has the pattern.
      iv. In the second or third compliance buy, if a new type of finding was observed, then a new Violation record would be created to document the single instance of that Violation.
   b. Violation records may be created and edited as the actual Investigation outcomes change over time or updated at the end of the FY.
7. The Violations Data section contains the following fields:
   • **Violation:** The Violations that result in mandatory vendor Sanctions as outlined in 246.12(I)(1)(i-iv)

- **State agency Violation:** The vendor Violations are not specified in 246.12(I)(1)(i-iv) but are included in the State agency (SA) Sanctions schedule. SA Violations are defined in the Policy Settings area
- **Pattern established?:** Check this box if a pattern of Violations has been established for this Violation
- **Number of Violations**
- **Notification sent:** Check this box if a notification of Violation was sent for the initial instance of this Violation
- **Documented non-notification?:** Check this box if a notification of Violation was not sent to the vendor
- **Deactivate record?:** Check this box if this Violation was created in error. Checking this box will deactivate this record and remove it from any reports

8. The Investigation Data (Read Only) section is provided as a reference only. This section contains the following fields:
    - **Investigation Status**
    - **Investigation Outcome**
    - **Investigation Start Date**
    - **Investigation End Date**
9. The System Information section contains the following fields:
    - **Business Name**
    - **Violation ID**
    - **Investigation ID:** Please select the corresponding Investigation
    - **Created By**
    - **Last Modified By**

9 Documenting Sanctions and Claim Collections

9.1 Sanctions

This section discusses the fields that appear in the Sanctions record.

Both the FDE and the Investigation records show Sanctions as a related list; as it can only exist as a part of an Investigation for an FDE. When the Sanctions ID is shown as the far-left option in a navigation or search feature, clicking this ID will open the Sanction record.

The following steps can be taken to view a specific Sanction record.

Our example uses our test record for "Bob's Grocery."
1. From an FDE or Investigation record, scroll to the Sanction related list on the right side.
2. Click either the "Sanctions" or the "View All" button.

3. The system will open the list of Sanctions records, which shows more columns. The columns shown in the image below are: Sanctions ID, Origin, WIC Sanction Type, SA Sanction, Disqualification Date and Created Date. Sanctions list view is sorted by Sanction ID in Descending order.

4. Each unique Sanction ID details the penalties issued at the end of a completed Investigation. In our example, we will show the details as if we had clicked on Sanction ID "SAN-00047386."

	Sanction ID ↓	∨	Origin	∨	WIC Sanction Type	∨	SA Sancti... ∨	Disqualific... ∨	Created Date	∨	
1	SAN-00107454		SNAP investigation					5/29/2023	6/2/2023 2:19 PM		▼
2	SAN-00047386		WIC investigation		Mandatory federal disqualification				3/3/2023 10:49 AM		▼
3	SAN-00047385		WIC investigation		CMP in lieu of disqualification				2/28/2023 4:48 PM		▼

5. The Sanction details screen opens and shows information for the specific Sanction ID, broken down into sections on Sanctions Data, Monetary Penalties, and System Information. Sanctions do not have any related sub-records.

6. The Sanctions Data section contains the following fields:
    - **Investigation Origin:** The originating Program (either SNAP or WIC) for this Sanction
    - **WIC Sanction Type:** The WIC Sanction type being documented in this record
    - **SA Sanction**
    - **Disqualification Date:** The effective date of the disqualification
    - **Disqualification Length:** The length of time of the disqualification
    - **Date Referred to SNAP:** The date the WIC SA referred this disqualification to FNS SNAP
    - **SNAP Sanction Type:** The SNAP Sanction type assessed by FNS SNAP
    - **Date Referred to WIC:** The date FNS SNAP referred this disqualification to the WIC SA
7. The Monetary Penalties section contains the following fields:
    - **Administrative Fine Amount:** The total amount of any fine(s) assessed. Please update this field if the amount changes

- **Claim Amount:** The total amount of all claims established in this sanction
- **CMP Amount:** The total amount of any civil money penalty (CMP) assessed. Please update this field if the amount changes.

8. The System Information section contains the following fields:
   - **Business Name**
   - **Sanction ID**
   - **Investigation ID**
   - **Migrated disqualification?**
   - **Created By**
   - **Last Modified By**

9.2 Claim Collections

This section discusses the fields that appear in the Claim Collections record.

Both the FDE and the Sanction pages show Claim Collections as a related list; as it can only exist as a part of a Sanction for an FDE. When the Claim Collections ID, is shown as the far-left option in a navigation or search feature, clicking this ID will open the Claim Collections record.

The following steps can be taken to view the Claim Collections record.

Our example uses our test record for "Bob's Grocery."
1. From an FDE or Sanction record, scroll to the Claim Collections related list on the right side.
2. Click either the "Claim Collections" or the "View All" button.
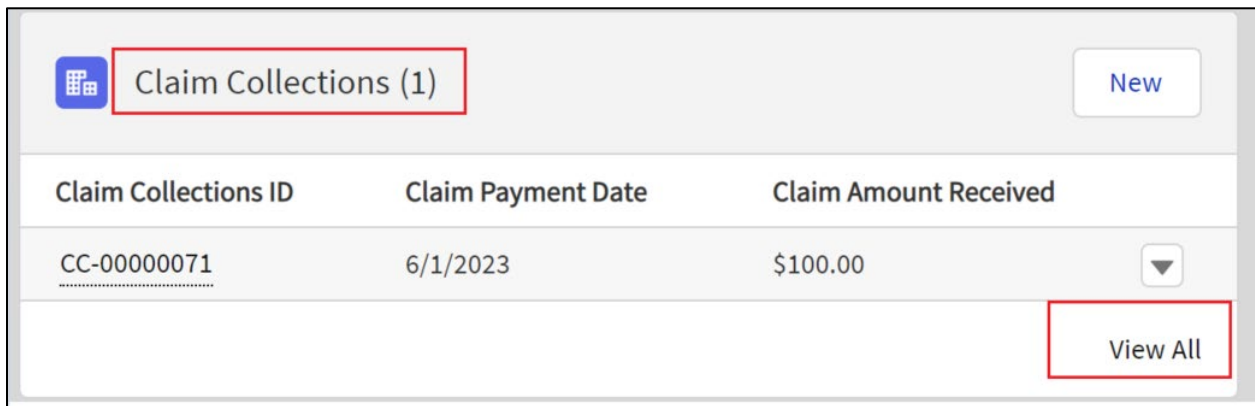
3. The system will open the list of Claim Collections records, which shows more columns. The columns displayed in the image below are: Claim Collections ID, Date Received and Amount. Claims Collections list view is sorted by Claim Payment Date Descending order. Clicking on a Claim Collections ID will open the full Claim Collection record.
4. Each unique Claim Collections ID details a payment collected from the FDE to offset the claim established. The record tracks the date and amount of that payment. In our example, we will show the details as if we had clicked on the Claim Collections ID "CC-00000071."

5. The Claim Collections screen opens and shows you information for the specific Claim Collections ID, which is broken down into sections on Payment Collected and System Information. There is one related list for the Claim Collections History, which tracks if certain field are changed within the record.

6. The Payment Collected section contains the following fields:
    - **Claim Amount Received:** The amount collected in this payment
    - **Claim Payment Date**
7. The System Information section contains the following fields:
    - **Claim Collections ID**
    - **Sanction**
    - **Business Name**
    - **Created By**
    - **Last Modified By**

9.2.1 Claim Collections History

The Claim Collections History documents any changes that were made to track fields within the Claim Collections record. In our examples for this section, we will show screens from our test record for "Bob's Grocery" and have opened the detail screen for Claim Collections ID "CC-00000071."

The following steps can be taken to view the Claim Collections History details.
1. To view the complete history, click on the "Claim Collections History" button or the "View All" button.

2. The system will open the list of Claims History records.

Claim Collections > CC-00000071
Claim Collections History
2 items • Sorted by Date • Updated a few seconds ago

	Date	Field	User	Original Value	New Value
1	6/2/2023 2:43 PM	Claim Payment Date	UAT Test User		2023-06-01
2	3/3/2023 10:50 AM	Created.	UAT Test User		

3. The Claim Collection History record contains the following fields:
- **Date:** The date the change was made
- **Field:** The field that was changed
- **User:** Identifies the user who made the change
- **Original Value:** value in the field before the change
- **New Value:** value in the field after the change

10 Creating FDE Records with the Master Workflow

The Master Workflow provides State agency (SA) users with an easy way to create sub-records for individual Food Delivery Entities (FDEs), in a logical order, within the same flow.

10.1 Setting Entity Preference

The Master Workflow is accessible from any FDE Detail screen. To launch the Master Workflow, click on the Master Workflow button.
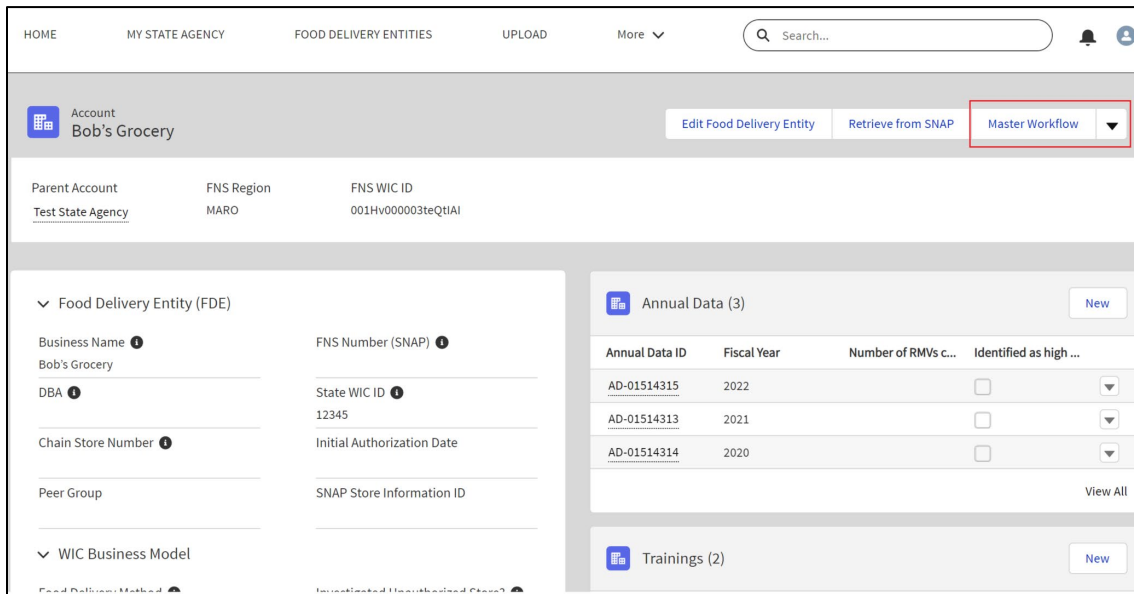
This generates the Master Workflow window.
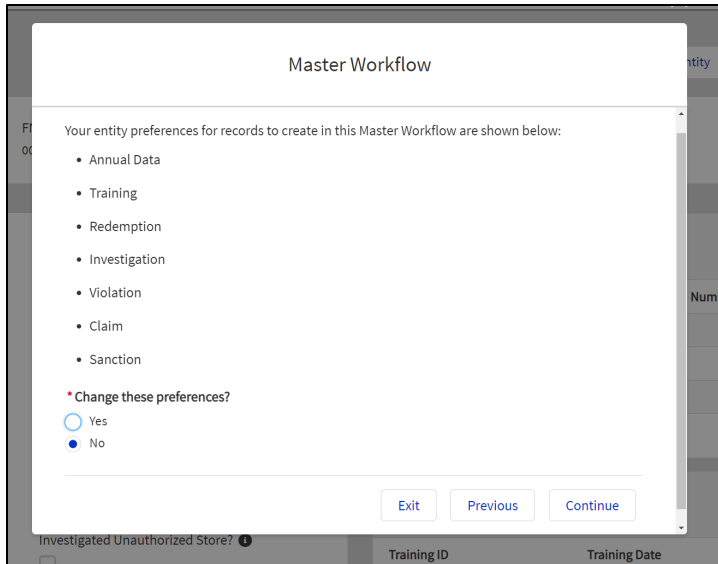
The Entity Preferences identified in the screenshot above determine which record types will be created as part of the Master Workflow. FDP remembers the Entity Preferences that the user sets. The Entity Preferences can be modified under the "Change these Preferences?" question by selecting the "Yes" radio button and then clicking on the "Continue" button at the bottom right of the window.
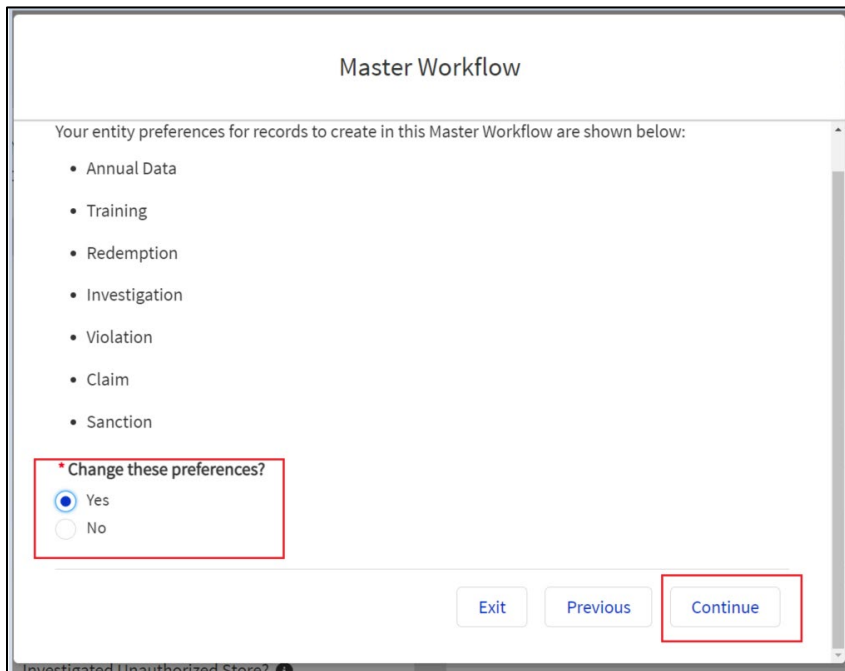
This generates the Edit Entity Preference window. The Entity Preferences that are in the Chosen Rectangle will be included as part of the Master Workflow.
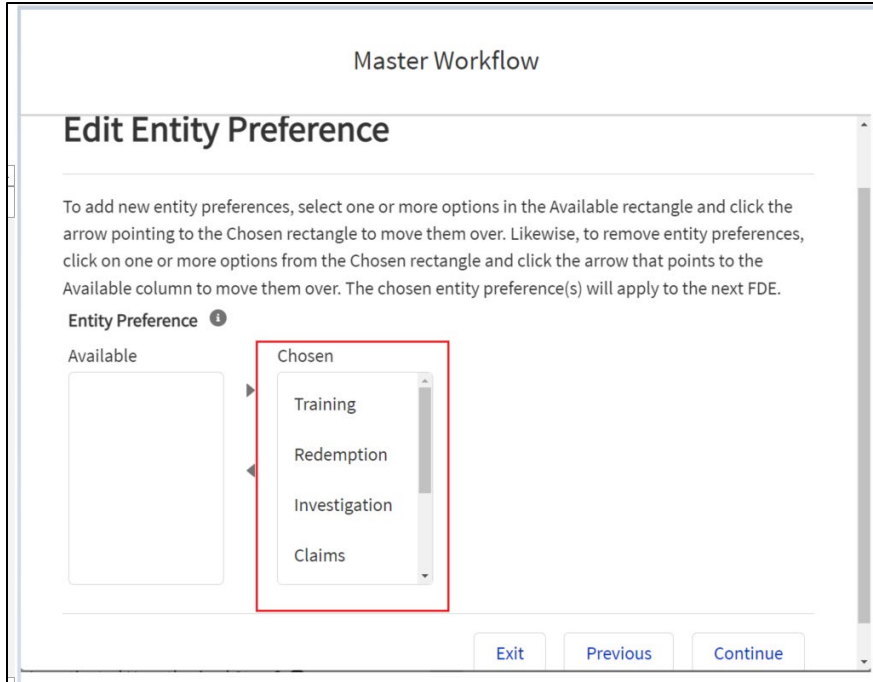
To modify the Entity Preferences, select the individual Entity Preference and utilize the arrows to move the selection between the Chosen and Available columns. When finished, click on the "Continue" button.
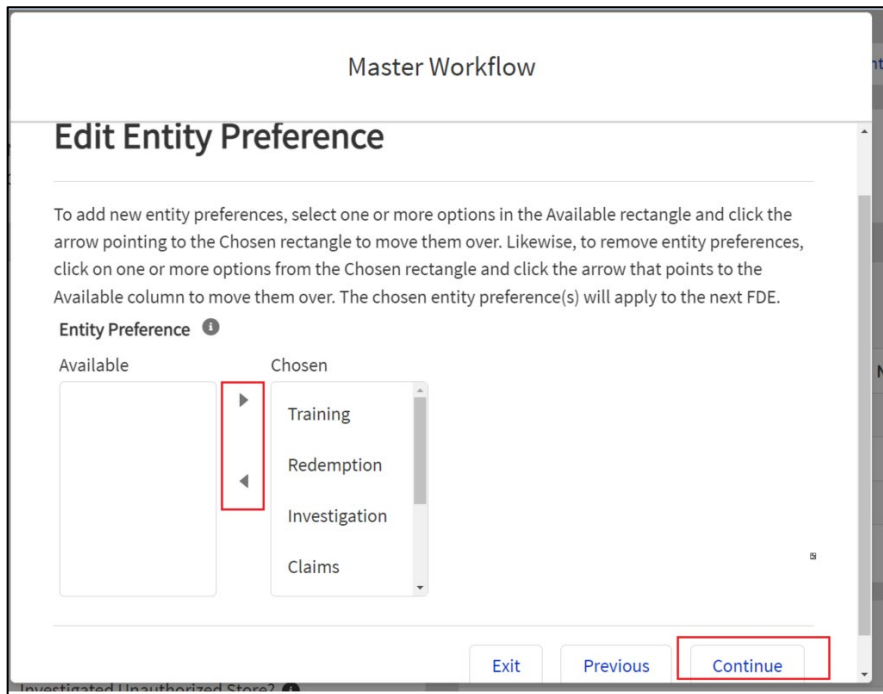
10.2 Creating Records

The Master Workflow has a logical order that dictates which record types are created first as part of the record creation process. The logical order is as follows:

- Annual Data
- Training
- Redemptions
- Investigations
- Violations
- Sanctions
- Claims

This means that if the Training and Annual Data records are to be created within the Master Workflow, the logical order will dictate that the Annual Data record will be created first. The dependencies within the record types determine the logical order. For example, a Violation or Sanction cannot be created without a corresponding Investigation.

As part of this section, we will demonstrate how to create the possible records within the Master Workflow. When reading Sections 10.2.1 – 10.2.7, assume that the Master Workflow was opened and that all records are being created within the same flow.

10.2.1 Annual Data

The following steps can be taken to create an Annual Data record within the Master Workflow. Our example uses our test record for "Austin's Market." Launch the Master Workflow from the FDE detail screen by clicking the "Master Workflow" button.

1. Ensure that Annual Data is included in the Entity Preferences for records to create.

2. Click on the "Continue" button.

3. The Record a New Annual Data window is displayed as part of the Master Workflow. The Business Name is "Austin's Market, Inc" as we are creating records for this specific FDE. The fields for the Annual Data record remain the same as they would be if created outside of the Master Workflow: Fiscal Year, Authorized on October 1, and Number of RMVs Completed this Year.

4. We will input 2021 into the Fiscal Year field, check the Authorized on October 1 checkbox, and leave the Number of RMVs completed this Year blank.

Master Workflow

Record a New Annual Data

Business Account Information

* Business Name

Austin's Market Inc   ×

Fiscal Year Related Data

* Fiscal Year ⓘ

2021

Authorized on October 1? ⓘ
☑

Number of RMVs completed this year ⓘ

Exit   Save & Next   Skip

5. The Exit, Save and Next, and Skip buttons appear at the bottom of each record window throughout the Master Workflow. The Exit button can be used to exit the Workflow and return to the FDE detail screen. Any records that were created as part of the Workflow will be saved. The Save and Next button will create the record and then move onto creating the next record type. The Skip button can be used to skip past the creation of this record type and proceed to the next record type. We will click on the Save & Next button to continue creating records within the Master Workflow.

10.2.2 Training

1. After creating an Annual Data record, the Record a New Training window prompts us to create a new training record.

Master Workflow

Record a New Training

* Business Name

🏢 Bob's Grocery

Training Data

* Training Date

	📅

* Training Applied to Fiscal Year ⓘ

* Training Type ⓘ

--None-- ▼

* Training Format ⓘ

--None-- ▼

Exit	Save & New	Save & Next	Skip

2. We will enter "September 01, 2023" as the Training Date, 2023 as Training Applied to Fiscal Year, select "Interactive" as the Training Type, and select" Interactive - On-site cashier training" as the Training format. The "Save & New" button would allow us to save this Training record and then create another Training record. However, we will click the "Save & Next" button to proceed to the next record type.

10.2.3 Redemptions

1. After creating a Training record, the Record a New Redemption window prompts us to create a new Redemption record.

2. We will enter "December" as the Transaction Month, "2021" as the Calendar Year, and "$5,000" as the Non-CVB Redemptions. The "Save & New" button would allow us to save this Redemption record and then create another Redemption record. However, we will then click on the "Save & Next" button to create an Investigation record.

10.2.4 Investigations

1. The Record a New Investigation window prompts us to create a new Investigation record. The fields are separated into two categories: Investigation Data and Administrative Reviews.

2. We will set the Investigation Start Date as "December 1, 2021," set the Investigation Status to "Open," leave the non-required fields blank. The "Save & New" button would allow us to save this Investigation record and then create another investigation record. However, we will click on the "Save & Next" button to create a Violation record.

Master Workflow

Record a New Investigation

* Business Name

| Austin's Market Inc | ✕ |

Investigation Data

Investigation Status ⓘ

| Open ▼ |

Inventory audit completed? ⓘ

☐

* Investigation Start Date

| Dec 31, 2021 🗓 |

Number of compliance buys ⓘ

| |

Investigation End Date

| 🗓 |

Reason Closed ⓘ

| |

Investigation Outcome

| --None-- ▼ |

Administrative Reviews

Administrative review requested?

☐

Judicial review requested?

☐

Administrative Review Status/Outcome

| --None-- ▼ |

Judicial Review Status/Outcome

| --None-- ▼ |
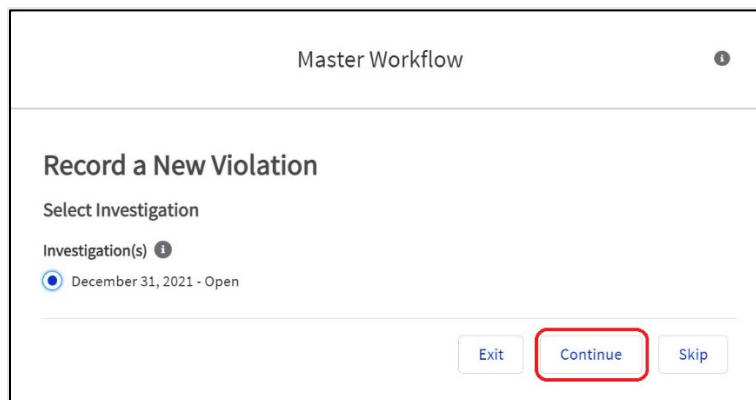
Exit   Save & New   **Save & Next**   Skip

10.2.5 Violations

1. A Violation record relies on the existence of a valid Investigation. If no such Investigation exists, the Master Workflow will prompt the user to Create an Investigation before allowing a Violation to be created. We will select the Investigation that we created in the previous step and then click the "Continue" button.
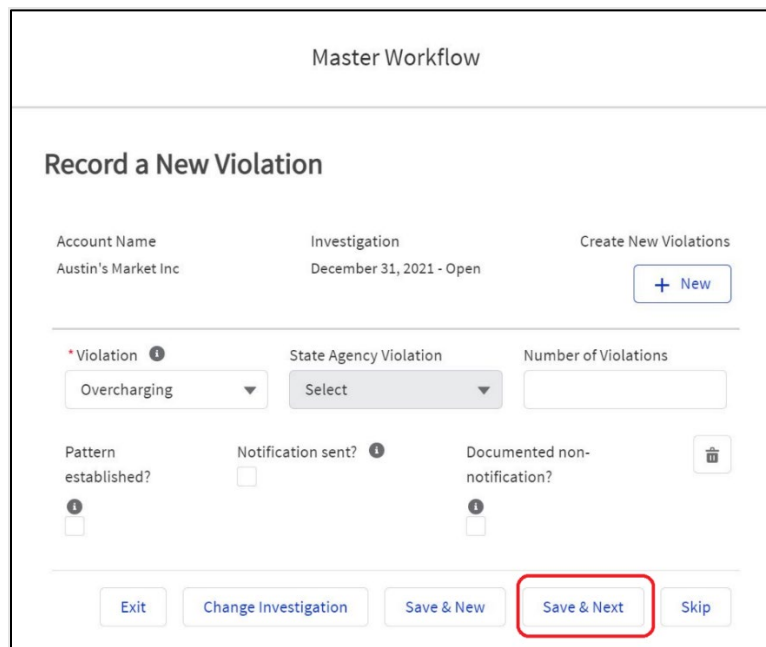
2. The Record a New Violation window allows us to populate data on the Violation. The "Change Investigation" button would allow us to change the Investigation we just set. The "+ New" button would allow us to add another Violation to the same Investigation. The "Save & New" button would allow us to add a new group of violations to a different investigation for this same FDE. We will set the specific Violation type to "Overcharging," leave the non-required fields blank, and click on the "Save & Next" button to proceed to the next record type within the Workflow.

10.2.6 Sanctions

1. The Record a New Sanction window allows us to create a new Sanction record.

2. Sanctions, like Violations, rely on the existence of an Investigation. We will set the Origin field to "WIC investigation," which then allows us to select the Investigation we created in section 10.2.4. We will set the Claim Amount to $2,000, leave the remaining fields blank, and click on the "Save & Next" button.

10.2.7 Claims

1. A Claim requires the existence of a corresponding Sanction with a Claim Amount. We will select the Sanction that we created in Section 10.2.6 and click on the Continue button.

2. This generates the Record a New Claim window. We are provided with the option of setting the Claim Amount Received and the Claim Payment Date. We will leave both fields blank and click on the "Save & Next" button.

3. Claims are the final record type that can be created within the Master Workflow. By clicking on the "Save & Next" button in Step 2, we have completed the record creation process in the Master Workflow. We will click the "Finish" button to exit the workflow. Any records that were created as part of the Master Workflow have been saved.

Master Workflow

The Master Flow run has finished. Any data that was successfully created up to this point was saved.

Finish
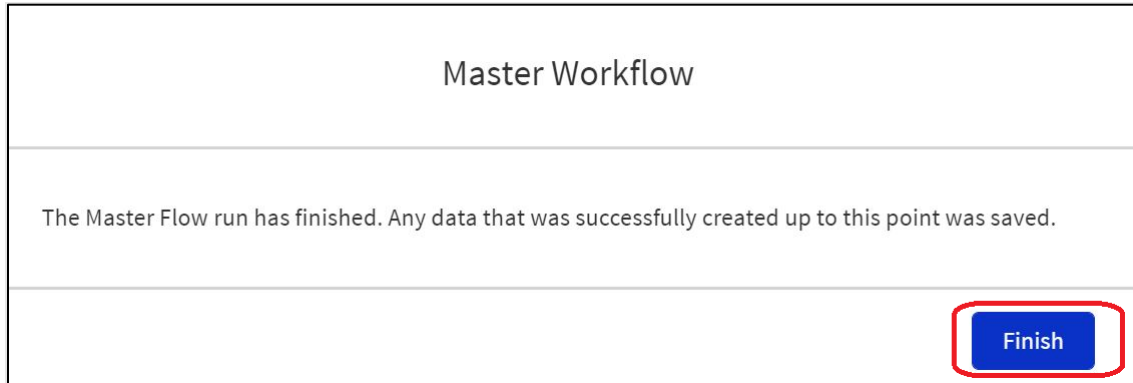
11 Creating or Editing Food Delivery Entity (FDE) Records from User Interface (screens)

The FDP screens allow users to create or edit each entity individually. This section will walk users through how to create or edit FDE and entity records within an individual FDE.

11.1.1 FDE Creation and Edit

The following steps can be taken to create an FDE Record from the UI:

1) On the FDP Home page, navigate to "Create a New Food Delivery Entity" section of the page. The following fields on this page are required:
   1. Business name is a required field for all new FDEs.
   2. If the FDE you are creating is an authorized Retail FDE, then the State WIC ID will also be required.

2) Click on Next and Enter additional information for the Food Delivery Entity. The following fields on this page are required:
   1. Food Delivery Method is a required field for all new FDEs.
   2. Status is a required field for all new FDEs.
   3. Retail Category is conditionally required if you are creating a Retail FDE
   4. Agreement Date (i.e., most current Agreement or Contract Start Date), and an Initial Authorization Date (i.e., the oldest documented Agreement or Contract

Start Date) are conditionally required fields if you are creating an FDE with an authorized status.

Create a New Food Delivery Entity

WIC Business Model Information

* Food Delivery Method ⓘ

| Retail | ▲▼ |

Peer Group
- ○ --None--
- ● PG1

Retail Category ⓘ
- ○ --None--
- ● Regular vendor
- ○ A50 - for profit
- ○ A50 - nonprofit
- ○ Pharmacy - only exempt infant formula/nutritionals
- ○ Commissary
- ○ Farmer
- ○ Farmers' market

- ☐ Investigated Unauthorized Store? ⓘ

Authorization Data

Agreement Start Date

| Aug 1, 2023 | 📅 |

Initial Authorization Date

| Aug 1, 2023 | 📅 |

* Status ⓘ

| Authorized | ▲▼ |

[Previous] [**Next**]

3) Click on Next to Create the Food Delivery Entity

The following steps can be taken to Edit an FDE Record from the UI (screens):
1) Click FOOD DELIVERY ENTITIES tab and select the FDE from the list view. This list view shows up to 2000 records. If FDE is not accesible in the list view then use list view filters or search FDE via global searach bar avaliable at top of the page as described in the

2) Once the record opens, click on "Edit Food Delivery Entity" Button in the upper right of the screen.

3) This will open the Edit Food Delivery Entity screen. Update the necessary information and move forward through the editing process using the Next or Previous buttons. Please see the Required Fields document for details on what fields are required while editing a record.

Edit Food Delivery Entity

Update FDE Account: Test Market

State Agency Information

* State Agency

🏢 Test State Agency	✕

Food Delivery Entity (FDE)

* Business Name   ⓘ

Test Market

FNS Number (SNAP)   ⓘ

[   ]

Next

4) Click on "Finish" to return to the FDE Details Screen.

Edit Food Delivery Entity

Update FDE Account: Test Market

Success!

The FDE Account has been successfully updated. Please click Finish to return to your FDE Account.

Finish

5) Your edits will now be visible on the FDE Details Screen.

11.1.2 Annual Data Creation and Edit

The following steps can be taken to create an Annual Data Record from the FDE Detail Screen:

1) Click on "New" Button Next to Annual Data on the FDE Detail Screen.
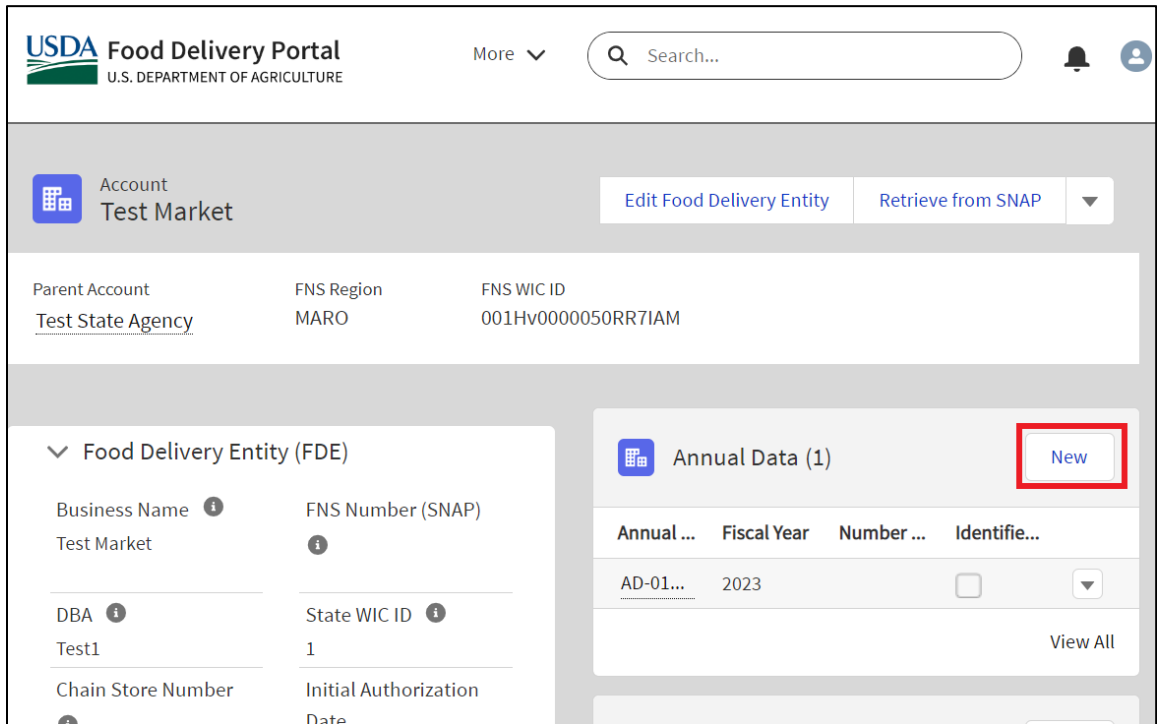
2) The Record a New Annual Data window is displayed. The Business Name for the FDE used in this example is "Austin's Market, Inc". The fields for the Annual Data record remain the same as they would be if created in the Master Workflow: Fiscal Year, Authorized on October 1, and Number of RMVs Completed this Year.

Master Workflow

Record a New Annual Data
Business Account Information

* Business Name

Austin's Market Inc   ✕

Fiscal Year Related Data

* Fiscal Year ⓘ

Authorized on October 1? ⓘ
☐

Number of RMVs completed this year ⓘ

Exit   Save & Next   Skip

3) We will input 2021 into the Fiscal Year field, check the Authorized on October 1 checkbox, and leave the Number of RMVs completed this Year blank.

Record a New Annual Data
Business Account Information

* Business Name

Austin's Market

Fiscal Year Related Data

* Fiscal Year ⓘ

2021

Authorized on October 1? ⓘ
☑

Number of RMVs completed this year ⓘ

Exit   Save

4) The Exit, and Save buttons appear at the bottom of window. The Exit button can be used to exit and return to the FDE detail screen. The Save button will create the record and return to the FDE Detail Screen.

The following steps can be taken to edit an Annual Data Record from the FDE Detail Screen:

5) Under the Annual Data Section, click on the auto generated ID for the record you want to edit.
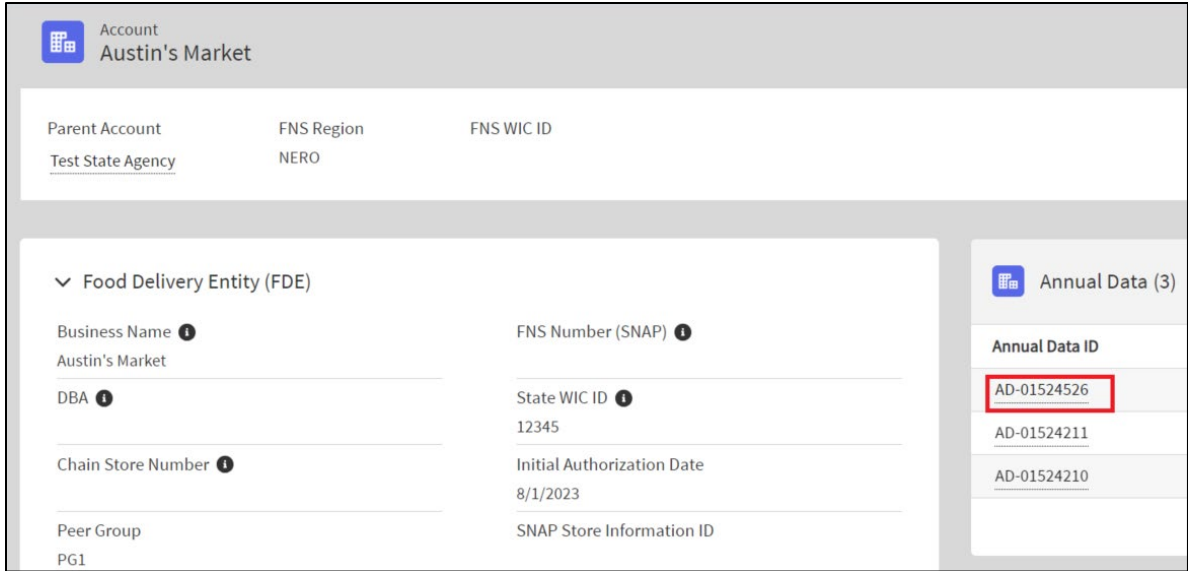
6) Click on the Edit Annual Data button in the top right corner to edit the record.
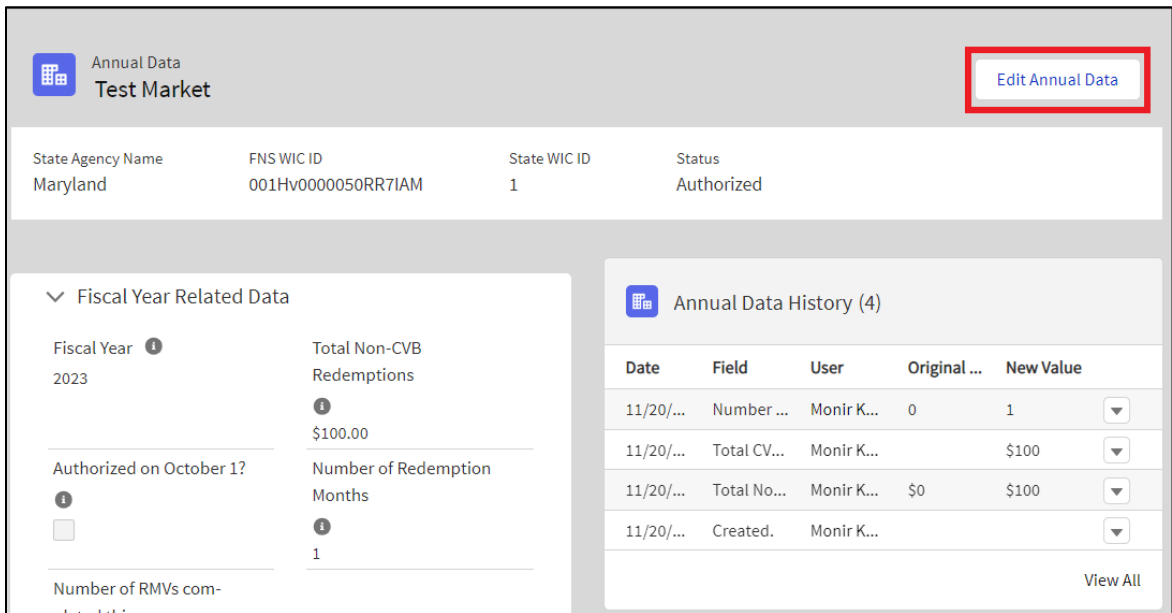
7) The Edit Annual Data Record window will be displayed.

Edit Annual Data

Edit Annual Data Record - AD-01524526

Business Account Information

Business Name

[🏢 Austin's Market   ✕]

Fiscal Year Related Data

Fiscal Year:

2023

☐ Authorized on October 1? ⓘ

Number of RMVs completed this year ⓘ

[   ]

[Next]

8) Click on the Next button to select values for the remaining fields.

Edit Annual Data

Edit Annual Data Record - AD-01524526

High Risk Evaluation

☐ Identified as high risk? ⓘ

High Risk Reason(s) ⓘ

☐ Redemption - Extremely small amount of variation in food instrument prices
☐ Redemption - Large percent of food instruments redeemed at same price
☐ Redemption - Unusually high average food instrument prices
☐ Redemption - Redeemed prices are higher than their price list
☐ Volume - Large percent of high-priced food instruments
☐ Volume - Volume of WIC business
☐ Volume - Large increase of dollar volume of food instruments redeemed over time
☐ Volume - Large percent of the area's total WIC redemptions
☐ Volume - WIC sales are an unusually high percentage of vendor's total sales
☐ Volume - High WIC to SNAP redemption ratio
☐ Volume - WIC and SNAP Program sales are an unusually high percentage of total sales
☐ Participant - Participant/other complaints
☐ Participant - Large number of participants redeeming food instruments outside of their health service area
☐ Participant - Large number of participants redeeming food instruments who are considered to be at high health risk
☐ Non-EBT - Large number of food instruments with consecutive serial numbers
☐ Non-EBT - Large percentage of manually issued food instruments

[Previous] [Next]

9) Click on the Next button and Annual Data record will be created.
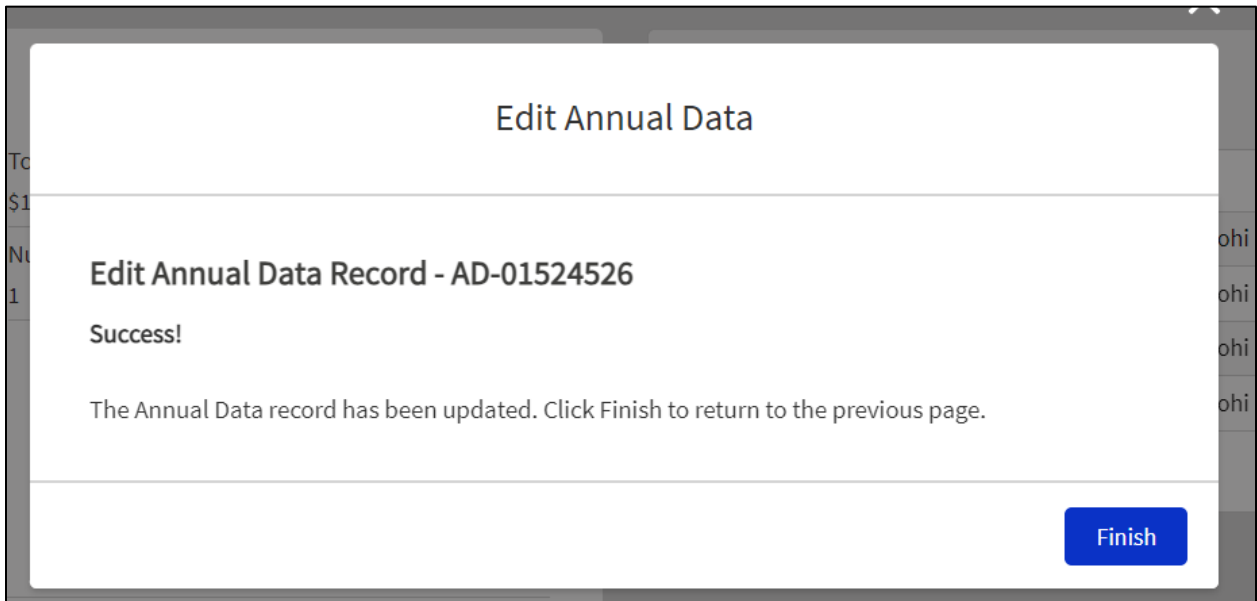
11.1.3 Training Creation and Edit

The following steps can be taken to create a Training Record from the FDE Detail Screen:

1) Click on "New" Button Next to Training on the FDE Detail Screen.
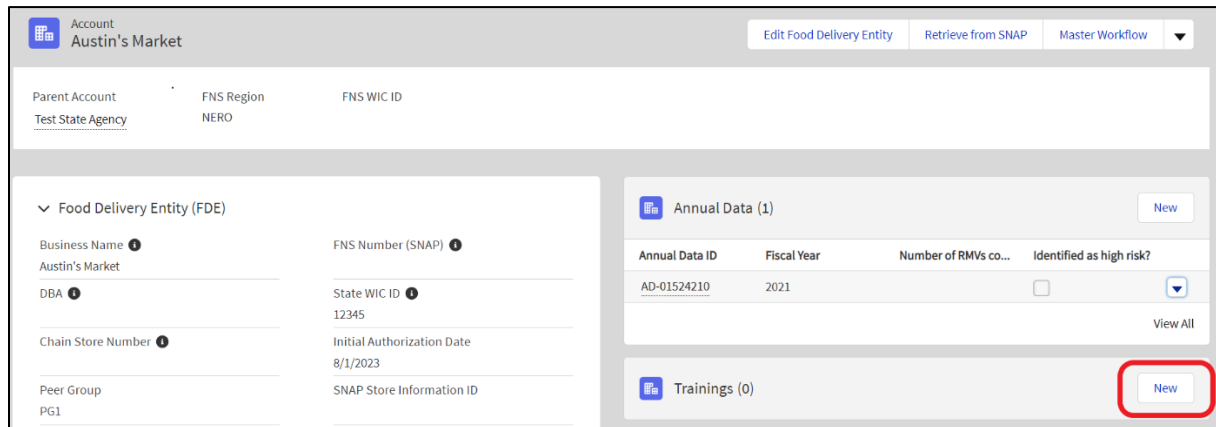
2) This will display the Record a New Training screen. All fields are required. We will enter "January 31, 2023" as the Training Date, Training Applied to Fiscal Year, select "Interactive" as the Training Type, and leave the Training format field blank. Click on "Save" to create a new Training record on FDE Details Screen.

Record a New Training

* Business Name

🏢 Austin's Market

Training Data

* Training Date

Jan 31, 2023   📅

* Training Applied to Fiscal Year ⓘ

2023

* Training Type ⓘ

Interactive   ▼

* Training Format ⓘ

Interactive - Webinar   ▼

The following steps can be taken to edit a Training Record from the FDE Detail Screen:

3) Under the Training Section of the FDE Details Screen, click on the auto generated ID for the record you want to edit. This will bring you to the Training details screen. Click on the Edit button in the top right corner to edit the record.

4) The Edit Window will be displayed where users are able to make Edits to that Training Record. Please see the Required Fields document for details on what fields are required while editing a record.

Notes: User can use the "Cancel" Button to exit without making any changes, the "Save" Button to save the updated changes and return to FDE Details page or the "Save &New" button to save changes made to that Training Record and create a new Training record.

11.1.4 Redemptions Creation and Edit

The following steps can be taken to create a Redemptions Record from the FDE Detail Screen:

1) Click on the "New" Button Next to Redemptions on the FDE Detail Screen.

2) The Record a New Redemption screen will be displayed. All fields are required to have a value, but you may use a zero or 0.00 for the redemption fields if this is appropriate for this record. We will enter "December" as the Transaction Month, "2021" as the Calendar Year, and "$5,000" as the Non-CVB Redemptions and CVB Redemptions as "$0.00" The "Save & New" button would allow us to save this Redemption record and then create another Redemption record. However, we will then click on the "Save" button to create new redemption record and return to the FDE Details Screen.

The following steps can be taken to edit a Redemptions Record from the FDE Detail Screen:

1) Under the Redemptions Section of the FDE Details Screen, select the auto generated ID for the record you want to edit.

2) This will bring you to the Redemption Detail Screen. Click the Edit button.

3) The Edit Window will be displayed, and User are able to make edits to that Redemption Record. Please see the Required Fields document for details on what fields are required while editing a record.

Notes: User can use the "Cancel" Button to exit without making any changes, the "Save" Button to save the updated changes and return to FDE Details page or the "Save &New" Button to save changes made to that Redemption Record and create a new Redemption Record.

11.1.5 Investigations Creation and Edit

The following steps can be taken to create an Investigations Record from the FDE Detail Screen:

1) Click on the "New" Button Next to Investigations on the FDE Detail Screen
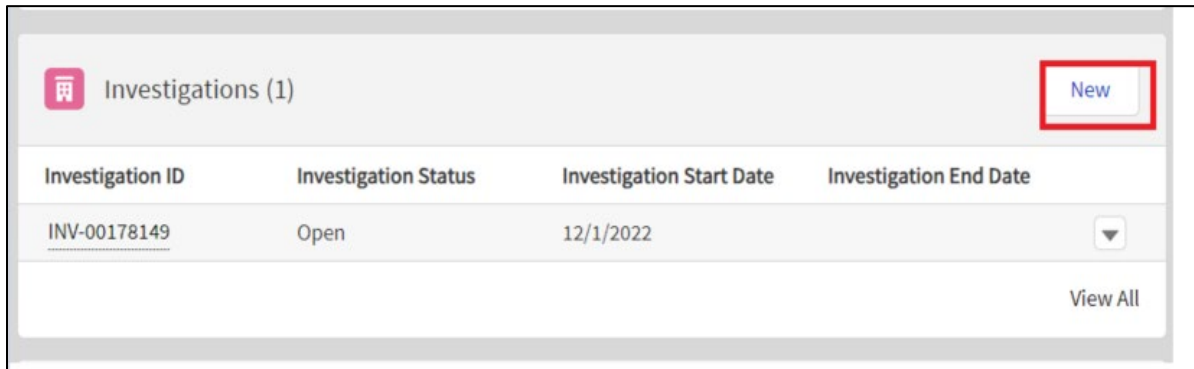
2) The Record a New Investigation screen will be displayed. Investigation Status, and Investigation Start Date are required fields. If you set the Status to Closed or Completed, you will need to provide an Investigation End Date. If this record was Closed, you will also need to provide a Reason Closed. We will set the Investigation Start Date as "December 1, 2022," set the Investigation Status to "Open," leave the non-required fields blank.

3) Notes: The "Save & New" button would allow us to save this Investigation record and then create another investigation record. However, we will click on the "Save" button to create an Investigation record and return to the FDE Details Screen.

The following steps can be taken to edit an Investigations Record from the FDE Detail Screen:

1) Under the Investigation Section of the FDE Detail Screen, click the auto generated ID for the record you want to edit.

2) This will bring you to the Investigations Detail Screen. Click on Edit button on top right corner of the screen to edit the record.

3) The Edit Window will be displayed. On this screen, users can make edits to that Investigation Record. Please see the Required Fields document for details on what fields are required while editing a record.

4) Notes: User can use the "Cancel" Button to exit without making any changes, the "Save" Button to save the updated changes and return to FDE Details page or the "Save &New" button to save changes made to that Investigation Record and create a new Investigation Record.

11.1.6 Violations Creation and Edit

The following steps can be taken to create a Violations Record from the FDE Detail Screen:

1) Click on the "New" Button Next to Violations on the FDE Detail Screen.

2. The Record a New Violation screen will be displayed A Violation record relies on the existence of a valid Investigation. If no such Investigation exists, FDP will prompt the user to Create an Investigation before allowing a Violation to be created. We will select the Investigation that we created in the previous step and then click the "Continue" button.
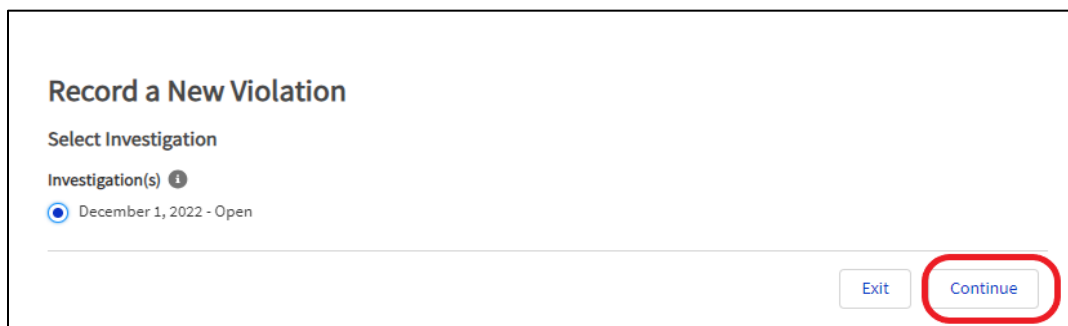
3. The Record a New Violation window allows us to populate data on the Violation. The Validation field is required. If you select the "SA violation" value, you will also need to select an option from the State Agency Violation field.

4. Notes: The "Change Investigation" button would allow us to change the Investigation we just set. The "+ New" button would allow us to add another Violation to the same Investigation. The "Save & New" button would allow us to add a new group of violations to a different investigation for this same FDE. We will set the specific Violation type to "Overcharging," leave the non-required fields blank, and click on the "Save" button to Return to the FDE Details Page.

The following steps can be taken to edit a Violations Record from the FDE Detail Screen:

1) Under the Violations Section, of the FDE Detail Screen, click the auto generated ID for the record you want to edit. This will bring you to the Violations detail page.

2) Click on Edit button on top right corner of the screen to edit the record.

Violation
Austin's Market

Edit Violation

State Agency Name	FNS WIC ID	State WIC ID	Status
Test State Agency	001Hv000006XjEWIA0	12345	Authorized

∨ Violations Data

Violation ⓘ
Overcharging

Notification sent? ⓘ
☐

State agency violation ⓘ

Documented non-notification? ⓘ
☐

Pattern established? ⓘ
☐

Deactivate record? ⓘ

Number of Violations
1

∨ Investigation Data (Read Only)

Investigation Status
Open

Investigation Start Date
12/1/2022

Investigation Outcome

Investigation End Date

∨ System Information

Business Name
Austin's Market

Created By
Test Demo SA user , 8/11/2023 3:44 PM

Violation ID
VLN-00065440

Last Modified By
Test Demo SA user , 8/11/2023 3:44 PM

Investigation ID
INV-00178149

No related lists to display

3) The Edit Window will be displayed, and User is able to make edits to this Violations Record. Please see the Required Fields document for details on what fields are required while editing a record.

129

Edit Violation

Edit Violation - VLN-00065440

Violation Information

* Business Name

Austin's Market   ✕

Violations Found Data

* Violation ⓘ

Overcharging

* Number of Violation

1

☐ Pattern established? ⓘ

☐ Notification sent? ⓘ

☐ Documented non-notification? ⓘ

Next

4) Click on the Next button. If there are multiple investigations, then user can change the Investigation selection for this violation record.

Edit Violation

Edit Violation - VLN-00065440

Investigation Information

* Investigations ⓘ

- ● December 1, 2022 - Open

Previous   Next
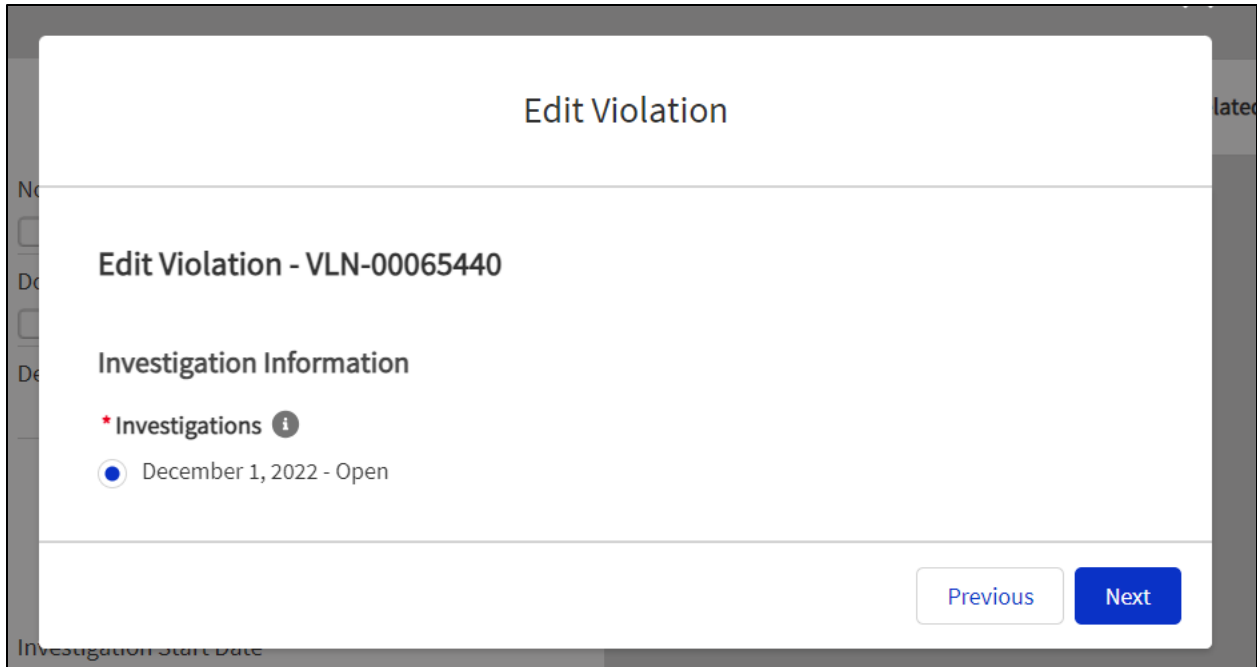
5) Click on the Next button. Violation record is created. Click on Finish button.

Edit Violation

Edit Violation - VLN-00065440

Success!

The Violation has been successfully updated. Please click Finish to return to your Violation record.

Finish
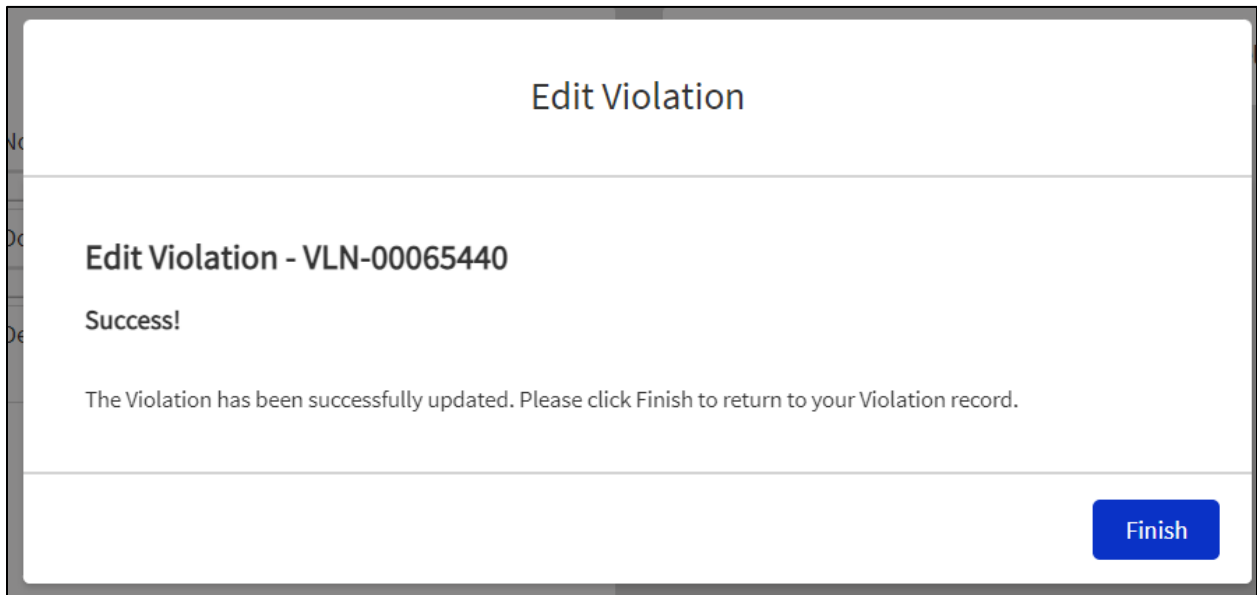
11.1.7 Sanctions Creation and Edit

The following steps can be taken to create a Sanctions Record from the FDE Detail Screen:

1) Click on the "New" Button Next to Sanctions on the FDE Detail Screen.

2) The Record a New Sanction window appears. Origin is a required field. If the Origin value is "WIC Investigation" the application will also require the selection of a valid investigation record. If the Origin is either "WIC investigation" or "Other WIC oversight activity", the WIC Sanction Type field will be displayed and be required. If the Origin is "SNAP investigation" then the SNAP Sanction Type field will be displayed and be required. We will set the Origin field to "WIC investigation," which then allows us to select the Investigation we created in Section 11.1.5 We will set the Claim Amount to $2,000, fill in all the remaining fields required fields, and click on the "Save" button.

The following steps can be taken to edit a Sanctions Record from the FDE Detail Screen.

1) Under the Sanctions Section, of the FDE Detail Screen, click the auto generated ID for the record you want to edit. This will bring you to the Sanctions detail page.

2) Click on the Edit button on top right corner of the screen to edit the record.

3) The Edit Window will be displayed. the User can make edits to this Sanctions Record. Click Next button and Sanction record will be created. Click on Finish Button.
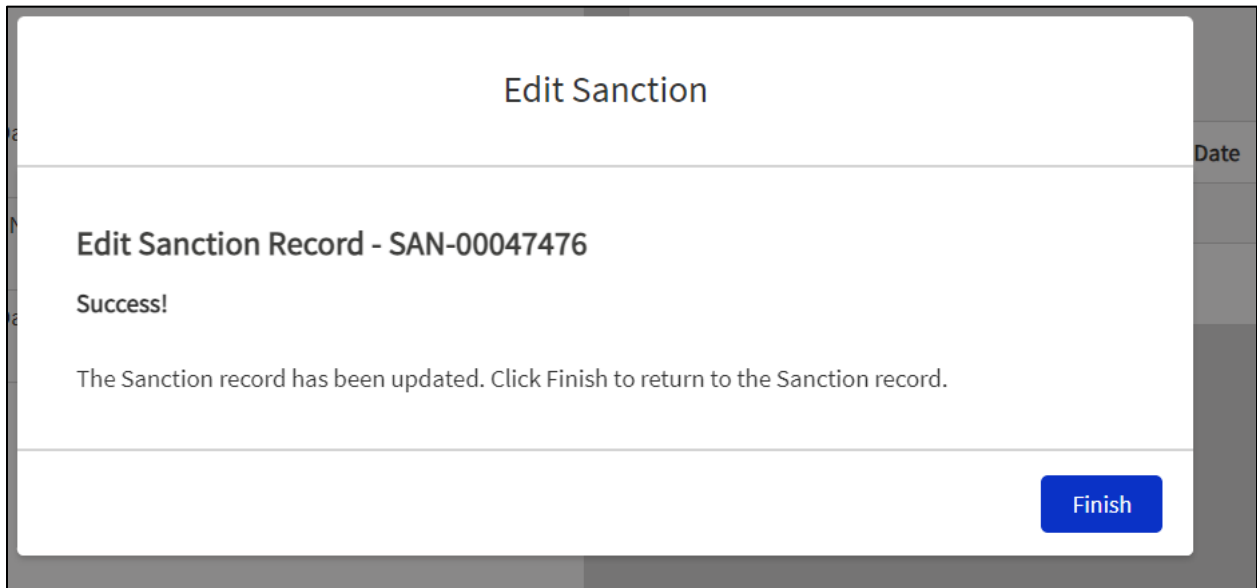
11.1.8 Claims Creation and Edit

The following steps can be taken to create a Claims Collections Record from the FDE Detail Screen:

1) Click on the "New" Button Next to Claims Collection on the FDE Detail Screen.
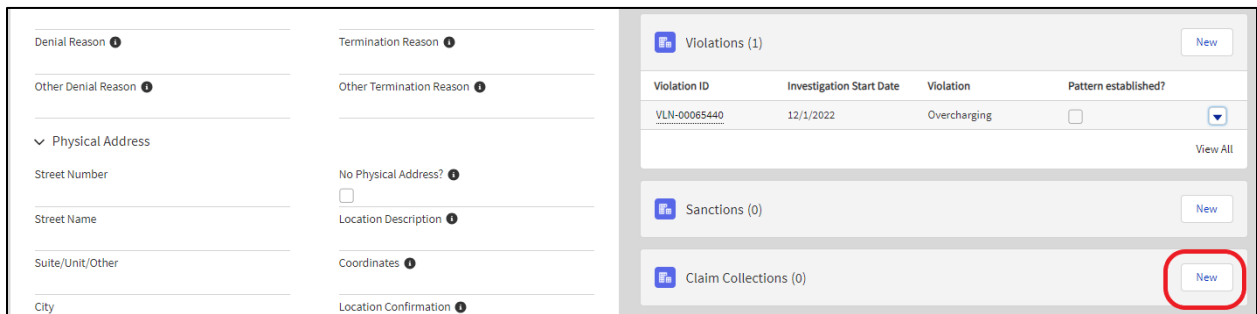
2) The Record a new Claim Collections screen will be displayed. A Claim relies on the existence of a valid Sanction with a Claim Amount. We will select the Sanction that we created in Section 11.1.7 and click on the Continue button.

3) This generates the Record a New Claim window. We are provided with the option of setting the Claim Amount Received and the Claim Payment Date. Enter the values and save the record.

The following steps can be taken to edit a Claims Collections Record from the FDE Detail Screen:

1) Under the Claims Section, of the FDE Detail Screen, click on the auto generated ID for the record you want to edit. This will bring you to the Claims Collection detail page.

2) Click on Edit button on top right corner of the screen to edit the record.

3) The Edit window will be displayed, and the User is able to make edits to this Claims Record.
4) Notes: User can use "Cancel" Button to exit without making any changes, "Save" Button to save the updated changes and return to FDE Details page or the "Save &New" button to save changes made to that Claims Record and to create a new Claims record.

Edit CC-00000112

Payn | The amount collected in this payment.

Claim Amount Received ⓘ

$0.00

Claim Payment Date

[🗓]

System Information

Claim Collections ID

CC-00000112

* Sanction ⓘ

🏢 SAN-00047476 ✕

Created By

Test Demo SA user, 8/11/2023 4:16 PM

Last Modified By

Test Demo SA user, 8/11/2023 4:16 PM

Business Name

Cancel   Save & New   Save

12 Account Merge Functionality

Account Merge functionality allows SA users to combine two FDEs into one FDE within a State agency. This feature is useful when a duplicate FDE has been accidentally created, or to clean up historic records.

12.1 Merge Account

The Merge account is accessible from any FDE Detail screen. In order to merge accounts, SA users will need to select a "Receiving Account" and a "Transferring" account. The "Receiving Account" is the FDE account that will keep all of its data and add data from the "Transferring Account" during the merge. The FDE record associated with the "Transferring Account" will be deleted after the account merge.

To launch the Account Merge, go to an FDE Detail screen. This FDE will be considered the "Receiving FDE", by default but this can be changed in this screen. Click on the arrow top right side of the page and click button Merge Account.
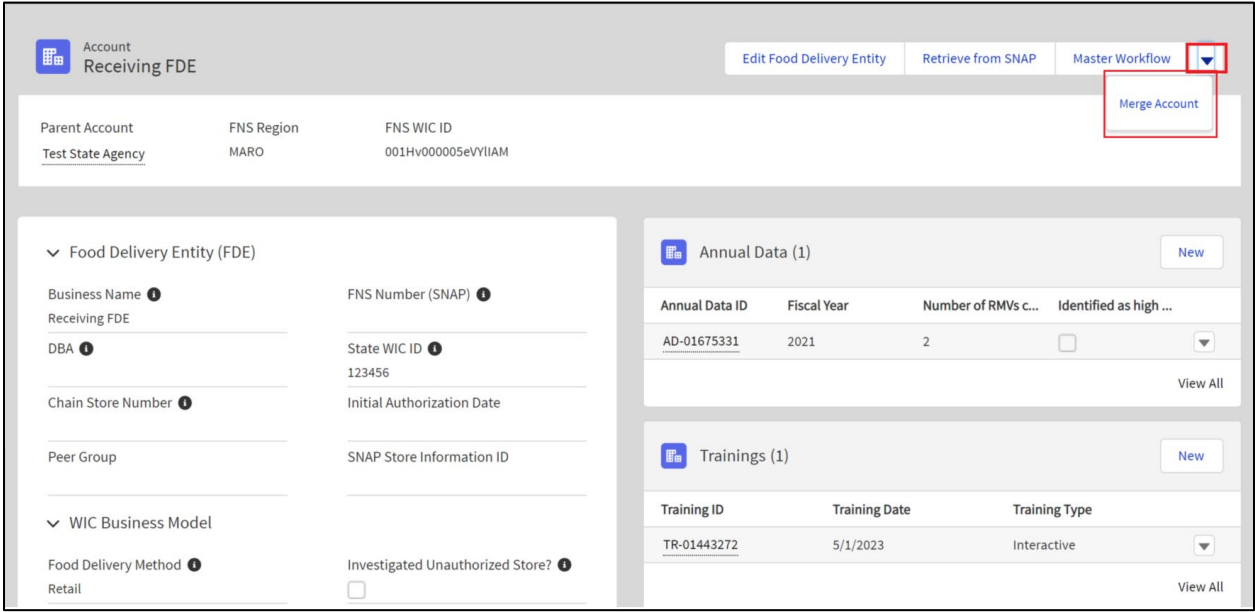
1. The Account merge Screen is now displayed. Receiving FDE is prepopulated in the Receiving Account textbox.

2. In the search textbox, search for the FDE to be transferred by typing the FDE business name, State WIC ID, FNS Number, FNSWICID, etc. All FDEs that match the search criteria will be displayed in the list view. SA users can filter search results by Business Name, State WIC Id, FNS Number (SNAP), Street Name, City, and Zip Code.

3. Select the Transferring account from the search results. Click on Set Transferring Account.

4. Selected Transferring FDE is populated in the Transferring Account textbox. Click on Merge Accounts.

5. Confirmation message is displayed. Click on Yes.

Id	FNS Number (SNAP)	Street Name	City	Zip Code			
▼	ALL						

| | DBA | | | | | re Number | Address |

Merge Accounts

'Transferring FDE' is transferring to 'Receiving FDE'. Account Merge is final and irreversible, do you want to proceed?

No   Yes
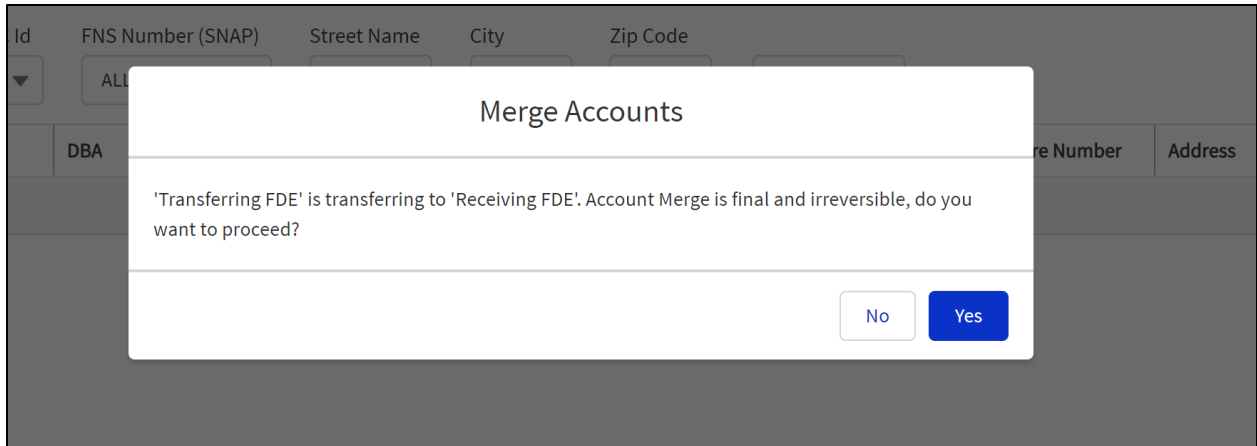
6. If there is no conflicting data, then account will be merged. If there are conflicting records, then conflicting records will be displayed. The left side displays the conflicting records from the receiving account and right side displays the conflicting records from the transferring account. In the example below both accounts have Annual data record for the FY 2021 and Training record for the same Training Date.

		Receiving FDE	Transferring FDE
The following records could not be moved as they both share a unique key value. Please select which one of these to keep and the other one will be deleted. If you wish to keep both records, cancel the merge and change the key value on one of the records.			

Annual Data

Record 1 - Fiscal Year: 2021

		Select Record to Keep	
Annual Data ID		AD-01675331 ●	AD-01675332 ○
Total Redemptions	0		0
Number of Redemption Months	0		0
Number of RMVs completed this year	2		3
Authorized on October 1?	Yes		Yes
High Risk Reason(s)			
Identified as high risk?	No		No

Trainings

Record 1 - Training Date: 5/1/2023

7. Select the record to Keep. Click on Merge Accounts.

The following table shows the Account Merge: Select Data to Keep screen.

Account	Receiving Account	Transferring Account
	Receiving FDE	Transferring FDE

The following records could not be moved as they both share a unique key value. Please select which one of these to keep and the other one will be deleted. If you wish to keep both records, cancel the merge and change the key value on one of the records.

Record 1 - Fiscal Year: 2021

	Select Record to Keep	
Annual Data ID	AD-01675331 ⦿	AD-01675332 ○
Total Redemptions	0	0
Number of Redemption Months	0	0
Number of RMVs completed this year	2	3
Authorized on October 1?	Yes	Yes
High Risk Reason(s)		
Identified as high risk?	No	No

Trainings

Record 1 - Training Date: 5/1/2023

	Select Record to Keep	
Training ID	TR-01443272 ○	TR-01443271 ⦿
Training Date	5/1/2023	5/1/2023

Cancel   **Merge Accounts**

8. Confirmation message is displayed. Click on Yes.

Merge Accounts

'Transferring FDE' is transferring to 'Receiving FDE'. Account Merge is final and irreversible, do you want to proceed?

No   **Yes**

9. Account Merge is completed. The SA user can either click on Receiving FDE link to see the FDE details after merge or can click on Exit.

Account Merge Completed

Transferring FDE is successfully transferred to Receiving FDE.

Exit
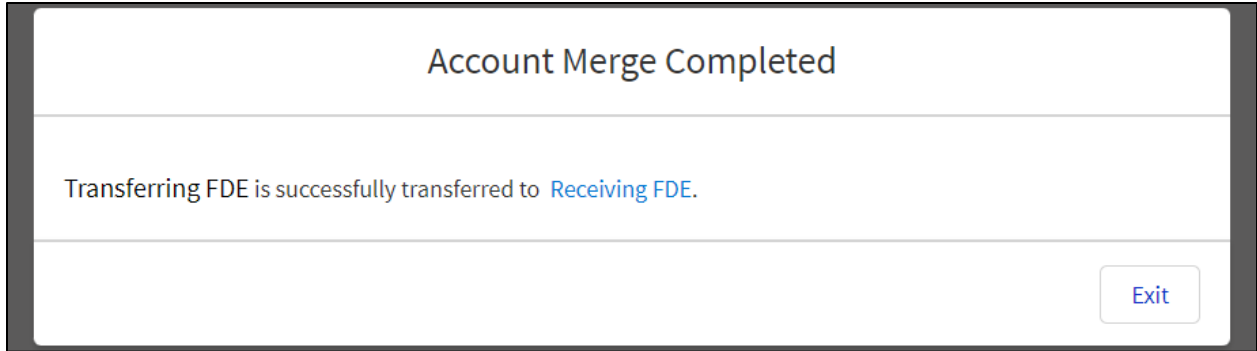
10. Merge information should be displayed in the Notes section of the Receiving Account.
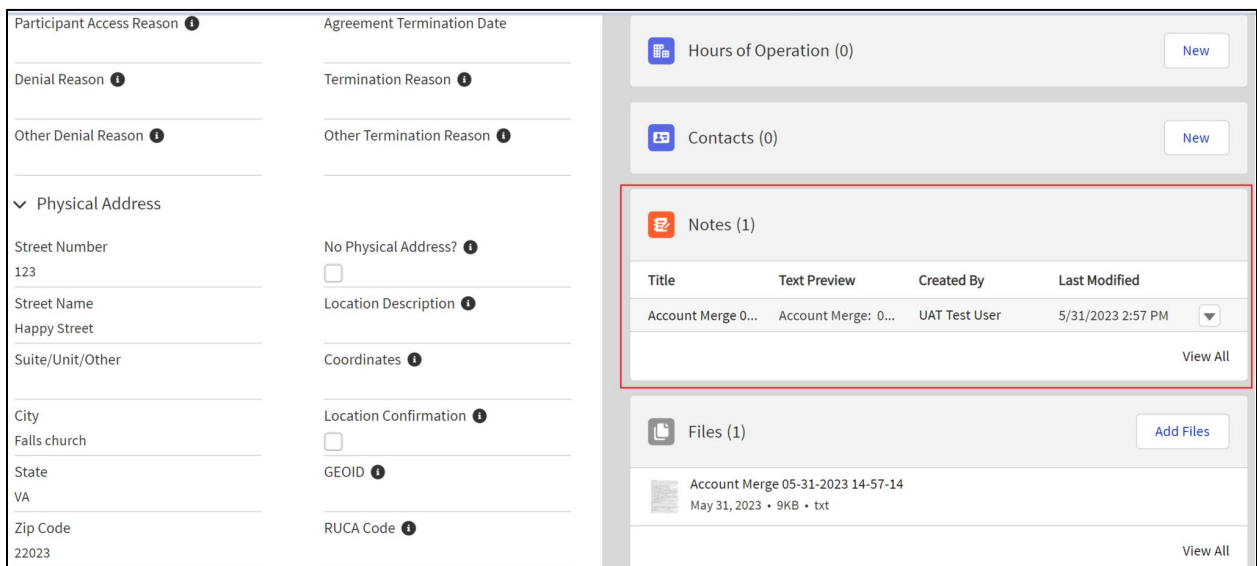
12.2 Merge Account Advance Functions

1. The Account Merge Screen will allow you to search for any FDE record. The search returns may be used to set either the Receiving or the Transferring account.

2. Once you have set a value for either the Receiving Account or the Transferring account, you may repeat the search to set the other value.

3. We recommend starting the merge using one of the records involved in the merge, until you become more comfortable with the merge account features.

13 Account Unmerge Functionality

The Account Unmerge functionality allows SA users to unmerge and restore FDEs that have been previously merged into an FDE account.

13.1 Unmerge Account

Here we will discuss the scenario in which FDE B got merged into FDE A and now we are unmerging FDE B from FDE A. In this example, FDE B was the transferring account and FDE A was the receiving account.

1. Select the FDE that the FDE B was merged into, otherwise known as the receiving account. In our example, this is FDE A. In Notes section of the FDE details screen, users can see that FDE B has been merged to FDE A.
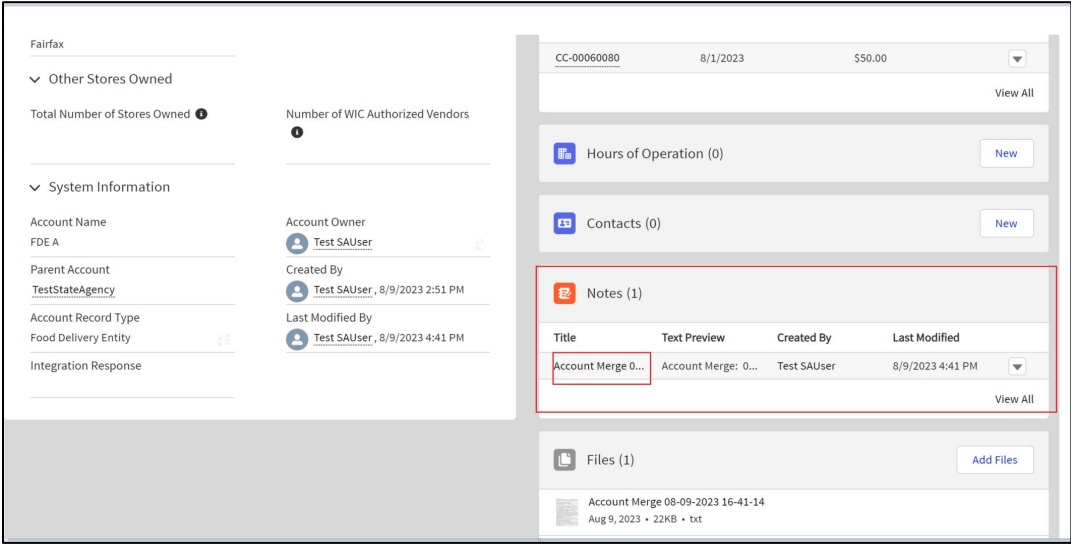
2. The Unmerge accounts menu is accessible from the FDE Detail screen. To launch the Account Unmerge. Click on the arrow top right side of the FDE details page and click the button Unmerge Accounts.
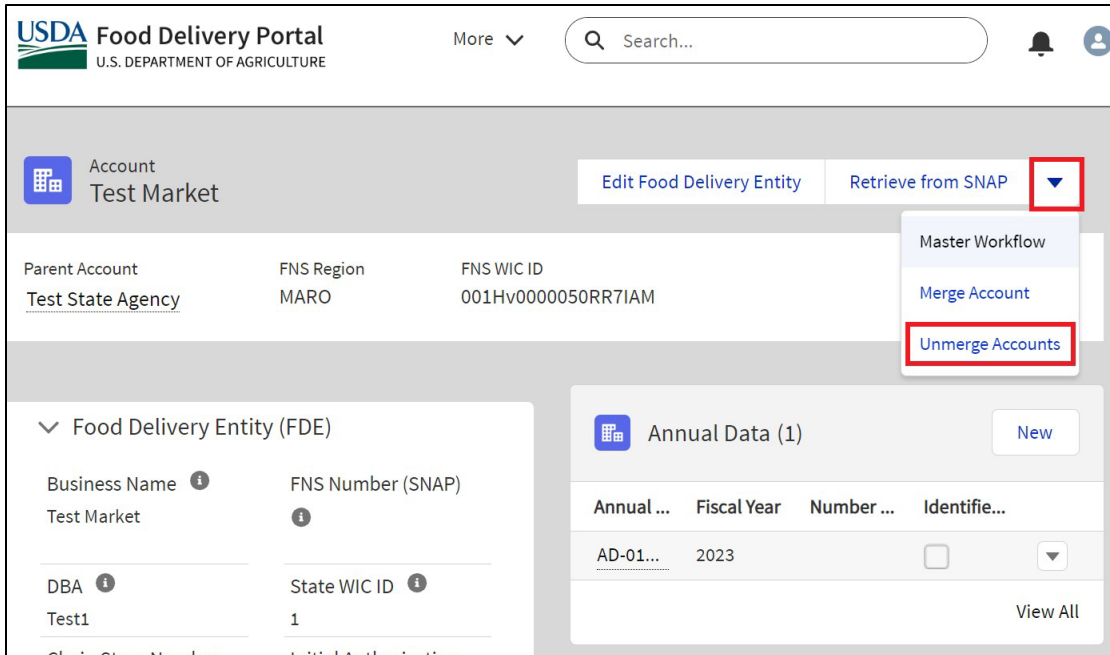
3. Users will be taken to the Account Unmerge screen. Merged FDEs are displayed in the Merged FDEs section (in our example, FDE B is in the Merged FDE section). The "Latest Merged FDE" option is selected by default. Click the button "Unmerge FDE(s)".
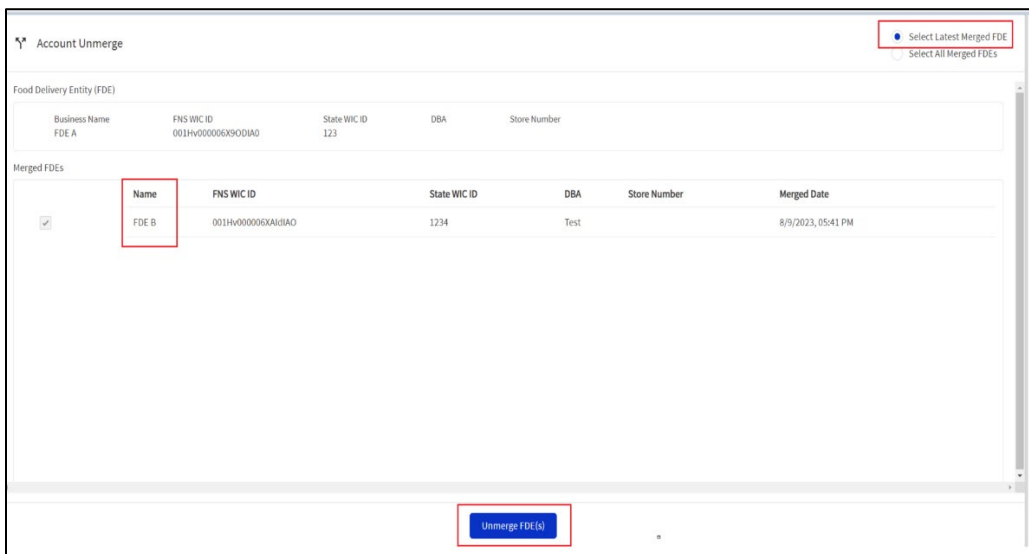
4. The confirmation message will be displayed. Click on Yes.
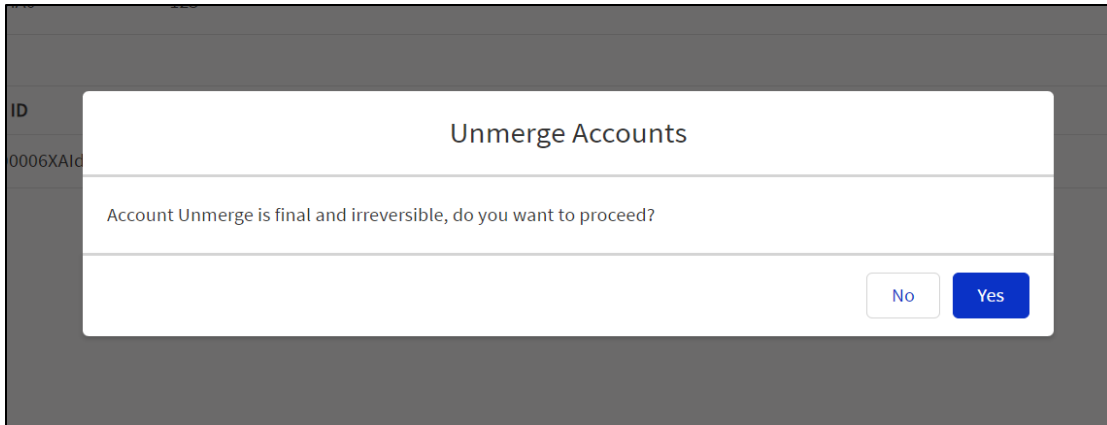
5. Success message will be displayed.
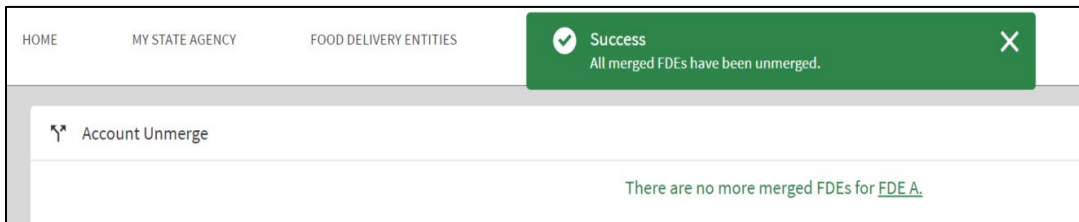
6. Select FDE A. Go to Notes section. Click on link View All.
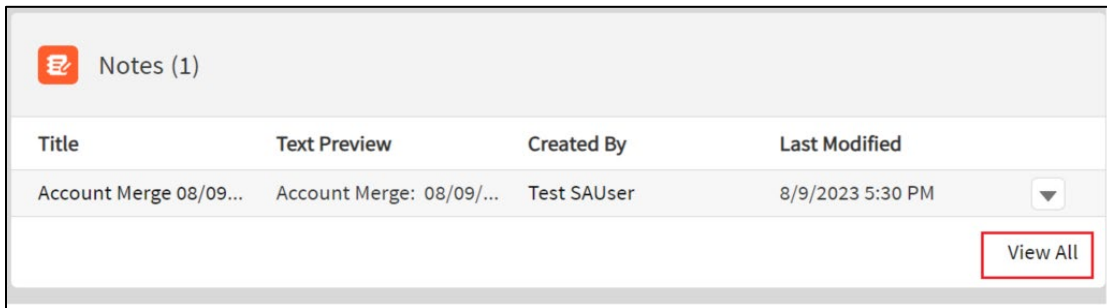
7. Users can see that the FDE B has been unmerged and restored from FDE A.
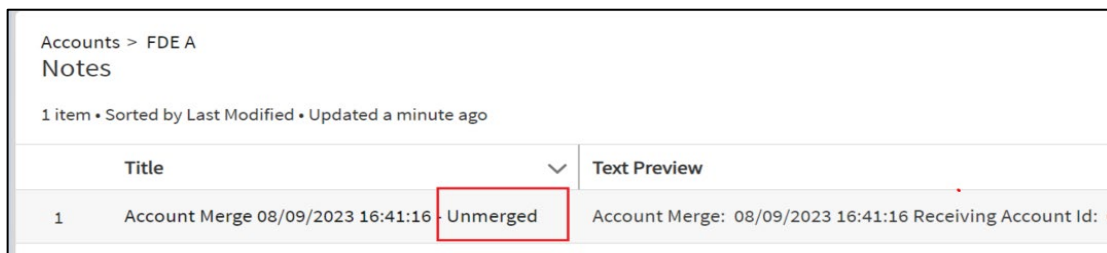
8. Now Users can see FDE B in the FDE list view with all its data and related records restored.

Accounts
Recently Viewed ▼   📌

3 items • Updated a minute ago

	Account Name ⌄	Parent Account ⌄	State WIC ID ⌄	Account Record Type
1	FDE A	TestStateAgency	123	Food Delivery Entity
2	FDE B	TestStateAgency	1234	Food Delivery Entity
3	AA A50 Non Profit Sample	TestStateAgency	62320230006	Food Delivery Entity

14 Report Functionality

The Report Functionality provides SA users and FNS users with an easy way to find created records for all Food Delivery Entities (FDE).

For SA users, clicking the More tab will create a dropdown menu that includes "REPORTS".
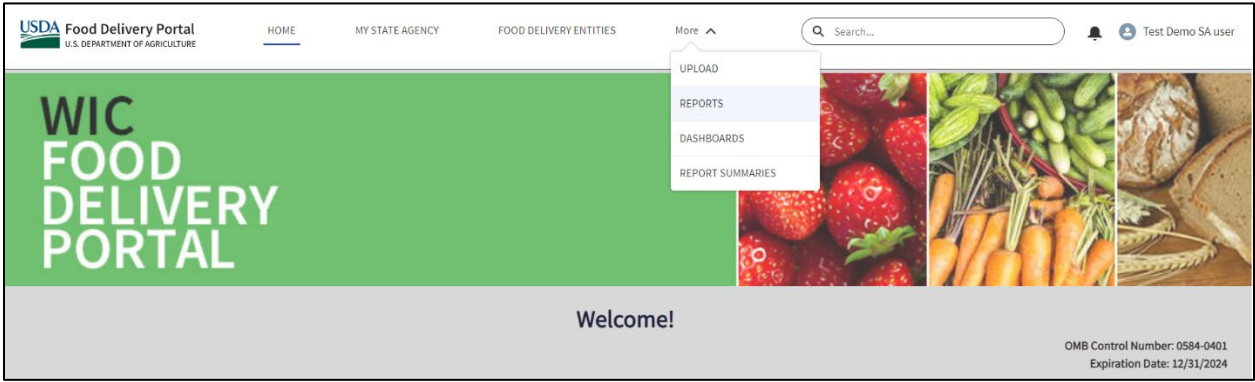
For FNS users, going to the reports tab at the top of the page allows for you to see the list of reports. For both SA and FNS users, you will see a menu of Report views on the left tab (e.g., Recent, All Reports, etc.) from the left tab, select All Folders, and then State Agency & FNS User Reports.
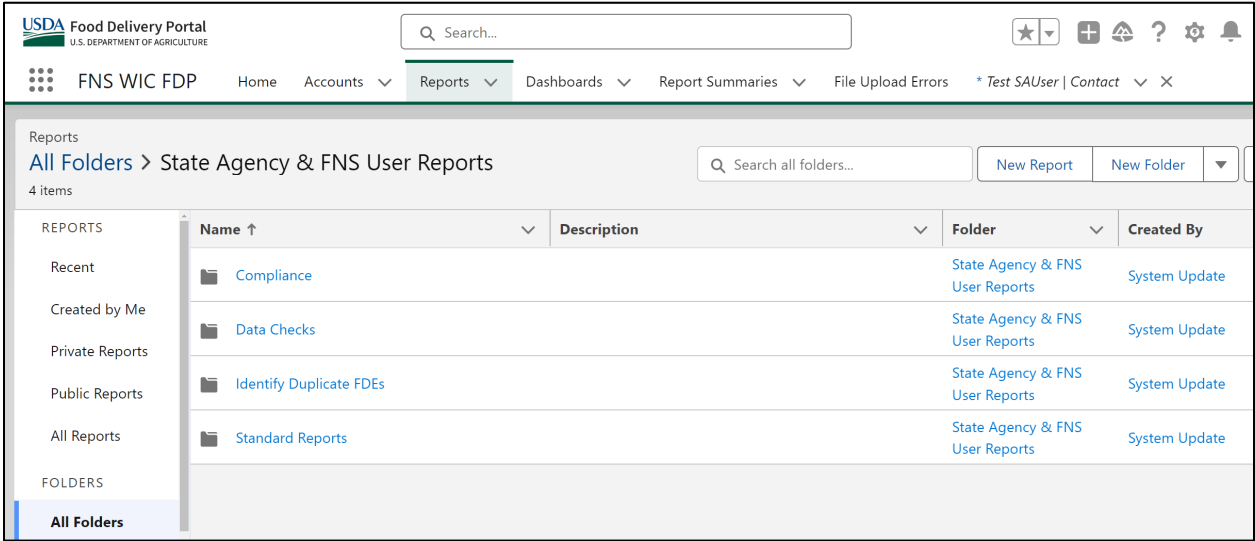
This allows us to view all the SA and FNS User reports in the following subcategories:
- Compliance
- Data Checks
- Identify Duplicate FDEs
- Standard Reports

14.1 Compliance

Compliance reports support and explain the results shown in the Report Summary page. The Report Summary page, for a given period, provides State agency users with an official measure of their performance for that period. State agencies are evaluated by the Compliance Reports. These Reports will be calculated using the data provided by the State agency within FDP. Each State agency will be able to run a Compliance Report to see their potential results at any time.

In this section we are viewing all the reports on the Compliance page of a SA and FNS User.

14.1.1 No Training for New FDEs

The No Training for New FDEs report reviews the training records for newly authorized retail FDEs. It provides a listing of the FDEs from this group who do not have any interactive training records.

This reports all data related to the No Interactive Training for New FDEs compliance check. This shows a listing of all newly Authorized FDEs and identifies if the FDE was missing interactive training within their first fiscal year. The report has the following columns and display data for each column:

- **FNS Region**
- **State Agency**
- **Business Name**
- **FNS WIC ID**
- **State WIC ID**
- **Initial Authorization Date**
- **Missing Interactive in first year**
- **Last Interactive Training**
- **Last Interactive Training Applied to FY**
- **Total New FDEs in State Agency**
- **New FDEs Without Interactive Training**
- **% of New FDEs w/o Interactive Training**
- **% of Overall Match**

14.1.1.1 No Training for New FDEs Summary and Detail

No Training for New FDEs Compliance reports also include Summary and Detail level reports as well.

- No Training for New FDEs (Summary) shows a summary level information related to the No Interactive Training for New FDEs compliance check. This check identifies the count of newly Authorized FDEs that did not receive any interactive training within their first fiscal year.
- No Training for New FDEs (Detail) shows a detail level information related to the No Interactive Training for New FDEs compliance check. This check identifies the newly Authorized FDEs that did not receive any interactive training within their first fiscal year.

14.1.2 No Training for Fiscal Year

No Training for Fiscal Year report reviews the training records for all retail FDEs that have an Annual Data record for the year requested. It provides a listing of the FDEs from this group who did not receive any training during selected Fiscal Year irrespective of Training Type.

To arrive at this report, we will go to the Compliance page of State Agency & FNS User Reports.

- Detail & Summary reports exist for this report as well. This should display both compliant and non-compliant records. This should display records with Interactive, Non-Interactive and no Training.

We will select No Training for Fiscal Year. The default filter is set for fiscal year 2023. You can change the filter at the top right button next to the Refresh button.

The No Training for Fiscal Year reports page has the following columns and display data for each column:

- **FNS Region**
- **State Agency**
- **Business Name**
- **FNS WIC ID**
- **State WIC ID**
- **Missing any training this year**

- **Last Training Provided**
- **Last Training Applied to Fiscal Year**
- **Total FDEs in State Agency**
- **Total FDEs Without Training**
- **% of FDEs w/o Training**
- **% of Overall Match**

14.1.3 No Interactive Training 3 FYs

This report reviews the training records for newly authorized retail FDEs. It provides a listing of the FDEs from this group who do not have any interactive training records during a three fiscal year (FY) report. This report shows all data related to the Authorized FDEs Missing Interactive Training for 3 Years compliance check. This shows a listing of Authorized FDEs that were active for all 3 FYs and identifies if the FDE was missing training or not for the last 3 FYs.

To arrive at this report, we will go the Compliance page of State Agency & FNS User Reports.

- Detail & Summary reports exist for this report as well.
  - o Detail: This is the detail level information related to the Authorized FDEs Missing Interactive Training for 3 Years compliance check. The Authorized FDEs in this report were active but did not receive any interactive training within the last 3 FYs.
  - o Summary: This is summary level information related to the Authorized FDEs Missing Interactive Training for 3 Years compliance check. This check identifies the counts for FDEs that were active, but did not receive any interactive training within the last 3 FYs

We will click on No Interactive Training 3 FYs to view the report.

This report has the following columns and displays data for each column:

- **FNS Region**
- **State Agency**
- **Business Name**
- **FNS WIC ID**
- **State WIC ID**
- **Missing Interactive in all 3 FYs**
- **Last Interactive Training**
- **Total FDEs in State Agency**
- **Total FDEs Without Interactive Training**
- **% of FDEs w/o Interactive Training**
- **% of Overall Match**

14.1.4 High Risk Vendors Identified

This is the summary level information related to the high risk vendors Identified compliance check. This report shows if the WIC State agency identified any high risk vendors. This report can be found within the Compliance reports folder. To view the report, we will click on High Risk Vendors Identified.

The High Risk Vendors Identified reports page has the following columns and display data for each column:

- **FNS Region**
- **State Agency**
- **Fiscal Year**
- **High Risk Vendors Identified?**
- **Total Vendors on Oct 1**
- **5% Of Total Oct 1 Vendors**
- **Total High Risk Vendors**
- **High Risk Vendor Percentage**

The default filter is set for fiscal year 2023. You can change the filter at the top right button next to the Refresh button.

When clicking on the Fiscal Year tab, we are then able to change the specific year or ranges we would like to see.

14.1.5 Completed Investigations

The Completed Investigations report can be found on the Compliance page of Reports. Completed Investigations allows us to view authorized High Risk FDEs without Investigations.
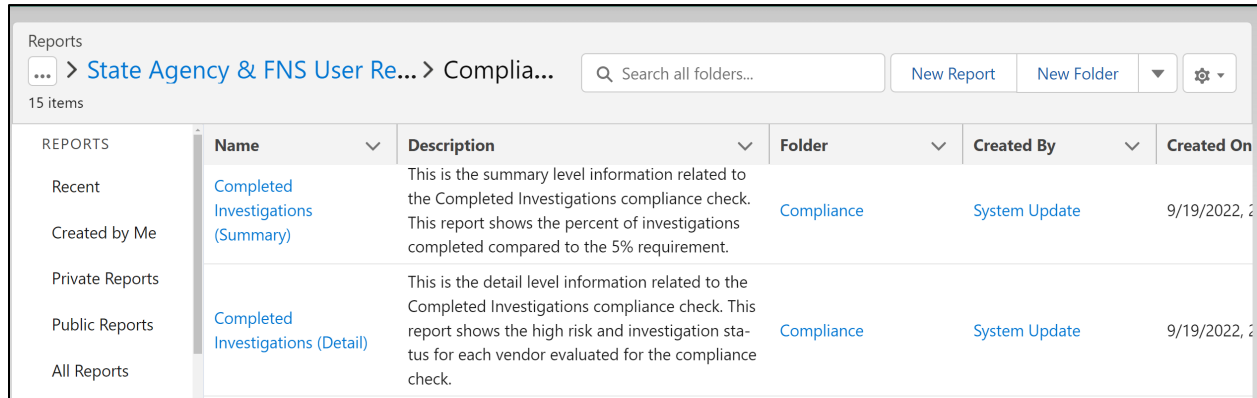
Completed Investigations can be viewed through:

- Completed Investigations (Summary): A summary level information related to the Completed Investigations compliance check. This report shows the percent of investigations completed compared to the 5% requirement.
- Completed Investigations (Detail): A detail level information related to the Completed Investigations compliance check. This report shows the high risk and investigation status for each vendor evaluated for the compliance check.

For this example, we will click on Completed Investigations (Summary)

Completed Investigation Summary allows us to view the following columns and displays data for each column:

- **FNS Region**
- **State Agency**
- **Fiscal Year**
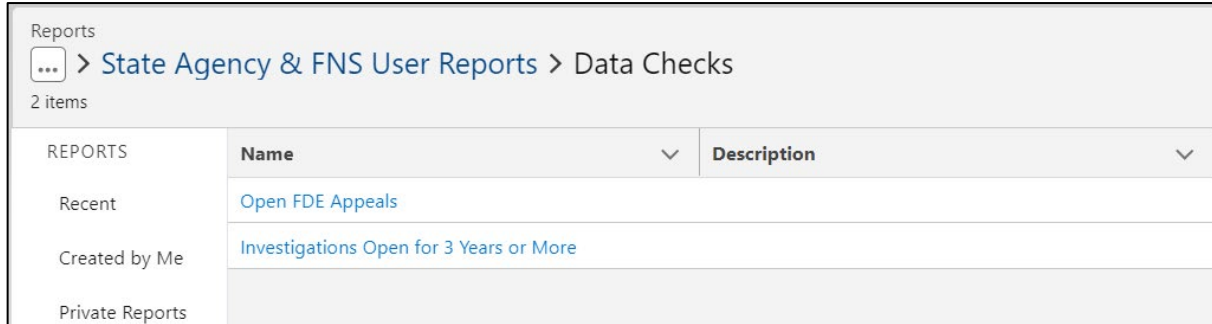
- **Total Vendors on Oct 1**
- **5% of Total Oct 1 Vendors**
- **Total High Risk Vendors**
- **Over 5% High Risk Vendors?**
- **Total Investigations Completed**
- **Total High Risk Vendor Investigations**
- **% Investigations on High Risk Vendors**

The 5% of Total Oct 1 Vendors section rounds up decimals. For example, if there were 10 High Risk Vendors, 5% would be .5. This would be rounded up to 1.

14.2 Data Checks

We are now viewing all the reports on the Data Checks page of a SA and FNS User.
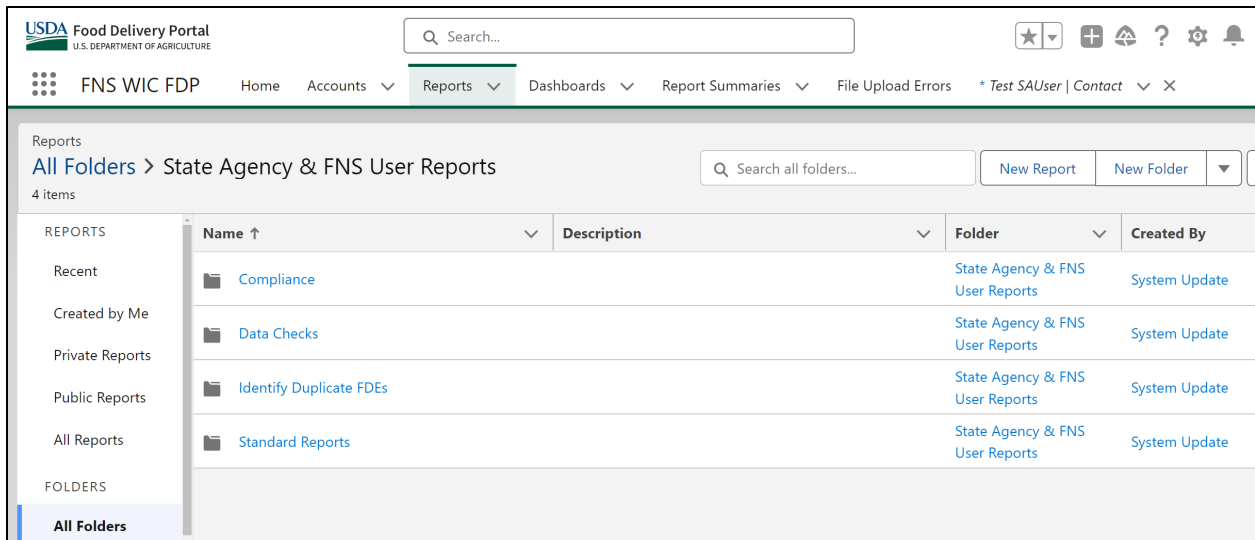
14.2.1 Investigations Open for 3 Years or More

To view investigations for FDEs open 3 years or more, we will go to the Data Checks folder shown on the State Agency & FNS User Reports page.

Within the Data Checks folder, there are two reports:
- Investigations Open for 3 Years or More
- Open FDE Appeals

We will click on Investigations Open for 3 Years or More

The report shows information on the following columns and displays data for each column based on current FY reporting cycle:

- **State Agency Name**
- **Business Name**
- **FNS WIC ID**
- **State WIC ID**
- **Investigation Start Date**

14.2.2 Open FDE Appeals

The Data Checks reports page has a reports tab for Open FDE Appeals. This report displays pending Administrative and Judicial Review for completed investigations.

The Open FDE Appeals reports page allows us to view these columns and data for each column:
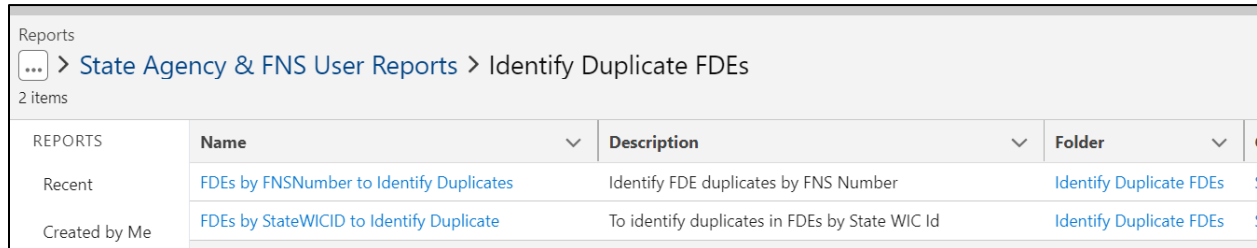
- **State Agency Name**
- **Business Name**
- **FNS WIC ID**
- **State WIC ID**
- **Investigation Start Date**
- **Investigation End Date**
- **Administrative Review Status/Outcome**
- **Judicial Review Status/Outcome**

14.3 Identify Duplicate FDEs

We are now viewing all the reports on the Identify Duplicate FDEs page of a SA and FNS User.
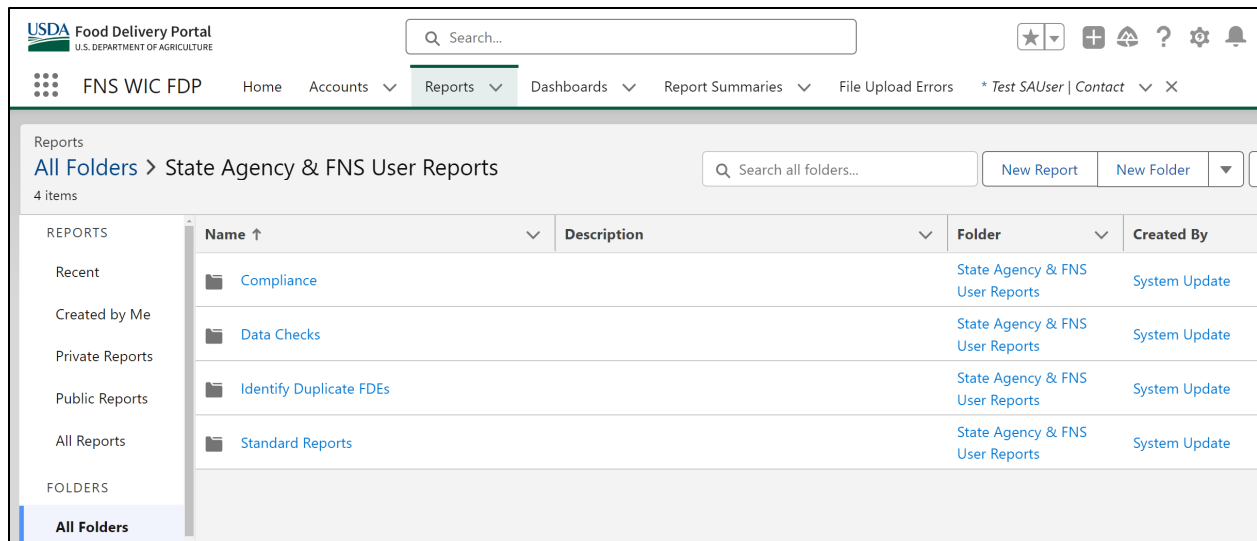
14.3.1 FDEs by FNS Number to Identify Duplicates

Potential duplicates in FDEs can be identified by FNS Number. To view this report, we will go to State Agency & FNS User Reports. We will find the Identify Duplicate FDEs folder here.

In this folder, we see that there are two available reports: FDEs by FNS Number to Identify Duplicates and FDEs by State WIC ID to Identify Duplicates. We will first click on FDEs by FNS Number to Identify Duplicates.

This report has the following columns and displays data for each column:

- **State WIC ID**
- **Parent Account**
- **FNS WIC ID**
- **FNS Number (SNAP)**
- **Business Name**
- **Status**
- **Agreement Start Date**
- **Agreement End Date**
- **Chain Store Number**
- **Street Number**
- **Street Name**
- **City**
- **State**
- **Zip Code**
- **Year of the Agreement Start Date**

14.3.2 FDEs by State WIC ID to Identify Duplicates

FDEs by State WIC ID to Identify Duplicates shows us the same data and columns with the change of State WIC ID instead of FNS Number.

The report has the following columns and displays data for each of those columns:
- **State WIC ID**
- **Parent Account**
- **FNS WIC ID**
- **State WIC ID**
- **Business Name**
- **Status**
- **Agreement Start Date**
- **Agreement End Date**
- **Chain Store Number**
- **Street Number**
- **Street Name**
- **City**
- **State**
- **Zip Code**
- **Year of the Agreement Start Date**

14.4 Standard Reports

In this section we are viewing all the reports on the Standard Reports page of a SA and FNS User.

14.4.1 Potential A50 Vendors (Fiscal Year)

The Potential A50 Vendors (Fiscal Year) report provides WIC and SNAP redemptions for the FDEs that potentially meet the A50 classification and includes those FDEs which do not participate with the SNAP Program. To view the report, we will go to State Agency & FNS User Reports pages and click on Standard Reports.

We are now on the Standard Reports page where we can see Potential A50 Vendors (Fiscal Year) and Potential A50 Vendors (Monthly). We will first go over Potential A50 Vendors (Fiscal Year) by clicking on the report.

This report page has the following columns and displays data for each of those columns:

- **State Agency**
- **Fiscal Year**
- **Business Name**
- **FNS WIC ID**
- **State WIC ID**
- **FNS Number (SNAP)**
- **STARS Match?**
- **SNAP Status**
- **WIC Amount By SA**
- **WIC Amount Across SAs**
- **Other State Agencies**
- **SNAP Amount**
- **WIC Amt Across SAs over SNAP Amt (FY)**

This report provides WIC and SNAP redemptions for the FDEs that potentially meet the A50 classification and includes those FDEs which do not participate with the SNAP Program.

WIC Amount by SA is calculated as the Total non-CVB Redemptions amount for the fiscal year for that particular State agency. If WIC Amount is greater than 0.5 times SNAP Amount, then the data will be displayed for that column.

It should be noted that the default Fiscal Year filter is set as Fiscal year 2023. This can be changed using the top right button reviewed in

14.4.2 Potential A50 Vendors (Monthly)

This report instead shows Potential A50 Vendors in more details and shows the activities in months rather than fiscal years. This report provides WIC and SNAP redemptions for the FDEs that potentially meet the A50 classification and includes those FDEs which do not participate with the SNAP Program. We will click on Potential A50 Vendors (Monthly) on the Standard Reports page to view the report.

This report has the following columns and displays data for each of those columns:
- **State Agency Name**
- **Fiscal Year**
- **Business Name**
- **FNS WIC ID**
- **State WIC ID**
- **FNS Number (SNAP)**
- **STARS Match?**
- **SNAP Status**
- **Month**
- **Quarter**
- **WIC Amount by SA**
- **WIC Amount Across SAs**
- **Other State Agencies**
- **SNAP Amount**
- **Month (For Sort)**
- **WIC Amt Across SAs over SNAP Amt (FY)**

WIC Amount by SA is calculated as the Total non-CVB Redemptions amount for the fiscal year for that particular State agency. If WIC Amount is greater than 0.5 times SNAP Amount, then the data will be displayed for that column.

It should be noted that the default Fiscal Year filter is set as Fiscal year 2023. This can be changed in the top right button gone over in 14.1.4

14.4.3 Violations for Investigations

The Violations for Investigations report provides list of all of the violations for one or more investigations. To view the report, we will go to State Agency & FNS User Reports pages and click on Standard Reports.
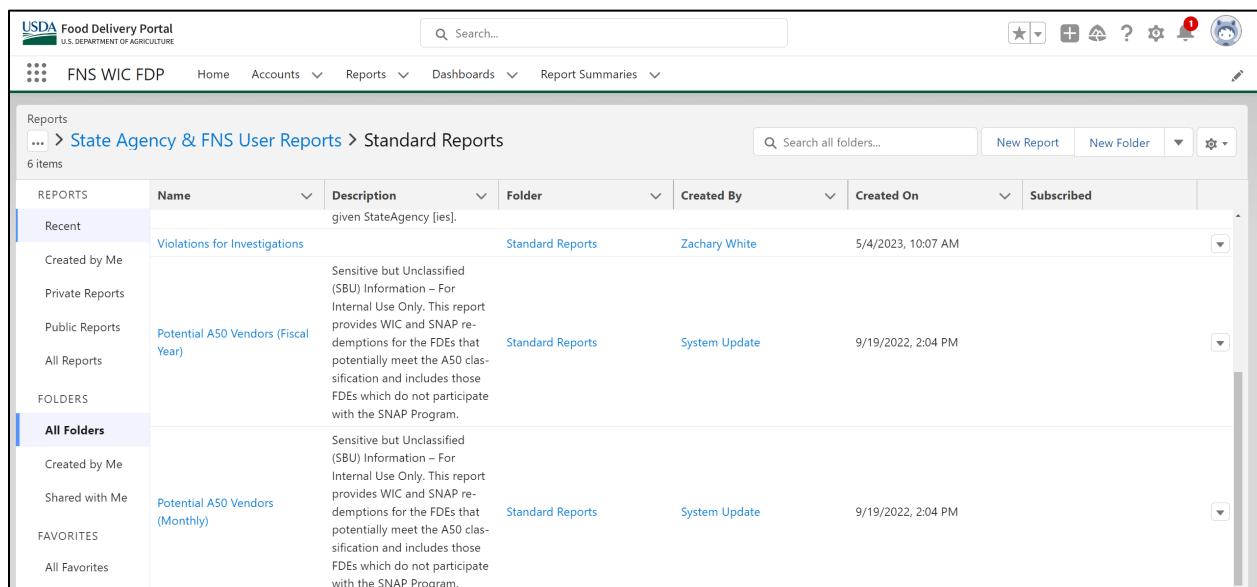
We are now on the Standard Reports page where we can see Violations for Investigations report. We will go over Violations for Investigations by clicking on the report.

This report page has the following columns and displays data for each of those columns:

- **FNS Region**
- **State Agency Name**
- **Business Name**

- **FNS WIC ID**
- **State WIC ID**
- **DBA**
- **Status**
- **Investigation Start Date**
- **Investigation Status**
- **Violation**
- **State agency violation**
- **Number of Violations**
- **Pattern established?**
- **Notification sent?**
- **Documented non-notification?**

14.4.4 FDP Reports Investigations Records

The FDP Reports Investigations Records report provides list of current investigations.

We are now on the Standard Reports page where we can see FDP Reports Investigations Records. We will go over FDP Reports Investigations Records by clicking on the report.

	Report: Accounts with Investigations **FDP Reports Investigations Records**					✏ Enable Field Editing	🔍	⚙ Add Chart	▼	C⟳	Expo

Total Records
31

FNS Region ↑ ▼	State Agency Name ↑ ▼	FNS WIC ID ↑ ▼	State WIC ID ▼	Business Name ▼	Investigation Start Date ↓ ▼	Investigation End Date ▼	Investigation Status ▼	Reason Closed ▼
NERO (12)	TestStateAgency (12)	0013d000006EpRGAA0 (1)	99026	FNS Pharmacy	6/28/2020	-	Open	-
		0013d0000075ZThAAM (3)	123	RecAccount	8/30/2022	-	Open	-
			123	RecAccount	6/28/2022	-	Completed	-
			123	RecAccount	3/31/2022	-	Open	-

This report page has the following columns and displays data for each of those columns:
- **FNS Region**
- **State Agency Name**
- **FNS WIC ID**
- **State WIC ID**
- **Business Name**
- **Investigation Start Date**
- **Investigation End Date**
- **Investigation Status**
- **Reason Closed**
- **Investigation Outcome**
- **Number of compliance buys**
- **Inventory audit completed?**

- **Administrative review requested?**
- **Administrative Review Status/Outcome**
- **Judicial review requested?**
- **Judicial Review Status/Outcome**

14.4.5 Currently Authorized FDEs

The Currently Authorized FDEs report provides list of the vendor records that are active.

We are now on the Standard Reports page where we can see Currently Authorized FDEs report. We will go over Currently Authorized FDEs by clicking on the report.

This report page has the following columns and displays data for each of those columns:
- **FNS Region**
- **State Agency Name**
- **FNS WIC ID**
- **State WIC ID**
- **Business Name**
- **Fiscal Year**
- **Status**
- **Peer Group**
- **Food Delivery Method**
- **Retail Category**
- **Identified as WIC Only?**
- **Agreement Start Date**
- **Agreement End Date**
- **Authorized on October 1?**
- **Identified as high risk?**
- **Street Number**

- **Street Name**
- **Suite/Unit/Other**
- **City**
- **State**
- **Zip Code**
- **County**

14.4.6 FDEs by Retail Category

The FDEs by Retail Category report provides a list of all the FDEs by Retail category.

We are now on the Standard Reports page where we can see FDEs by Retail Category report. We will go over FDEs by Retail Category by clicking on the report.

FNS Region ↑ ▼	Parent Account State Agency Id ↑ ▼	Retail Category ↑ ▼	FNS WIC ID ▼	State WIC ID ▼	Business Name ▼	DBA
NERO (57)	TestStateAgency (57)	Regular vendor (53)	0013d0000075YxBAAU	123	Release 3 account merge test	-
			0013d0000075ZThAAM	123	RecAccount	-
			0013d0000075a15AAA	123455	Test WC	-
			0013d000006EpRGAA0	99026	FNS Pharmacy	DEV Testing 228

Report: Accounts — **FDEs by Retail Category** — Enable Field Editing

Total Records
113

This report page has the following columns and displays data for each of those columns:
- **FNS Region**
- **Parent Account State Agency Id**
- **Retail Category**
- **FNS WIC ID**
- **State WIC ID**
- **Business Name**
- **DBA**
- **Chain Store Number**
- **Food Delivery Method**
- **Identified as WIC Only?**

14.4.7 FDP Report SA Policy Settings

The FDP Report SA Policy Settings report provides a list of policy setting records.

We are now on the Standard Reports page where we can see FDP Report SA Policy Settings report. We will go over FDP Report SA Policy Settings by clicking on the report.

173

This report page has the following columns and displays data for each of those columns:

- **State Agency Name**
- **List Type**
- **Enter value to add to list**
- **Description**
- **Disable?**

14.4.8 FDP Report Vendor Training Records

The FDP Report Vendor Training Records provides a list of all trainings provided for the Vendors.

We are now on the Standard Reports page where we can see FDP Report Vendor Training Records report. We will go over FDP Report Vendor Training Records by clicking on the report.

This report page has the following columns and displays data for each of those columns:
- **FNS Region**
- **State Agency Name**
- **FNS WIC ID**
- **State WIC ID**
- **Business Name**
- **DBA**
- **Training Applied to Fiscal Year**
- **Training Date**
- **Training Type**
- **Training Format**

14.4.9 Redemption Records

The Redemption Records report provides a list of all the redemption records for the FDEs.

We are now on the Standard Reports page where we can see Redemption Records report. We will go over Redemption Records by clicking on the report.

This report page has the following columns and displays data for each of those columns:
- **FNS Region**
- **State Agency Name**
- **Fiscal Year**
- **Business Name**
- **FNS WIC ID**
- **State WIC ID**
- **FFY_Month**
- **Calendar Year**
- **Transaction Month**

- **Non-CVB Redemptions**
- **CVB Redemptions**

14.4.10 All FDEs from recent FYs

The All FDEs from recent FYs report provides a list of all FDEs that have an Annual Data record for the recent fiscal years.

We are now on the Standard Reports page where we can see All FDEs from recent FYs report. We will go over All FDEs from recent FYs by clicking on the report.

This report page has the following columns and displays data for each of those columns:
- **FNS Region**
- **Parent Account**
- **FNS Region**
- **Parent Account**
- **Business Name**
- **State WIC ID**
- **FNS WIC ID**
- **FNS Number (SNAP)**
- **Food Delivery Method**
- **Retail Category**
- **Identified as WIC Only?**
- **Street Number**
- **Street Name**
- **Suite/Unit/Other**
- **City**
- **State**
- **Zip Code**

- **Fiscal Year**
- **Status**
- **Created Date**
- **Last Modified Date**

14.4.11 WIC and SNAP Redemptions (Yearly)

The WIC and SNAP Redemptions (Yearly) report WIC and SNAP redemptions for the FDEs and includes those FDEs which do not participate with the SNAP Program. To view the report, we will go to State Agency & FNS User Reports pages and click on Standard Reports.

We are now on the Standard Reports page where we can see WIC and SNAP Redemptions (Yearly) and WIC and SNAP Redemptions (Monthly). We will first go over WIC and SNAP Redemptions (Yearly) by clicking on the report.

This report page has the following columns and displays data for each of those columns:

- **FNS Region**
- **State Agency**
- **Fiscal Year**
- **Business Name**
- **FNS WIC ID**

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- **State WIC ID**
- **FNS Number (SNAP)**
- **STARS Match?**
- **SNAP Status**
- **WIC Amount By SA**
- **Other State Agencies[s]**
- **WIC Amount Across SAs**
- **SNAP Amount**
- **WIC Amt Across SAs over SNAP Amt (FY)**

14.4.12 WIC and SNAP Redemptions (Monthly)

This report instead shows the activities in months rather than fiscal years. This report provides WIC and SNAP redemptions for the FDEs and includes those FDEs which do not participate with the SNAP Program.

We will click on WIC and SNAP Redemptions (Monthly) on the Standard Reports page to view the report.

Report: Accounts with Redemption Summaries (Custom) **WIC and SNAP Redemptions (Monthly)** Sensitive but Unclassified (SBU) Information – For Internal Use Only. This report provides WIC and SNAP redemptions for the FDEs and includes those FDEs which do not participate with the SN...								
FNS Region ↑ ▾	State Agency ↓ ▾	Fiscal Year ↑ ▾	Business Name ▾	FNS WIC ID ▾	State WIC ID ▾	FNS Number (SNAP) ▾	STARS Match? ▾	S
	TestStateAgency (54)	2023 (54)	Release 9 test record 0002	001Hv000007qFJOIA2	120820230001	-	No	
			Release 9 test 003	001Hv000007qFQflAM	120820230002	-	No	
			Release 9 test record 0002	001Hv000007qFJOIA2	120820230001	-	No	

This report has the following columns and displays data for each of those columns:
- **FNS Region**
- **State Agency**
- **Fiscal Year**
- **Business Name**
- **FNS WIC ID**
- **State WIC ID**
- **FNS Number (SNAP)**
- **STARS Match?**
- **SNAP Status**
- **Month**
- **Quarter**
- **WIC Amount by SA**
- **Other State Agencies[s]**
- **WIC Amount Across SAs**
- **SNAP Amount**
- **Month (For Sort)**

- **WIC Amt Across SAs over SNAP Amt (FY)**

14.4.13 Vendors by County and FY

This report shows the FDEs for each State agency and fiscal year.

We will click on the 'Vendors by County and FY' on the Standard Reports page to view the report.

This report has the following columns and displays data for each of those columns:

- **FNS Region**
- **State Agency Name**
- **Fiscal Year**
- **County**
- **FNS WIC ID**
- **State WIC ID**
- **Business Name**
- **DBA**
- **Chain Store Number**
- **Street Number**
- **Street Name**
- **Suite/Unit/Other**
- **City**
- **State**
- **Zip Code**
- **Status**

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- **Food Delivery Method**
- **Retail Category**
- **Identified as WIC Only?**

14.4.14 Invalid FNS #s in a FDE file upload

This report provides the FDE records which are reporting an invalid FNS Number. The value shown can be cross checked with other State agency information to confirm.

We will click on the 'Invalid FNS #s in a FDE file upload' on the Standard Reports page to view the report.

FNS Region ↑	Parent Account State Agency Id ↑	FNS WIC ID ↑	State WIC ID ↑	Business Name	FNS Number	Integration Response
NERO (15)	Test State Agency (15)	001Hv000005oG80IAE (1)	12	Test WF-2046	0000001	2022-12-16T11:00:23.942Z - ERROR: 0000001 was unmatched in STARS.
		001Hv000007pkVRIAY (1)	11111	Upload test7	1234567	2023-12-07T22:50:05.58Z - ERROR: 1234567 was unmatched in STARS.
		001Hv000007pkVSIAY (1)	22222	Upload test8	1234567	2023-12-07T22:50:05.58Z - ERROR: 1234567 was unmatched in STARS.
		001Hv000007pkVTIAY (1)	33333	Upload test9	1234567	2023-12-07T22:50:05.58Z - ERROR: 1234567 was unmatched in STARS.
		001Hv000007pkVUIAY (1)	44444	Upload test10	2222222	2023-12-07T22:50:05.58Z - ERROR: 2222222 was unmatched in STARS.
		001Hv000007pkVVIAY (1)	55555	Upload test11	3333333	2023-12-07T22:50:05.58Z - ERROR: 3333333 was unmatched in STARS.
		001Hv000007pkVWIAY (1)	66666	Upload test12	2222222	2023-12-07T22:50:05.58Z - ERROR: 2222222 was unmatched in STARS.
		001Hv000007pWxuIAE (1)	11111	Upload test1	1234567	2023-12-07T22:10:02.02Z - ERROR: 1234567 was unmatched in STARS.
		001Hv000007pWxvIAE (1)	22222	Upload test2	1234567	2023-12-07T22:10:02.021Z - ERROR: 1234567 was unmatched in STARS.
		001Hv000007pWxwIAE (1)	33333	Upload test3	1234567	2023-12-07T22:10:02.021Z - ERROR: 1234567 was unmatched in STARS.
		001Hv000007pWxxIAE (1)	44444	Upload test4	2222222	2023-12-07T22:10:02.021Z - ERROR: 2222222 was unmatched in STARS.
		001Hv000007pWxyIAE (1)	55555	Upload test5	3333333	2023-12-07T22:10:02.021Z - ERROR: 3333333 was unmatched in STARS.
		001Hv000007pWxzIAE (1)	66666	Upload test6	2222222	2023-12-07T22:10:02.021Z - ERROR: 2222222 was unmatched in STARS.
		001Hv000007tmH9IAI (1)	123	TestDailybatch1	3456789	2023-12-13T20:40:27.301Z - ERROR: 3456789 was unmatched in STARS.

This report has the following columns and displays data for each of those columns:

- **FNS Region**
- **Parent Account State Agency Id**
- **FNS WIC ID**
- **State WIC ID**
- **Business Name**
- **FNS Number**
- **Integration Response**

14.4.15 State Agency Profiles

This report provides the State agency profile.

We will click on the 'State Agency Profiles' on the Standard Reports page to view the report.

This report has the following columns and displays data for each of those columns:

- **FNS Region**
- **State Agency Name**
- **Acronym**
- **Governing Agency**
- **Data Entry Method**
- **Limiting criteria used?**
- **Standard Agreement Length**
- **SNAP authorization required?**
- **A50 vendor authorization allowed**
- **Additional vendor types authorize**
- **Current shelf price exemption?**
- **Current peer group exemption?**
- **Current geography exemption?**
- **Annual formula suppliers list provided?**
- **Describe vendor approval process**
- **RMVs conducted by**
- **Compliance buys conducted by**
- **Describe high risk assessment process**

- **High risk criteria used**
- **Pattern of violations definition**
- **Participant access definition**
- **Inventory audits conducted?**
- **Inventory audits conducted by**
- **Inventory audit: onsite visit required?**
- **Common inventory audit products**
- **Other common products**
- **Describe inventory audit process**
- **Top Latitude**
- **Bottom Latitude**
- **Left Longitude**
- **Right Longitude**

15 Functions Unique to FNS Users

15.1 Creating a New State agency (PIMB Administrator only)

A Program Integrity and Monitoring Branch (PIMB) Administrator may create a new State agency (SA). As an example, we will show the creation of a fictional SA called "Test Municipal Agency" in the NERO region, using "TMA" as the acronym and "TMA Health Department" as the Governing Agency. Here are the steps needed:

1. To create a new SA, the PIMB Administrator should first navigate to the home page and locate the "FNS WIC New State Agency" box on the right side of the home page. **Please Note: PIMB Administrators should only create new State agencies from the home page.**
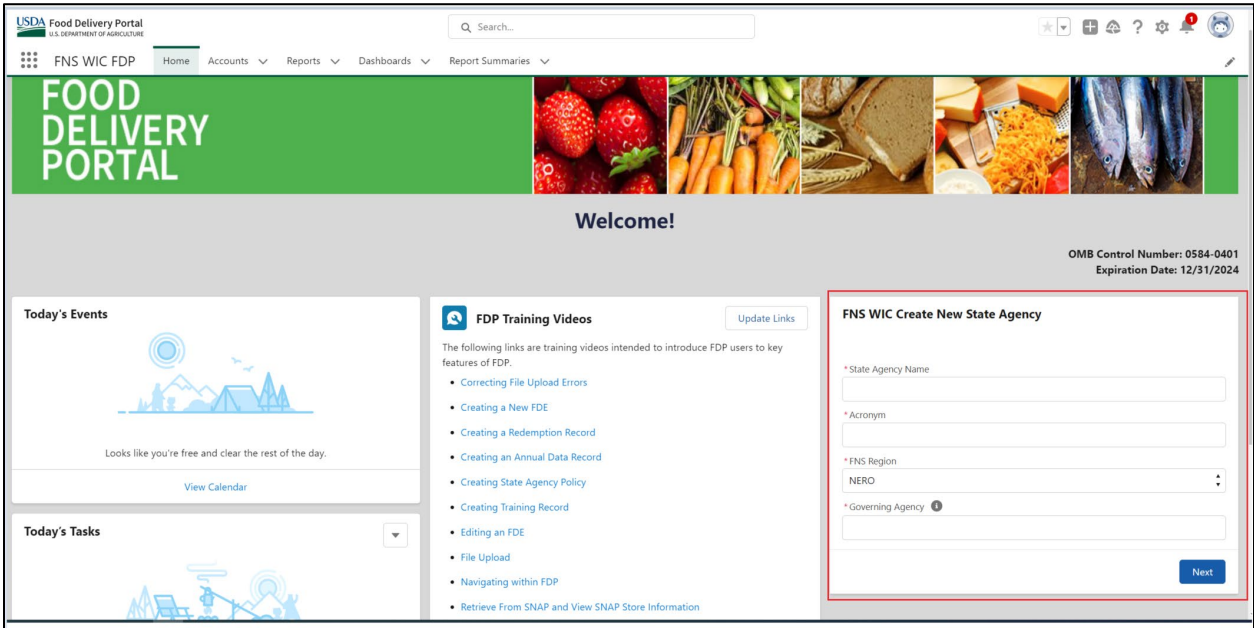
2. The PIMB Administrator should fill in the required fields. After entering the information into the required fields for each page, the PIMB Administrator should click on the "Next" button. The required fields are:
   - **State Agency Name**
   - **Acronym**
   - **FNS Region**
   - **Governing Agency**
3. The new SA will now be created. After creation of the SA, PIMB Administrator needs to enable this SA as a partner. After clicking on the Enable button, the PIMB Administrator will be taken to the new SA Account menu.

Account
Test Municipal Agency

Follow | View Account Hierarchy | Edit | Enable As Partner

FNS Region	Governing Agency	Acronym
NERO	TMA Department of Health	TMA

∨ State Agency Data

State Agency Name
Test Municipal Agency

Acronym ⓘ
TMA

Governing Agency ⓘ
TMA Department of Health

FNS Region
NERO

Data Entry Method

∨ Vendor Authorization Policies

Limiting criteria used? ⓘ
☐

Standard Agreement Length ⓘ

Annual formula suppliers list provided? ⓘ
☐

Policy Settings (0)

Files (0)   Add Files

⬆ Upload Files

Or drop files

Related Contacts (0)   New Contact

Account History (1)
1 item • Updated 3 minutes ago

	Date	Field	User	
1	11/10/2020 2:57 PM	Created.	PIMB Admin	

View All

15.2 Adding a New State agency Contact (PIMB Administrator only)

A PIMB Administrator may add a new SA Contact. As an example, we will add a new SA Contact named "John Doe" for the Test Municipal Agency we created in the example for section 13.1.

1. Navigate to the account of the SA that requires a new Contact.
2. Once on the SA's account, click on the "New Contact" button on the right side of the screen.

3. Populate the fillable text fields with the new Contact's user information. This includes the following fields:
   - **Salutation:** the title used to address the person, if known (e.g., Ms., Mrs., Mr.)
   - **First Name**
   - **Middle Name**
   - **Last Name**
   - **Suffix:** any legal suffix for this Contact, if known (e.g., Sr., Jr.)
   - **Email Address:** please only enter business email addresses in FDP.
4. When finished, click the "Save" button.

5. John Doe will now be displayed under the Related Contacts box for Test Municipal Agency.

15.3 Enabling a State agency Contact as a State agency User (PIMB Administrator Only)

A PIMB Administrator may enable a SA Contact as a SA user. As an example, we will show how to enable the "John Doe" Contact we added as the example in section 13.2, for the "Test Municipal Agency" shown as the example in section 13.1.

1. Navigate to the SA account and click on the existing Contact that you want to enable as an SA user. If the Contact's name does not appear, click on the "View All" link at the bottom, to see the full list of Contacts.

2. Once the SA Contact's account is pulled up, click the "Enable Partner User" button, in the upper right.
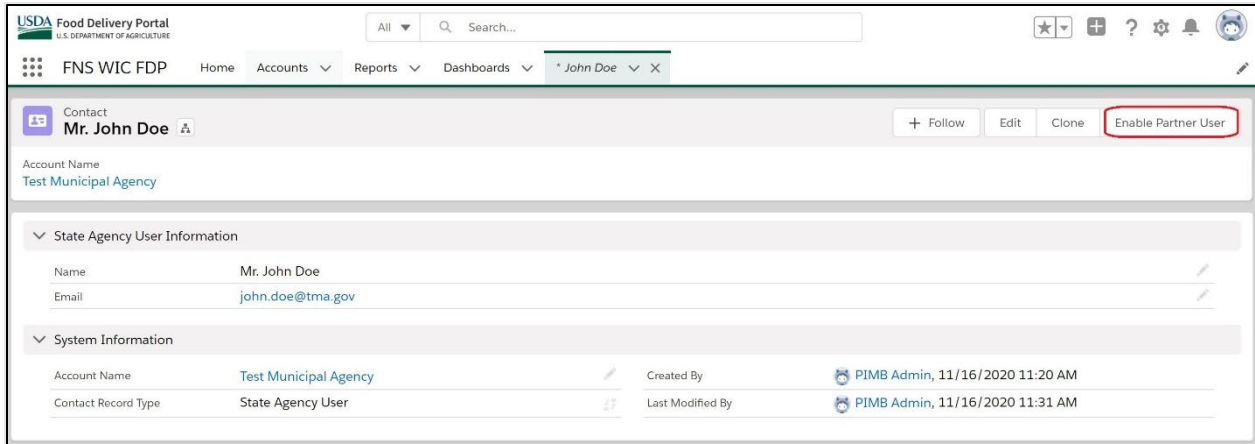
3. You will then be taken to the Setup Users page. Verify that the following fields have been filled in automatically with the prepopulated information in the Contact record (See screenshot in Step 5).
   - **Last Name**
   - **Alias**
   - **Email**
   - **Username**
   - **Nickname**
   - **User License**
   - **Email Encoding**
4. Under the Profile dropdown, select "FNSWIC_State Agency User Profile."
5. The User License field will be prepopulated to "Partner Community," while the Email Encoding field will be prepopulated to "General US & Western Europe (ISO-8859-1, ISO-LATIN-1).
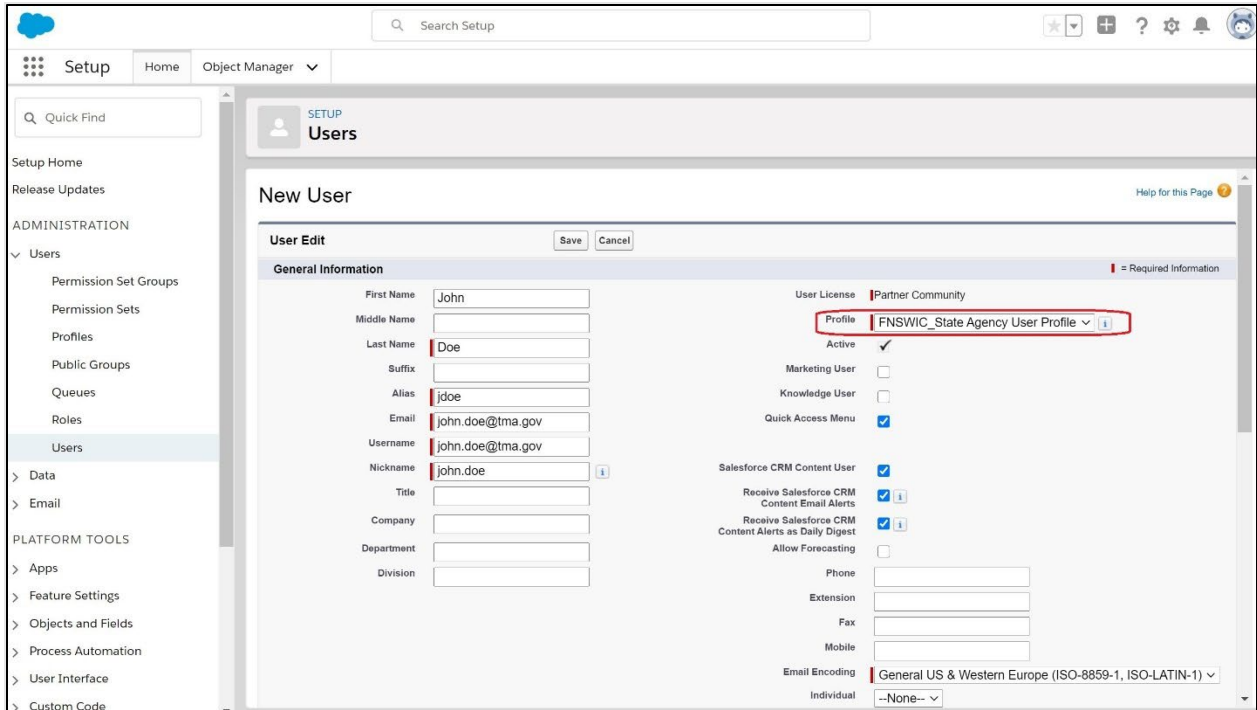
6. Scroll to the bottom of the page. Enter eAuth Username and click on the "Save" button.
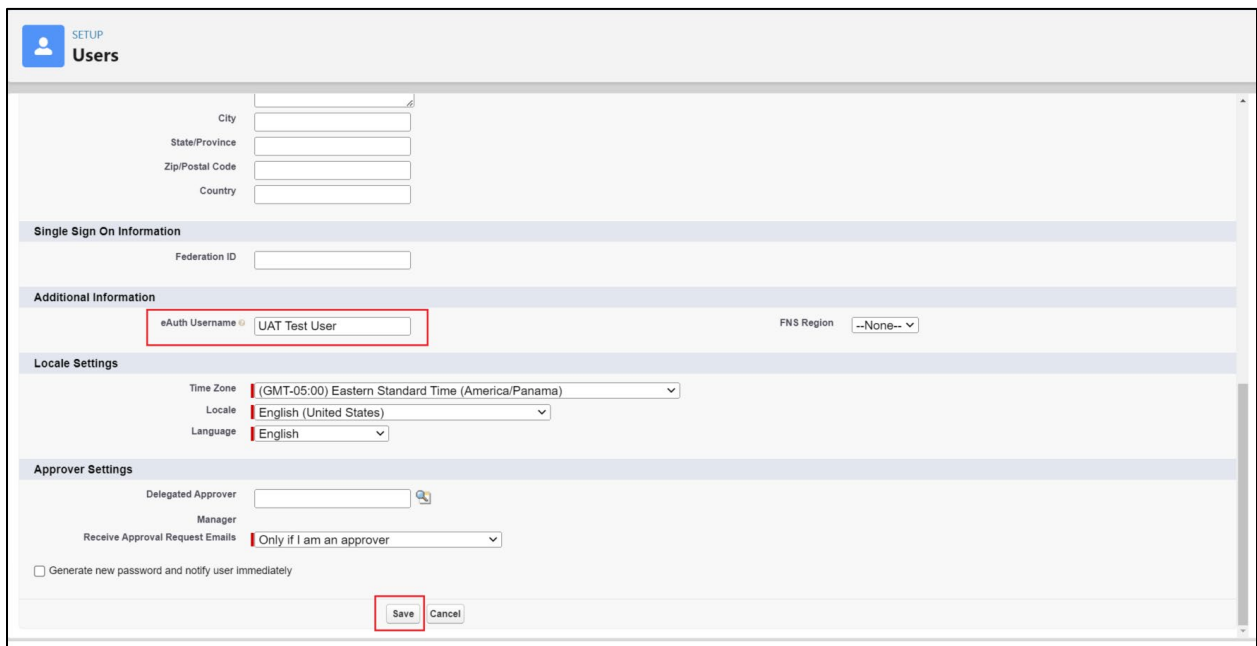
7. The following screen will then appear. To navigate back to the PIMB Administrator home page, click the icon in the top-left corner and then select "FNS WIC FDP" from the dropdown list.
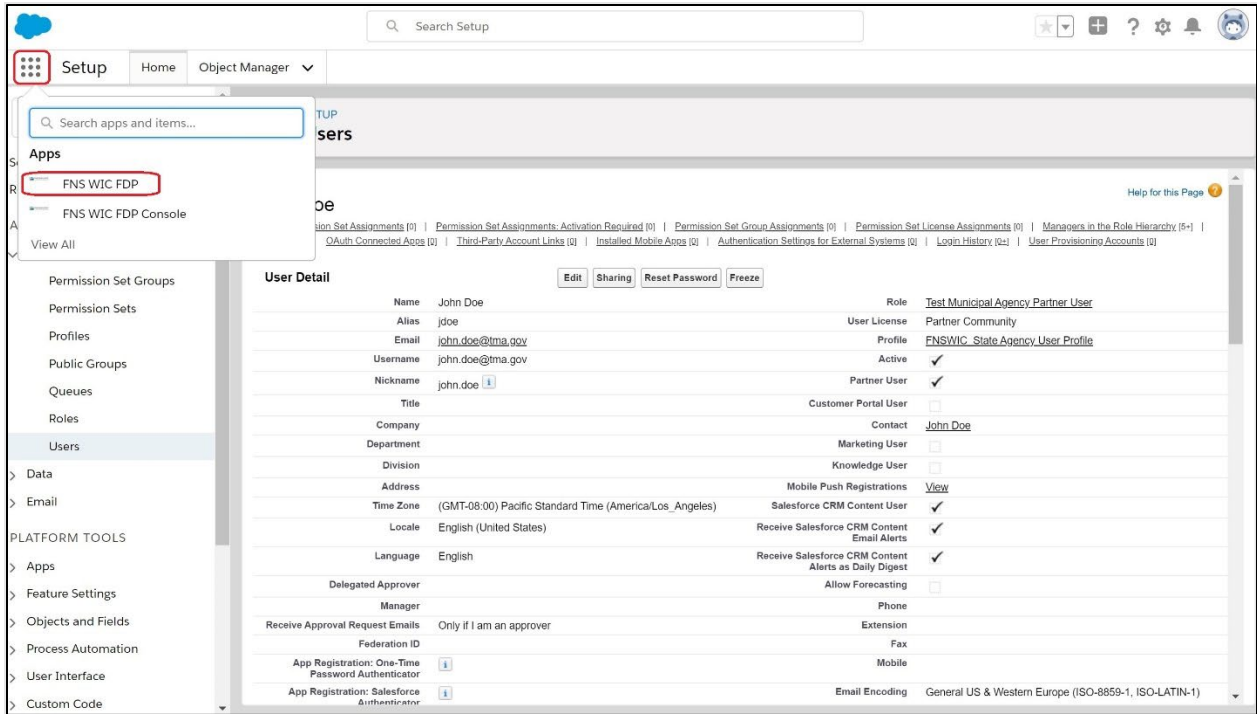
8. A Welcome Packet with instructions on how to log in will need to be sent to the new user via email.

15.4 Deactivating a State Agency User (PIMB Administrator Only)

The following steps can be taken by a PIMB Administrator to deactivate a SA user. As an example, we will deactivate "John Doe," who we enabled as a SA user in section 13.3.

1. Navigate to the SA account and click on the SA user that you would like to deactivate, which will appear under the Contact section.

2. From the Contact screen, click on the "View Partner User" button.

3. From the Users page, click on the "Edit" button.
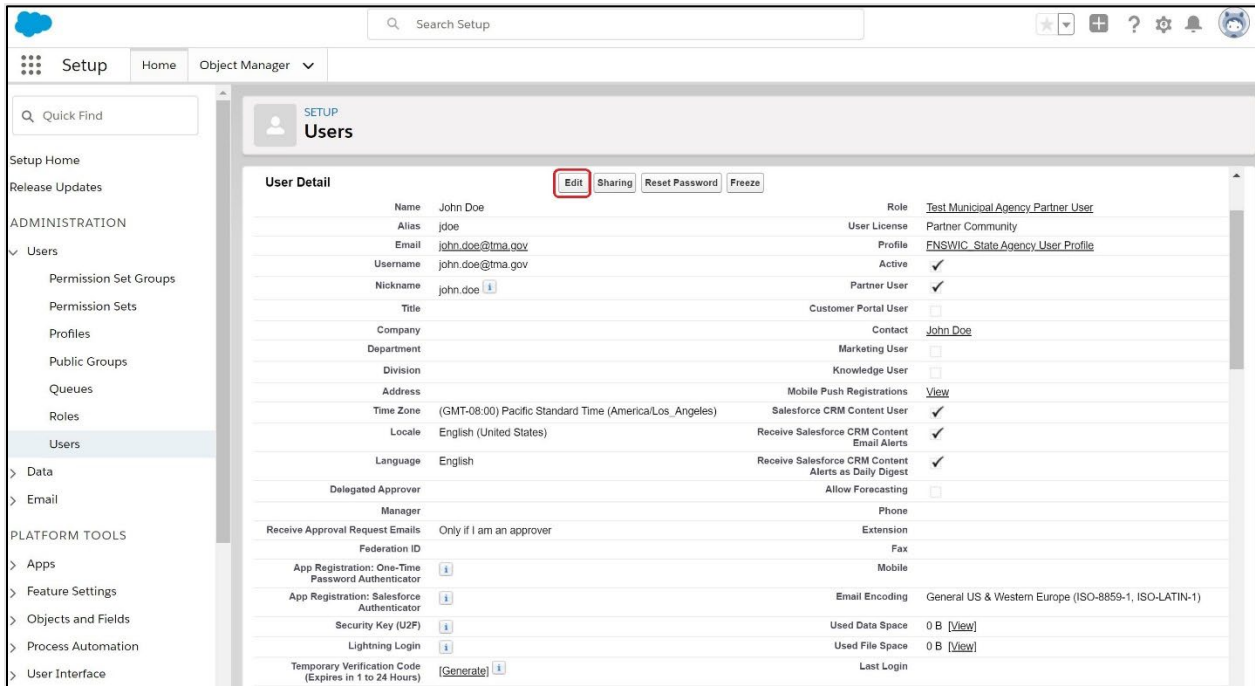
4. From the User Edit page, uncheck the "Active" box.
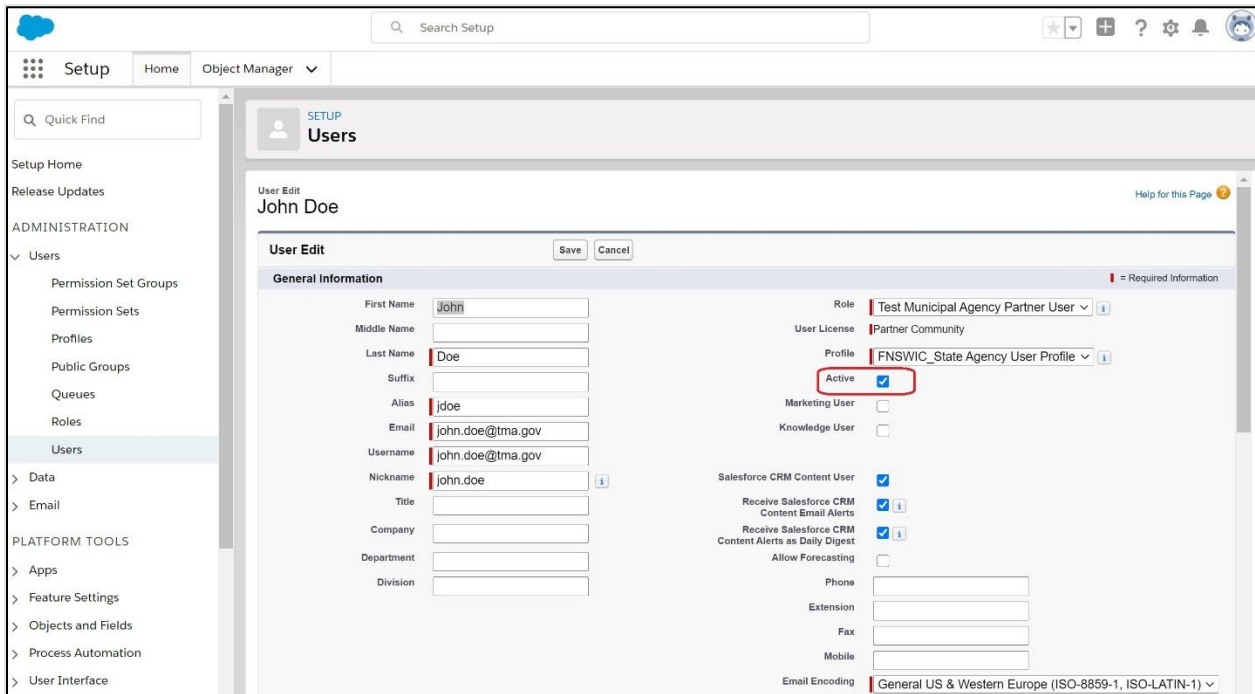
5. A text box will then appear which details the actions that occur when a State agency user is deactivated. Click the "Ok" button.

An embedded page at fncs--wicqa.my.salesforce.com says

Deactivating users removes them from all delegated groups and sharing privileges. The following page prompts you to remove this user from any teams. You can still transfer this user's records to an active user and view the user's name under Manage Users.

OK

6. The Active box is now unchecked. Click the "Save" button.
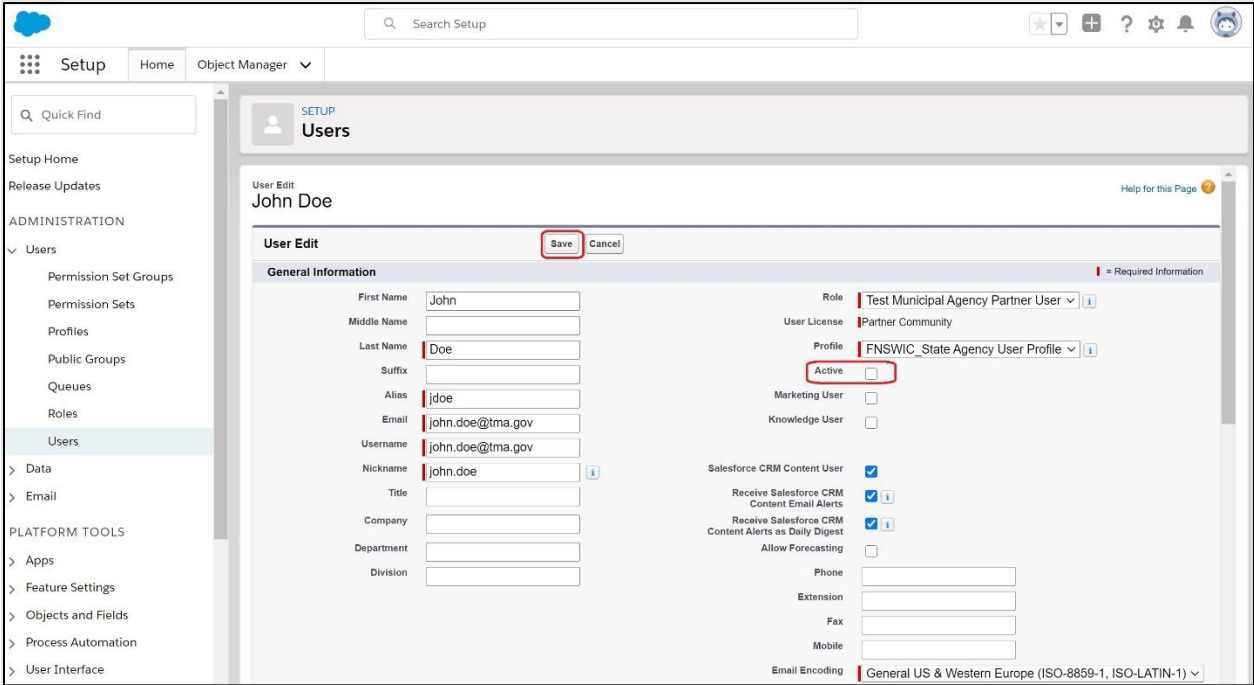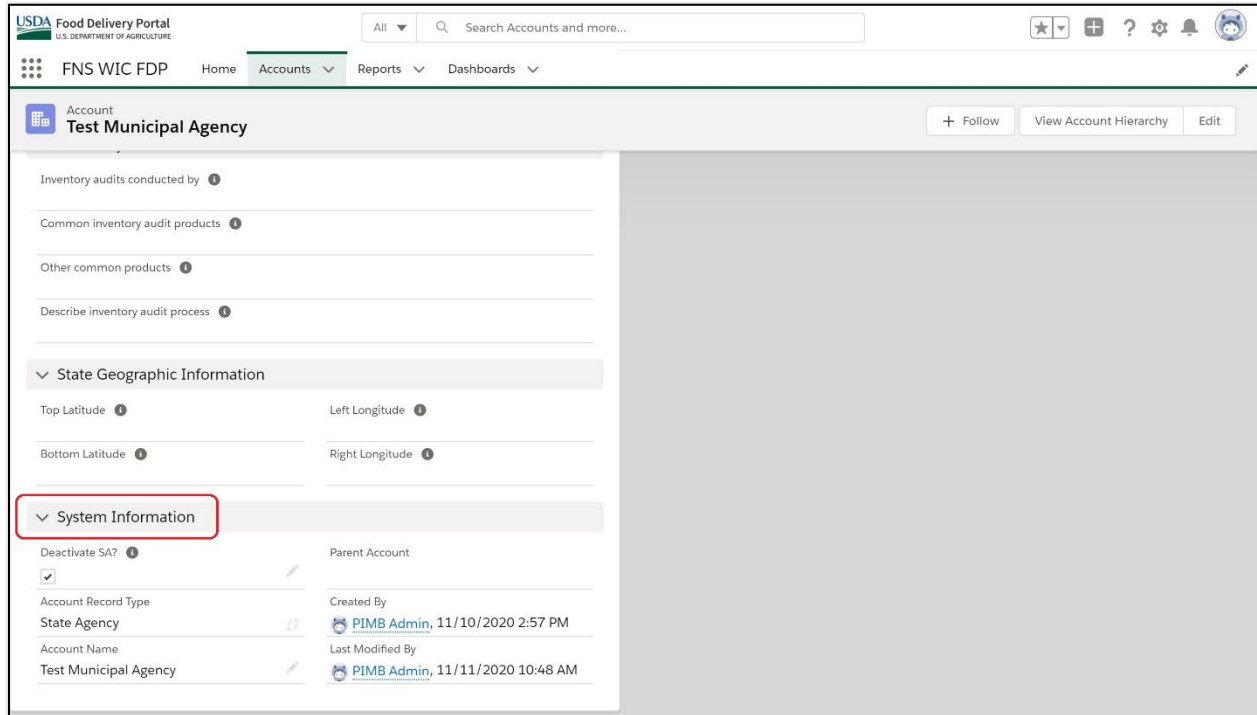
7. The former SA user will now be deactivated. To navigate back to the PIMB Administrator home page, click the icon in the top-left corner and then select "FNS WIC FDP" from the dropdown list.

15.5 Deactivating a State Agency (PIMB Administrator Only)

The following steps can be taken by a PIMB Administrator to deactivate a SA. As an example, we will deactivate the "Test Municipal Agency" that we created in section 13.1.

1. Navigate to the SA account and scroll down to the System Information box at the bottom of the page.

2. Click on the "Edit" button next to the Deactivate SA? box.
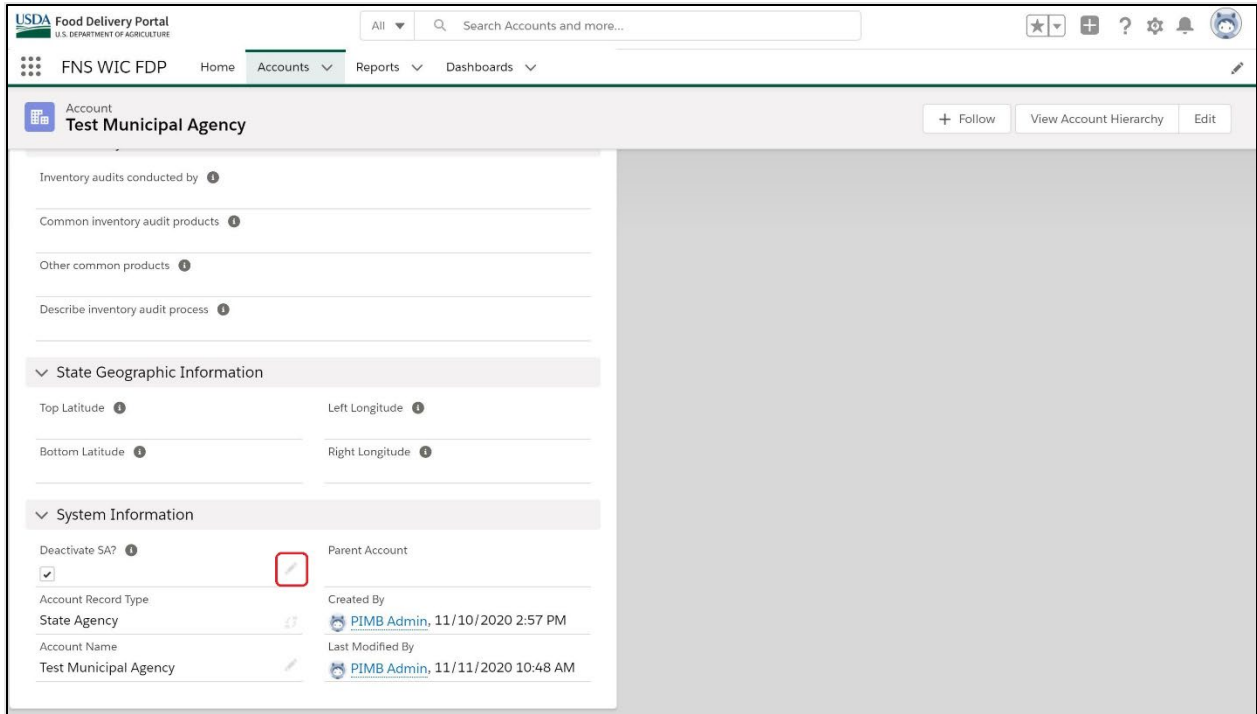
3. Uncheck the checkbox for Deactivate SA? and then click on the "Save" button.
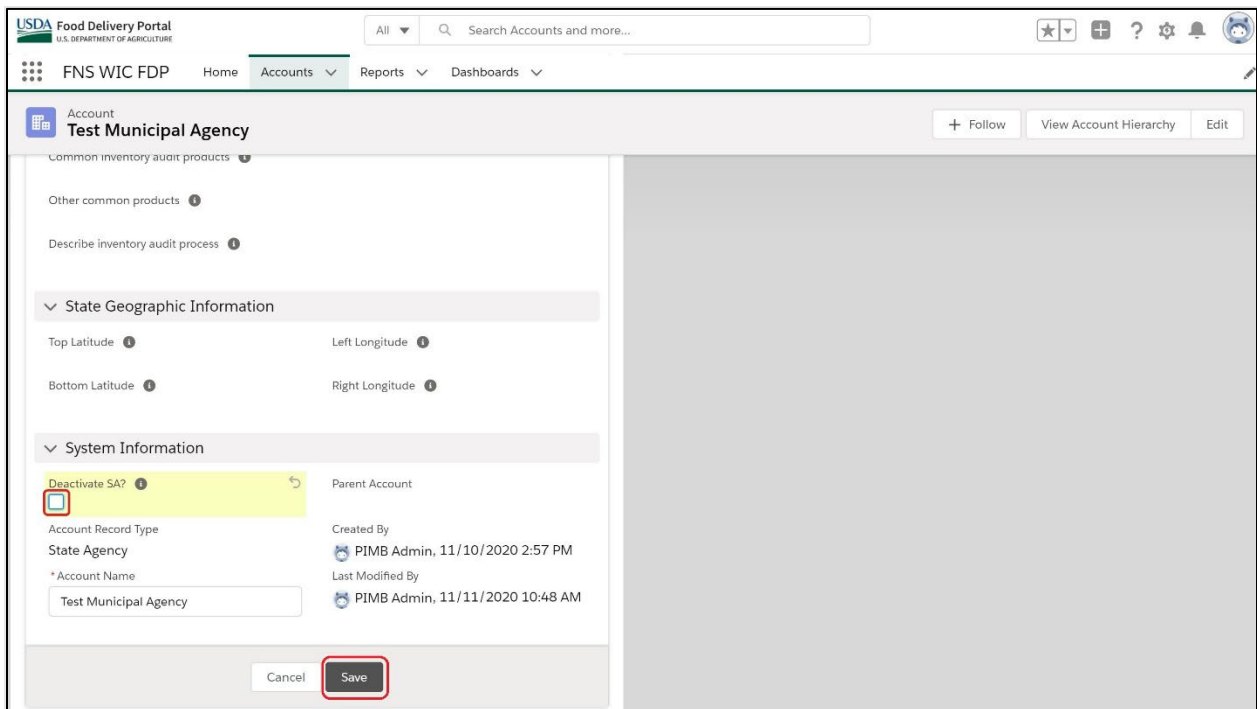
4. The "Test Municipal Agency" has now been successfully deactivated.

15.6 Adding Training video (PIMB Administrator Only)

The following steps can be taken by a PIMB Administrator to add new training video.

1. To add training video, the PIMB Administrator should first navigate to the home page and locate the "FDP Training Videos" box on the home page. Click on the Update Links button.
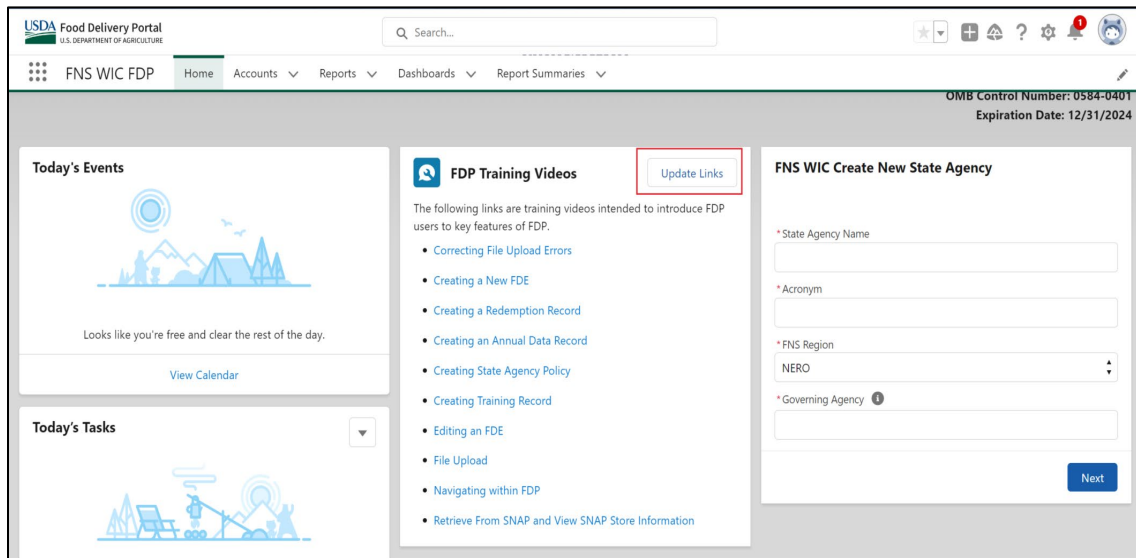
2. Click on Add Row button top right side of the wizard. Scroll to the bottom of the page. Click on the pencil icon near each column one by one. Add new "Display Text" and "URL". Click on Save button. Close the wizard.

3. "Test Video" now will be displayed in the FDP training videos list on the home page.

15.7 Editing Training video (PIMB Administrator Only)

As an example, we will show how to enable the "Test Video" we added as the example in section 13.6. The following steps can be taken by a PIMB Administrator to edit training video.

1. To edit training video, the PIMB Administrator should first navigate to the home page and locate the "FDP Training Videos" box on the home page. Click on the Update Links button.
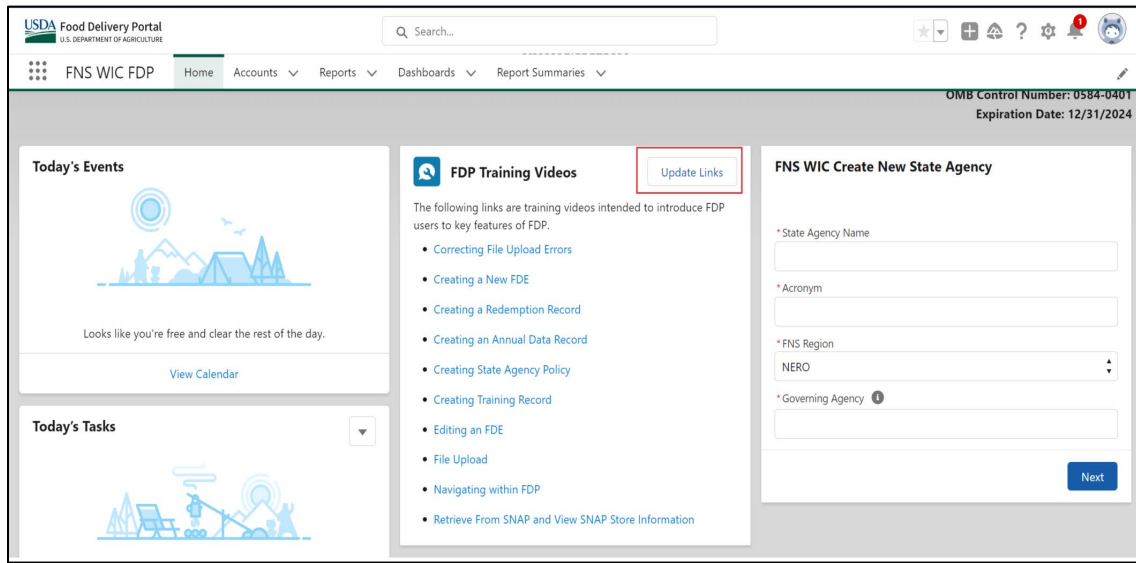
2. Scroll to the bottom of the page. Select the row that you want to edit. Click on the pencil icon near each column one by one. Edit "Display Text" and "URL". Click on Save button. Close the wizard.
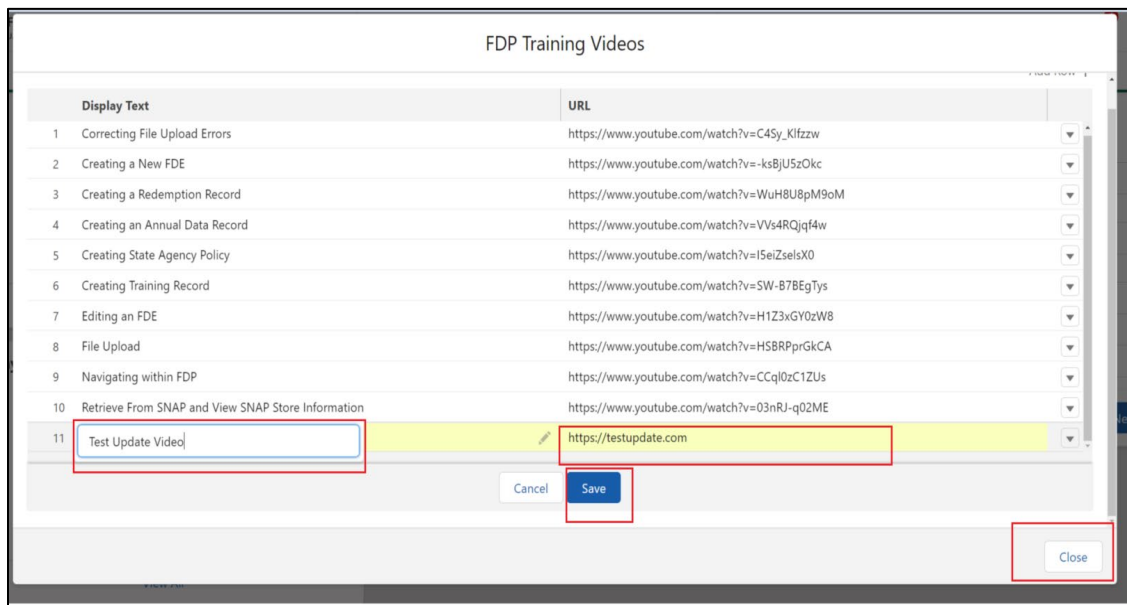
3. "Test Update Video" now will be displayed in the FDP training videos list on the home page.
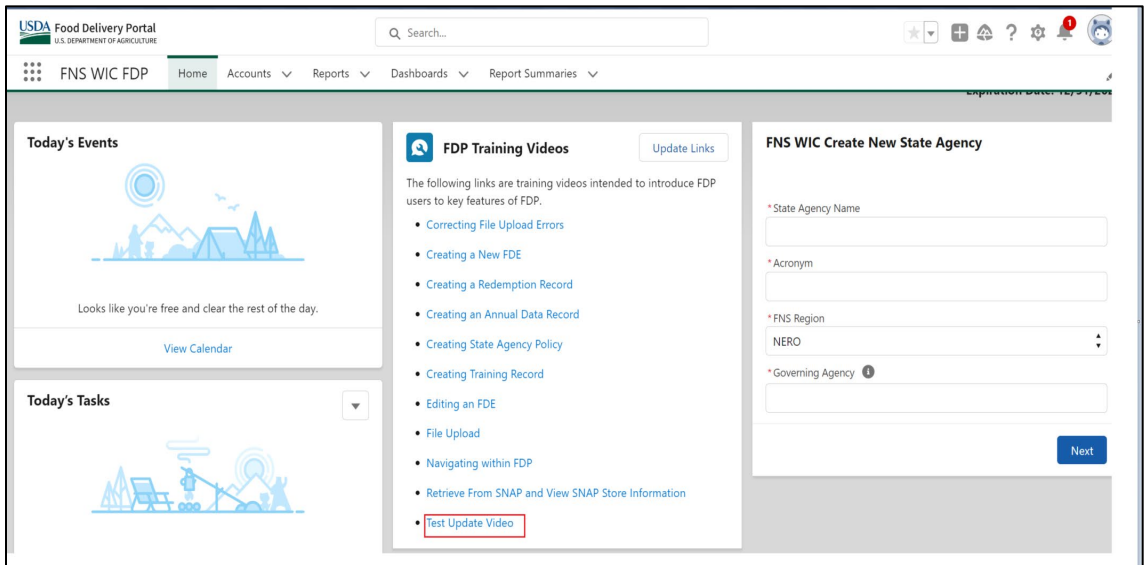
15.8 Deleting Training video (PIMB Administrator Only)

As an example, we will show how to enable the "Test Update Video" we edited as the example in section 13.7. The following steps can be taken by a PIMB Administrator to delete training video.

1. To delete training video, the PIMB Administrator should first navigate to the home page and locate the "FDP Training Videos" box on the home page. Click on the Update Links button.
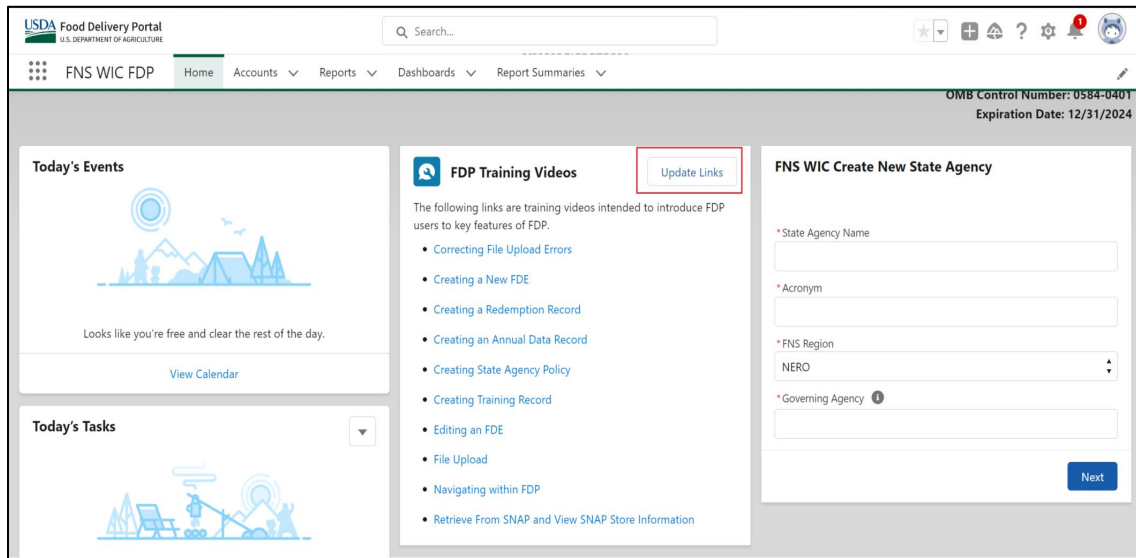
2. Scroll to the bottom of the page. Select the "Test Update Video" row that you want to Delete. Click on the Dropdown arrow at the end of the row. Click on Delete button. Warning message is displayed. Click OK.
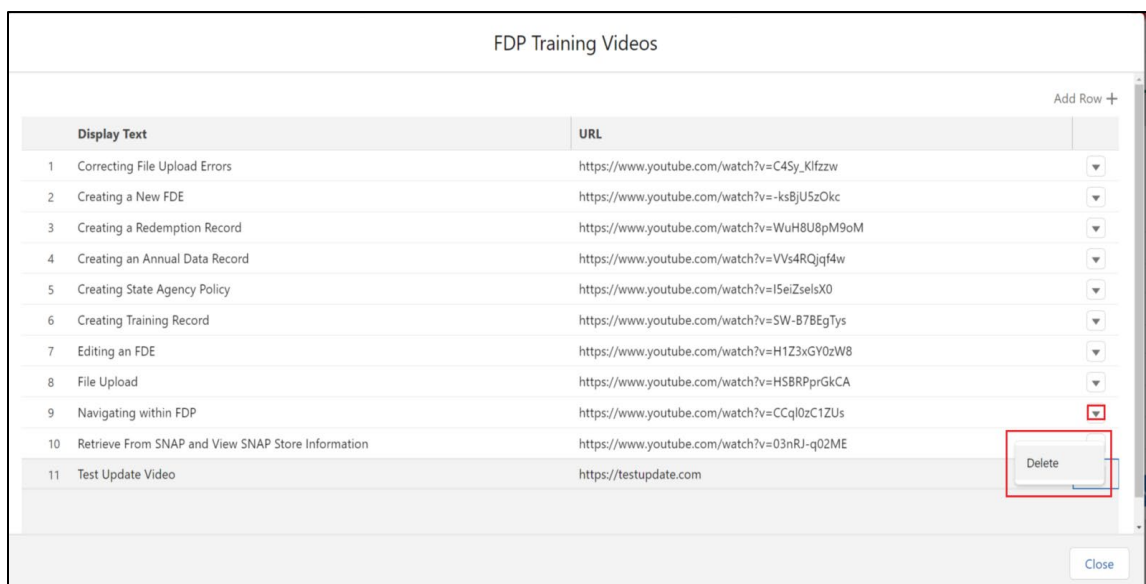
3. "Test Update Video" now will be deleted.

15.9 Creating a New List View (FNS Users only)

FNS users can create a new list view by performing the following steps from the Accounts menu. As an example, we will create a new list view that only displays SAs from the FNS Western Regional Office (WRO) region.

1. From the Accounts menu, click on the List View Controls button and select "New."
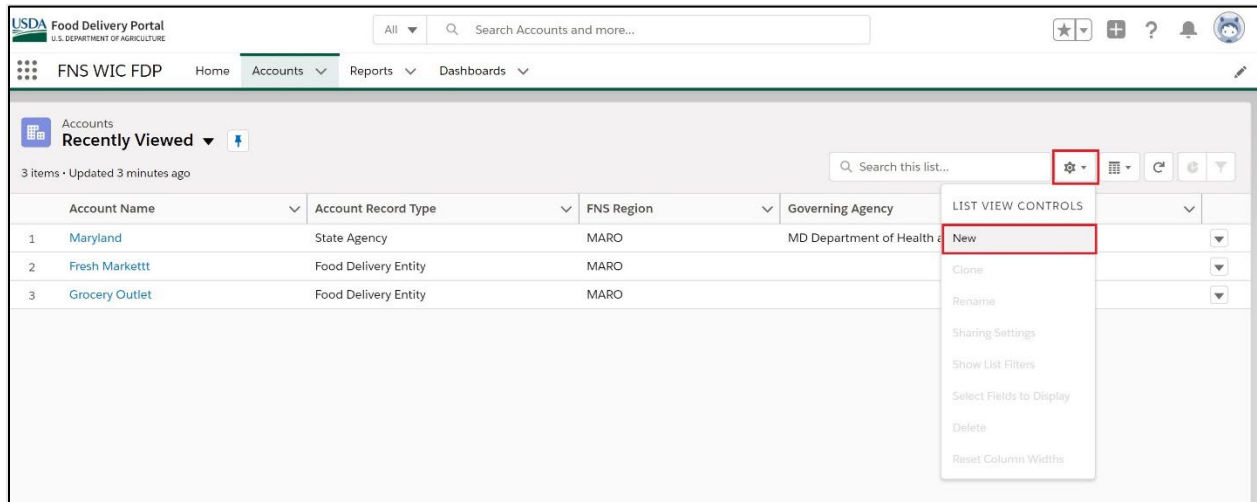
2. On the "New List View" box, type in whatever you would like to name the new list view in the List Name field. As an example, we will use "WRO Region" as the List Name. When finished, click the "Save" button. **Please Note: Users must select the "Only I can see this list view" option under "Who Sees this list view."**

3. The "WRO Region" list view will now be created.
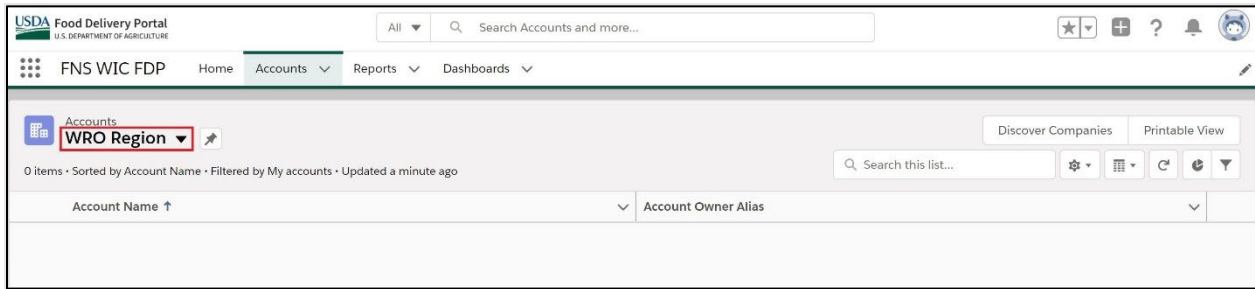
4. The next step is to select which fields to display by using the List View Controls button and selecting the "Select Fields to Display" option.
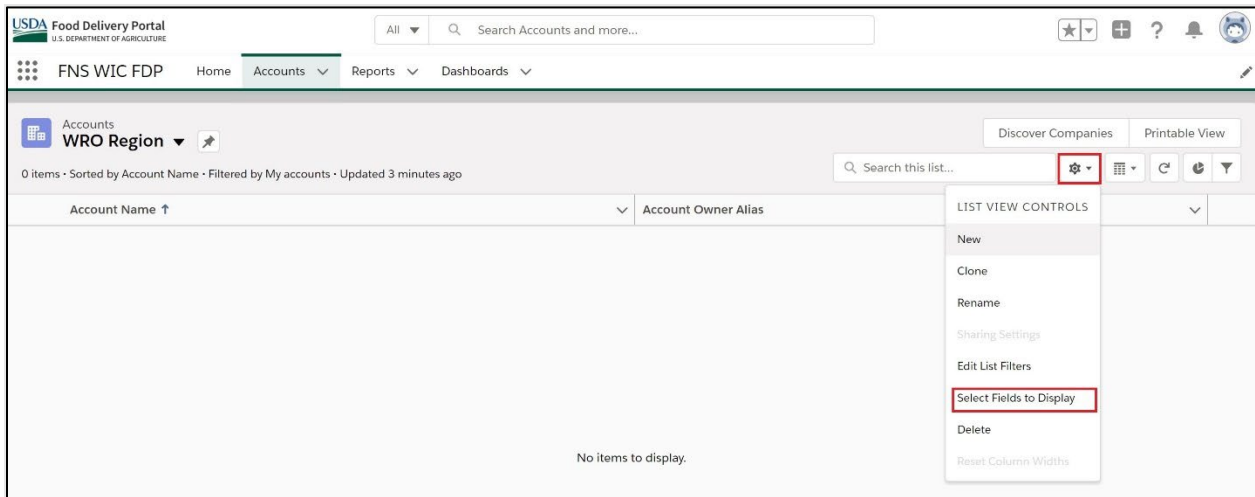
5. Now, review the list of Available Fields in the column on the left and select which fields to display by highlighting the available field and using the left arrow to add them into the Visible Fields column. As an example, we will select "SA Name" and "FNS Region" from the Available Fields column and use the left arrow to add them to the Visible Fields column. The upward and downward facing arrows can be used to determine the hierarchy that the Visible Fields appear in. When finished, click the "Save" button.
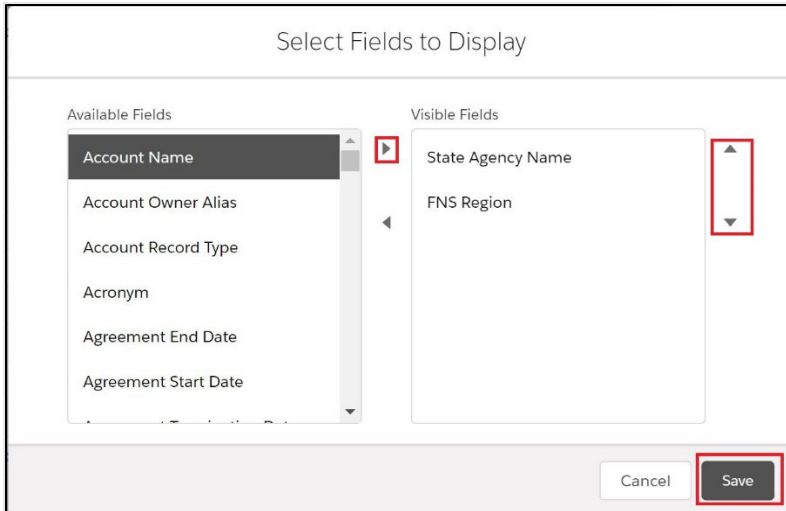
6. The next step is to filter the FNS Regions column to only display State agencies from the WRO region. To do this, click on the "Show Filters" button. Then ensure that All Accounts are displayed under the Filter by Owner option. Then click on the "Add Filter" button.
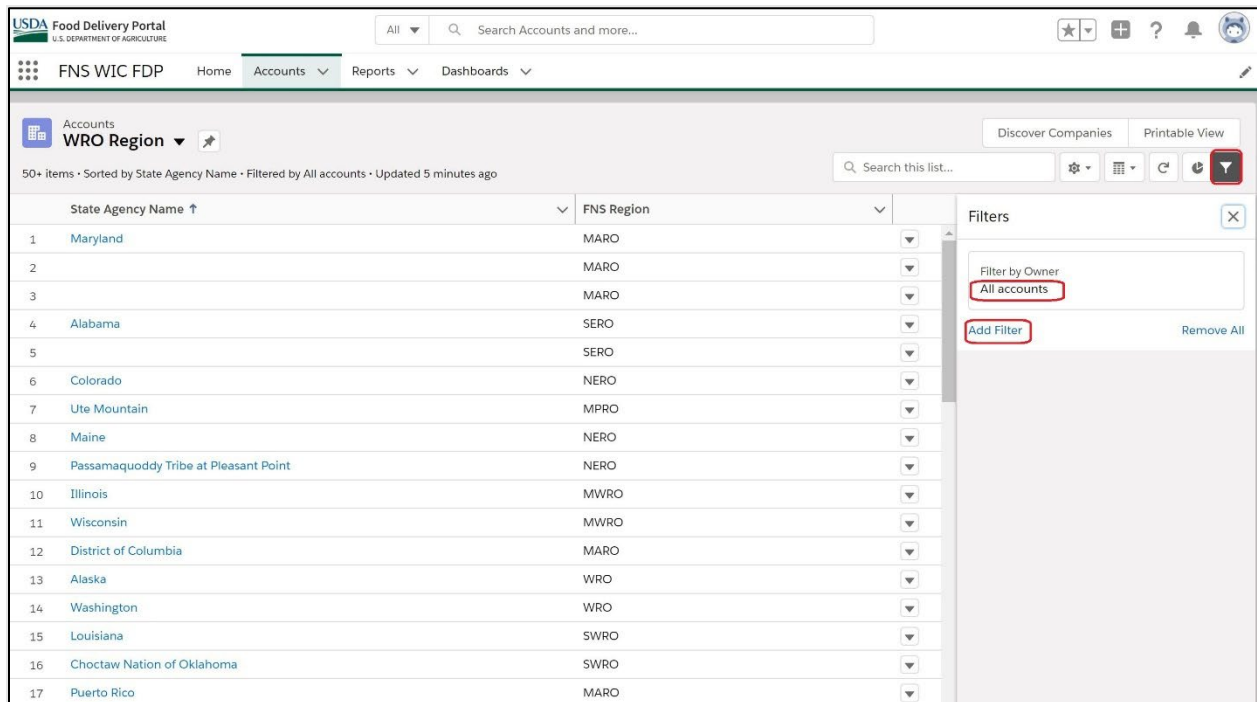
7. Then select FNS Region using the dropdown under "Field." You will then be able to select WRO under the Value option, which will limit the State agencies that appear in the WRO List View to only those State agencies that are in the WRO region. When finished, click the "Done" button.
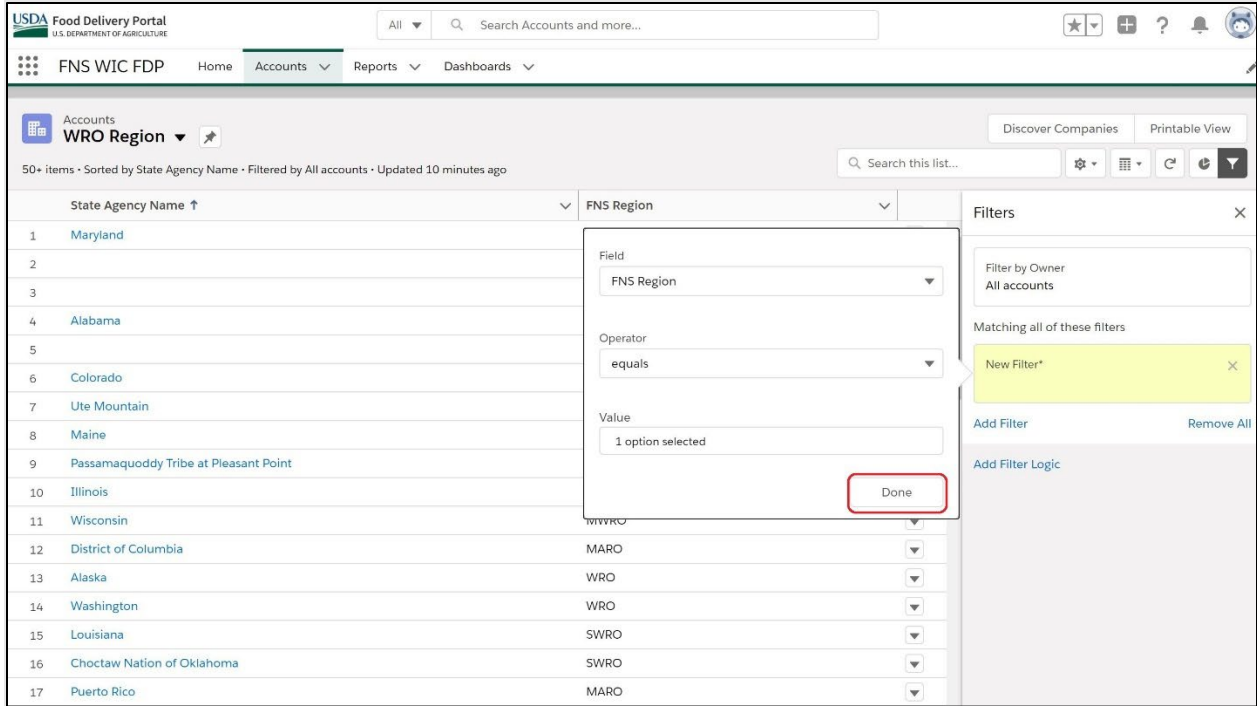
8. To save the new filter, click the "Save" button.
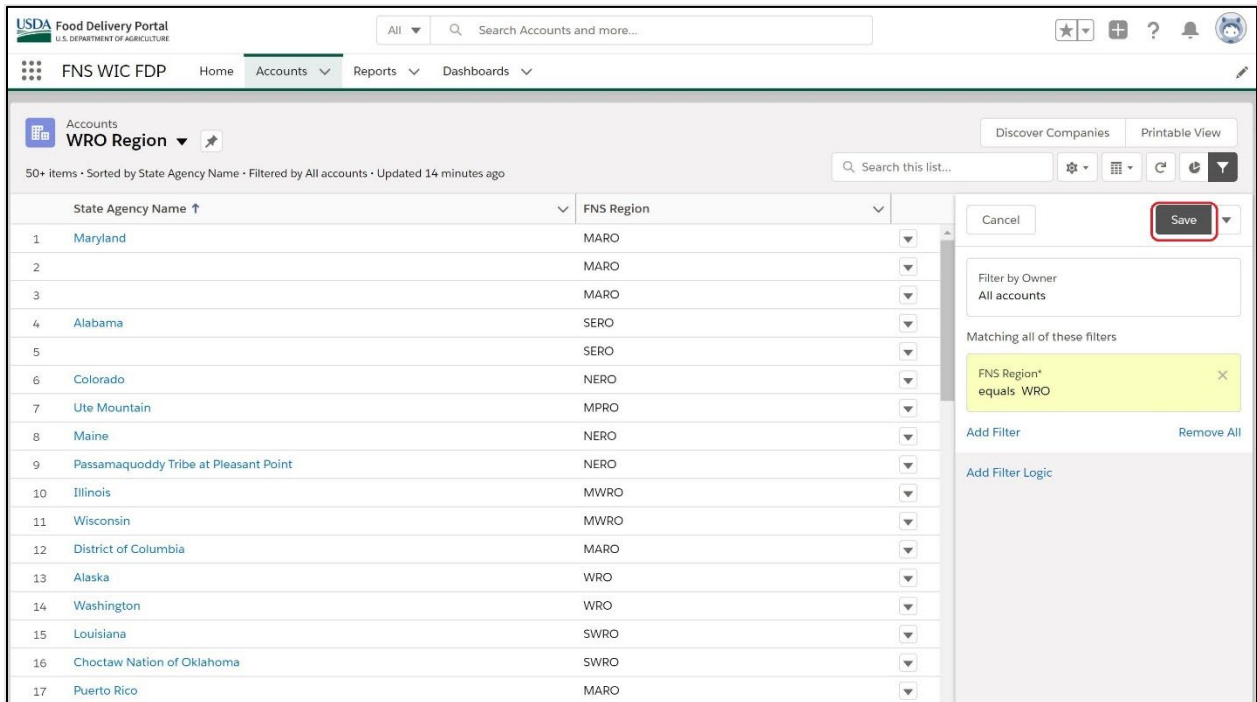
9. The list view has now been updated to only display SAs within the WRO region and is accessible from the Accounts menu.

USDA Food Delivery Portal
U.S. DEPARTMENT OF AGRICULTURE

FNS WIC FDP   Home   Accounts ∨   Reports ∨   Dashboards ∨

All ▼   🔍 Search Accounts and more...

Accounts
WRO Region ▼ 📌   Discover Companies   Printable View

14 items • Sorted by State Agency Name • Filtered by All accounts - FNS Region • Updated a few seconds ago

🔍 Search this list...

	State Agency Name ↑	FNS Region	
1	Alaska	WRO	▼
2	Washington	WRO	▼
3	American Samoa	WRO	▼
4	California	WRO	▼
5	Guam	WRO	▼
6	Hawaii	WRO	▼
7	Nevada	WRO	▼
8	Inter-Tribal Council of Nevada	WRO	▼
9	Oregon	WRO	▼
10	Commonwealth of the Northern Mariana Islands	WRO	▼
11	Idaho	WRO	▼
12		WRO	▼
13		WRO	▼
14		WRO	▼

15.10 Cloning a List View (FNS Users only)

Cloning a list view refers to making an identical copy of a list view. Cloning allows the user to use the original list view as a template and modify the clone, all while preserving the original list view. As an example, we will be cloning the Active State Agencies list view. The following steps can be taken by any FNS user to clone a list view.

1. From the Accounts menu, click on the downward facing arrow and select the "Active State Agencies" list view.
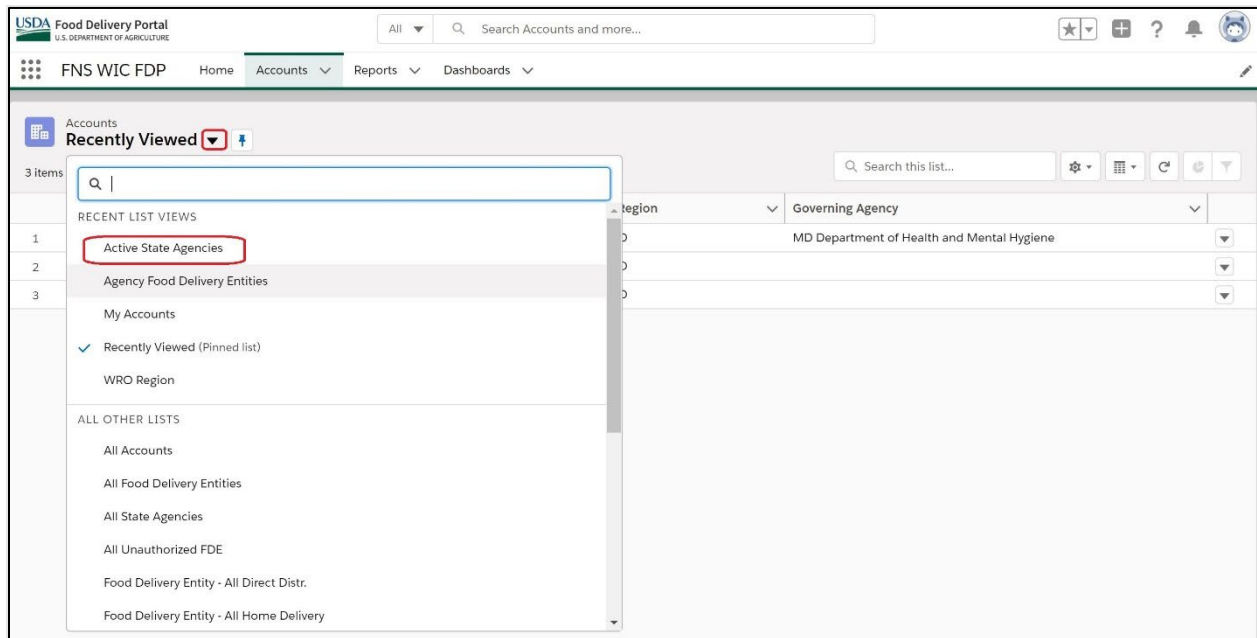
2. From the Active State Agencies list view, click on the List View Controls button and then select "Clone."
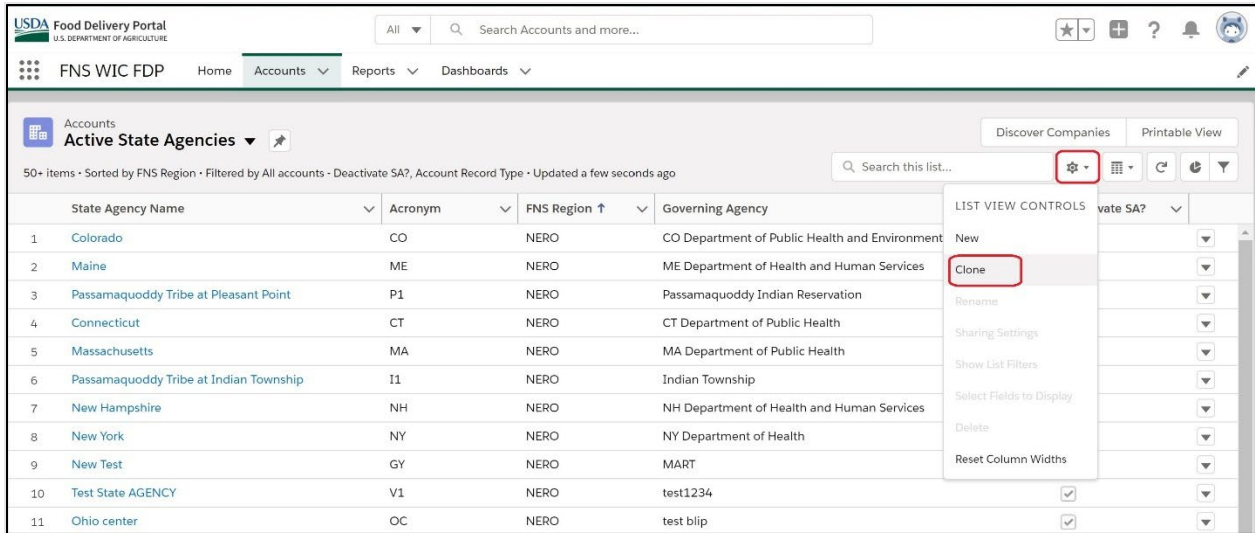
3. The Clone List View box will then be displayed. Type in what you would like to name the clone in the List Name field. As an example, we will use Copy of Active State Agencies as the List Name. When finished, click the "Save" button. **Please Note: Users must select the "Only I can see this list view" option under "Who sees this list view?"**

4. The clone has now been created and is viewable in the list view dropdown.

15.11 Utilizing the Display as Feature (FNS Users only)

The following steps can be taken by FNS users to utilize the "Display as" button within list views to show list views as either Tables, Kanban, or Split View.

1. From the Accounts menu, click on the downward facing arrow and select the "Active State Agencies" list view.
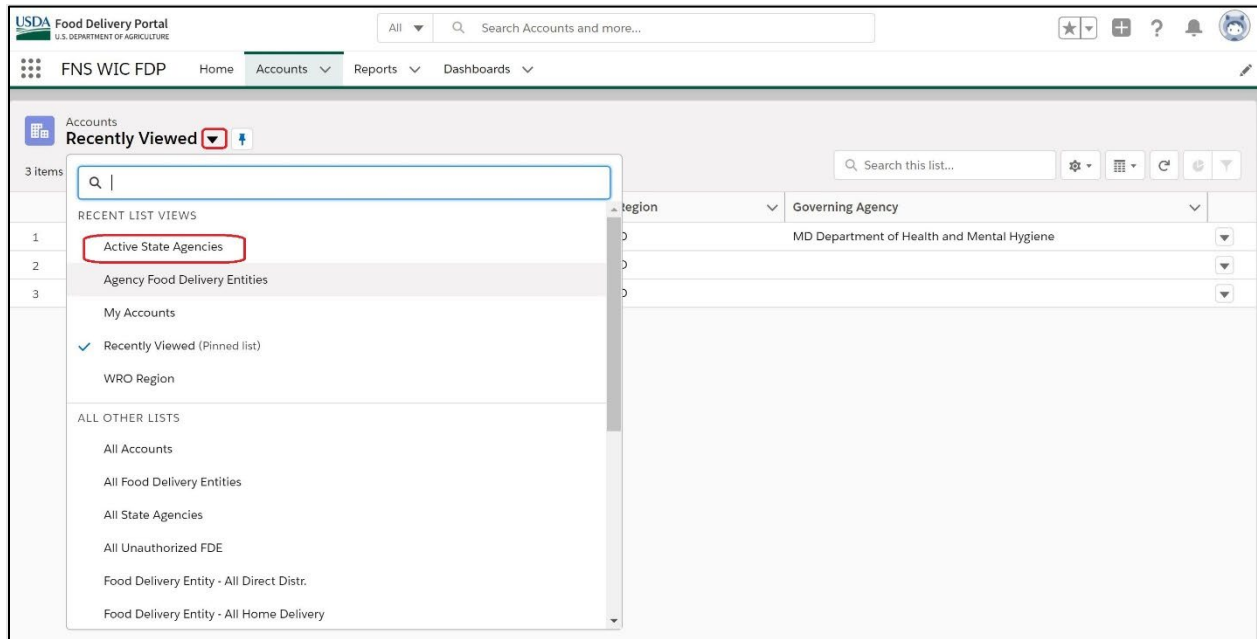
2. From the Active State Agencies list view, click the "Display as'" button to view the Table, Kanban, and Split View options.
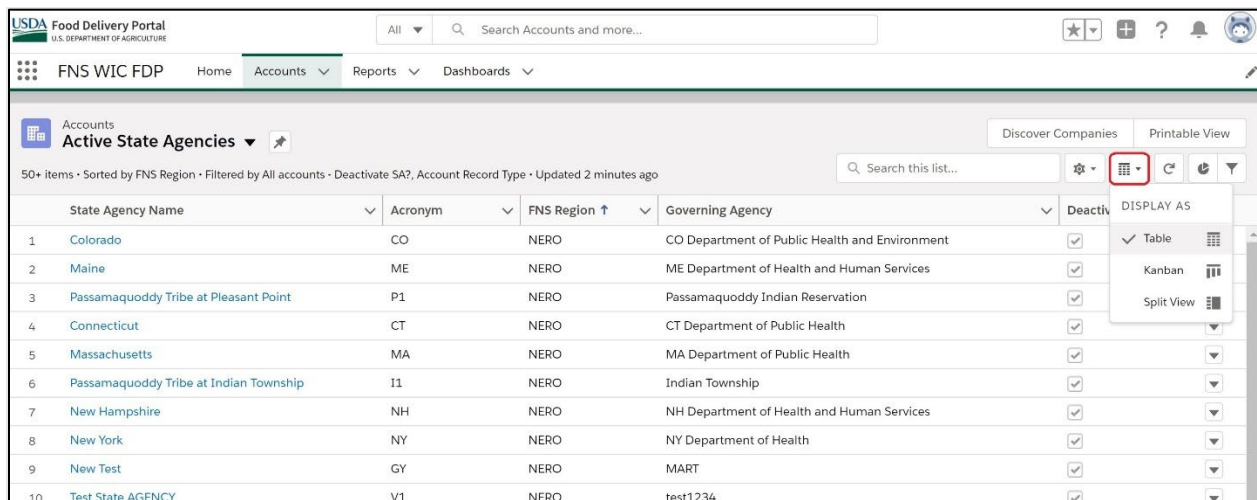
3. The below image reflects a Table View, which is the default view within FDP.

4. The Kanban view can be used to show a graphical view of detail records in a list view. To use the Kanban setting of any list view, the user will need the System Administrator to configure the Kanban view prior to use.
5. The below image reflects a Split View. The FNS user can click on any of the accounts on the left side of the page to then have the details of that account displayed on the right side of the page.
6. The user can toggle through to different accounts as needed.

7. The "Display as" button is visible on all list views should the user wish to revert to another list view.

15.12 Accessing the FNS WIC Users Report (FNS Users only)

The following steps can be taken by any PIMB Administrator or PIMB user to access the "FNS WIC Users" report.

1. Click on the Reports menu.
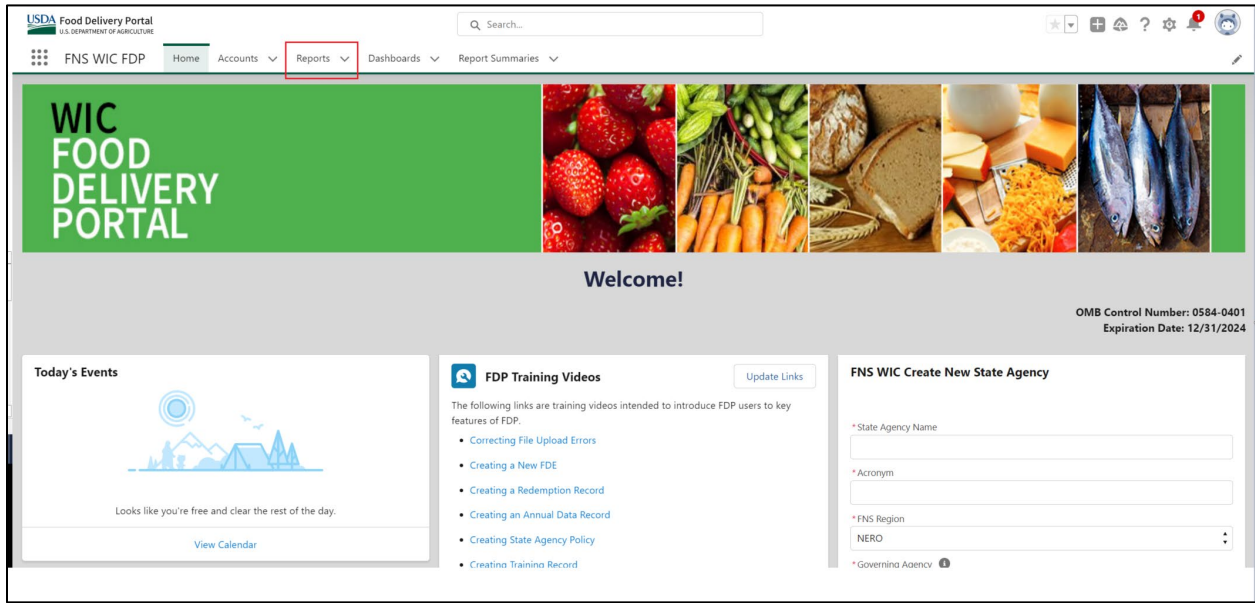
2. From the left tab, select All Folders. Select folder FNCS FDP Reports. Select folder User Reports and then Select report FNS WIC Users.
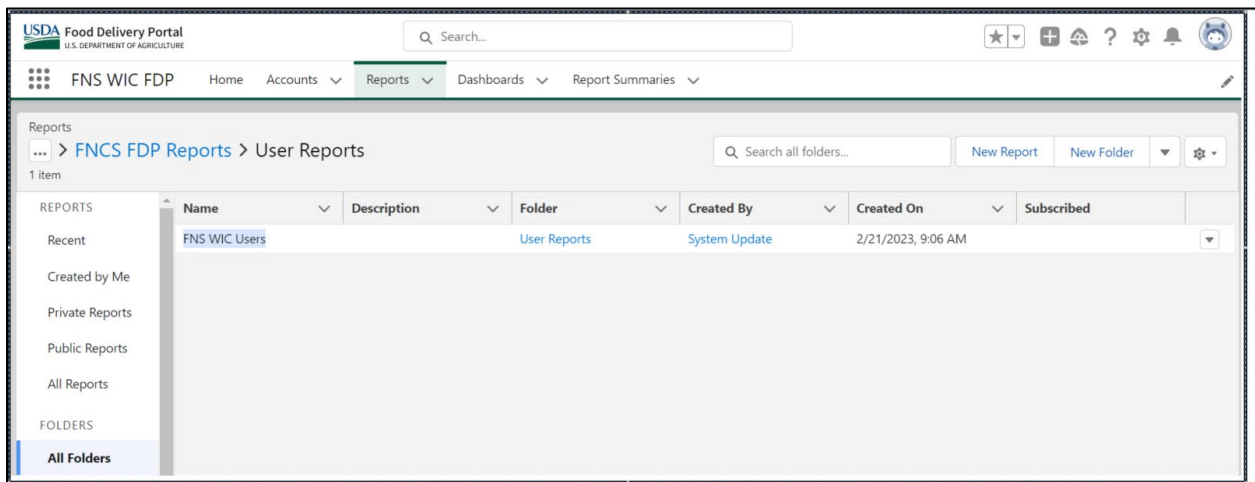
3. The "FNS WIC Users" report is now displayed. This report displays all FNS and State agency users. This report has the following columns:
   - **Full Name**
   - **eAuth Username**

- **Last Login**
- **First Name**
- **Last Name**
- **Email**
- **User ID**
- **Username**
- **Role**
- **Profile**
- **Created By**
- **Created Date**
- **Active**
- **Inactive Held License**

15.13 Accessing the File Uploads Report (FNS Users only)

The following steps can be taken by any PIMB Administrator or PIMB user to access the "File Uploads" report.

1. Click on the Reports menu.
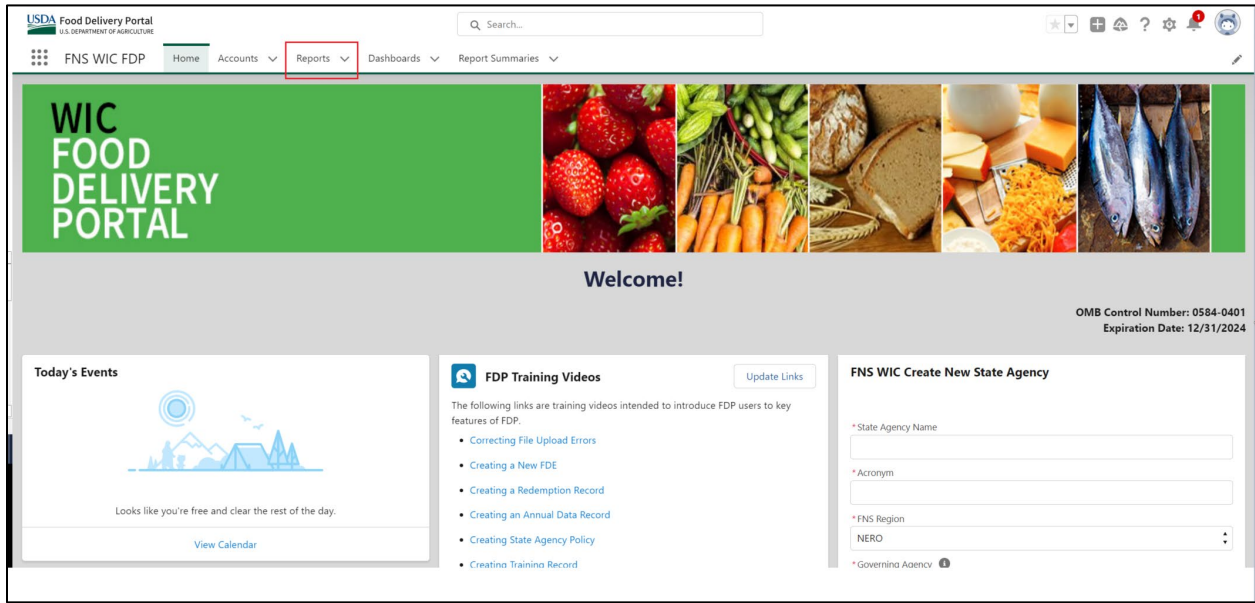
2. From the left tab, select All Folders. Select folder FNS WIC FDP Reports. Select folder Standard Reports and then Select report File Uploads.
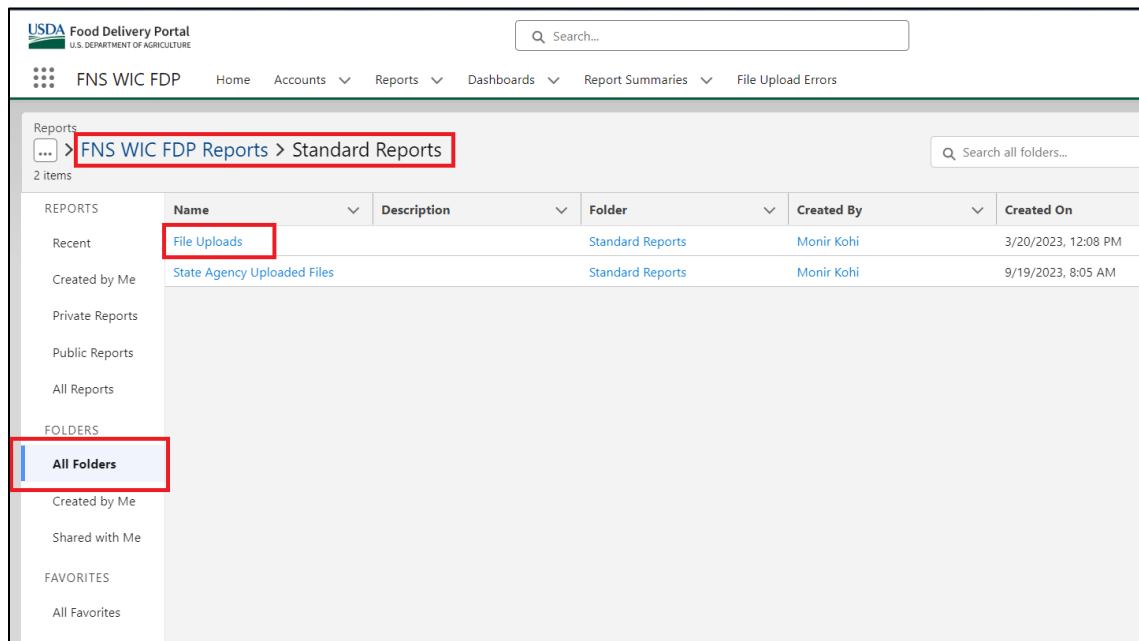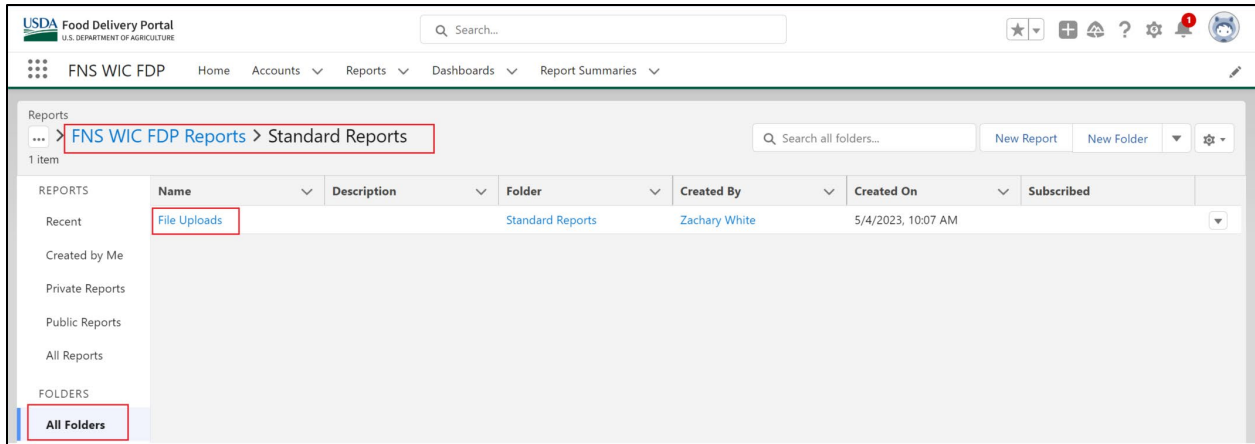
3. The "File Uploads" report is now displayed. This report displays all files uploaded by State agency users. This report has the following columns:
   - **State Agency Name**
   - **Version Title**
   - **File Extension Type**
   - **File Format Type**
   - **Does File Have Errors?**
   - **Status**
   - **Processed**
   - **Size (KB)**
   - **Created By**
   - **Published Date**

15.14 File Upload Errors (PIMB Administrator Only)

The File Upload Errors report displays the details of file uploads along with their corresponding error files generated via file upload.

To view this report, click on the File Upload Errors menu and enter the name of the State agency in the search text box.

This report page has the following columns and displays data for each of those columns:

- **State Agency Name**
- **Title**
- **Created by**
- **Status**

- **Last modified Date**
- **View Errors: User should be able to download error file by clicking on View Errors button.**

16 Report Summary

The Report Summary displays the evaluation of the data provided by the State agency within FDP for the fiscal year and provide each State agency with a record of their annual compliance with federal WIC Program regulations. Data in the Report Summary is refreshed on a nightly basis to reflect the most current data in FDP. Each State agency can review the Report Summary page at any time to ensure the Report Summary is accurate.

At the end of a reporting period, State agencies will indicate that their data submission is final. Submitting the Report Summary will freeze the data results and signal to their Regional Office the data is ready for review. Regional Offices can indicate to FNS National Office that they have finished their review. Once fully approved, the results in the Report Summaries will provide a lasting record of results for each State agency for a particular reporting period.

16.1 Report Summary Records

16.1.1 Record Types

There are 3 different types of Report Summary records. Each Report Summary record has its own page where the information for the record is displayed. The following are the 3 record type pages:

- Food Delivery Entity Summary Page: This page displays the data values for an FDE Summary record. We can hover over the help text icon next to the field to find more information about the field and how its value is calculated. Each FDE will have 1 FDE Summary record for each fiscal year. An FDE Summary for a given fiscal year contains summarized information about the FDE for that fiscal year. The FDE Summary for the active fiscal year is refreshed and updated with the latest summarized data from its related FDE once per night. If reviewed, this will show exactly the elements used within the calculations for this record.

- State agency Summary Record Page: This page displays the data values for an SA Summary record. Each State agency will have 1 SA Summary record for each fiscal year. An SA Summary for a given fiscal year contains summarized information about the SA for that fiscal year that are derived from all the FDE Summaries under the SA for the fiscal year. The SA Summary for the active fiscal year is refreshed and updated with summarized data from its related FDE Summaries once per night. The data displayed for a State agency Summary Record is detailed in the Compliance reports that relate to the individual checks (see Section 16.2 below).

Report Summary
Demo State Agency 2 - 2022

Submit for Review

∨ Information

Name
Demo State Agency 2 - 2022

Status ⓘ
Pending

Account ⓘ
Demo State Agency 2

Reported ⓘ
☐

Fiscal Year ⓘ
2022

Not Available ⓘ
☐

Period ⓘ
Yearly

Parent Report Summary ⓘ
Nationwide for FY 2022

∨ All FDEs Missing Training This FY

Total Auth FDEs ⓘ
2

% FDEs with Training ⓘ
0.00%

Auth FDEs Without Training ⓘ
2

% FDEs Without Training ⓘ
100.00%

∨ Initial Interactive Training Missing

Total New FDEs ⓘ
0

% New FDEs With Training ⓘ
100.00%

New FDEs Without Training ⓘ
0

% New FDEs Without Training ⓘ
0.00%

Approval History (0)

Notes & Attachments (0)

Upload Files

⬆ Upload Files

Or drop files

Related Report Summaries (2)

Name

test 2 - 2022 ▼

Test - 2022 ▼

View All

- Nationwide Summary Record Page (FNS Users only): This page displays the data values for a Nationwide Summary record. There will be 1 Nationwide Summary record for each fiscal year. A Nationwide Summary for a given fiscal year contains summarized information about all the State agencies for that fiscal year. The Nationwide Summary for the active fiscal year is refreshed and updated with the latest summarized data form all the State agency summaries once per night. To view the Nationwide Report Summary records, click on 'Report Summaries' tab and then select 'All Nationwide Reports' from the Report Summaries List Views dropdown menu. After clicking on the 'All Nationwide Reports' menu option you will see a list of Nationwide Report Summaries. Click on a Nationwide Report Summary to navigate to the record page.

Report Summary
Nationwide for FY 2022

∨ Information

Name
Nationwide for FY 2022

Period ⓘ
Yearly

Fiscal Year ⓘ
2022

∨ All FDEs Missing Training This FY

Total Auth FDEs ⓘ
6

% FDEs with Training ⓘ
33.33%

Auth FDEs Without Training ⓘ
4

% FDEs Without Training ⓘ
66.67%

∨ Initial Interactive Training Missing

Total New FDEs ⓘ
0

% New FDEs With Training ⓘ
100.00%

New FDEs Without Training ⓘ
0

% New FDEs Without Training ⓘ
0.00%

∨ Missing Interactive Training in Last 3 FYs

16.1.2 Record Statuses

The following 3 statuses are controlled by the Status field on the SA Summary record. The status is only applicable for the State agency Summary record type. To view the Status of a SA Report Summary record, navigate to the record page and look for the Status field.

- o Pending: The status of an SA Summary is initially set to pending. When the SA Summary record is in this status it will be updated and refreshed with summarized data from its related FDE Summaries once per night.
- o Under Review: When the State agency users are done with their data submission for the fiscal year and are satisfied with the results of their compliance reports, they will submit the SA Summary record for review and the status of the SA Summary will be changed from Pending to Under Review. It is important to note that when the SA Summary record is Under Review, neither of the SA Summary record itself or any of its related FDE Summary records will be updated or refreshed.
- o Results Locked: After the State agency users submit the SA Summary record the Regional Users will either reject the SA Summary record which goes back to Pending or approve it in which case the status changes to Under Review.

The following two fields are controlled by FNS Admins to set the SA Summary records as reported or not available.

- o Reported: Used for State Agency summary to identify that the summary has been marked as Reported by headquarter user.
- o Not Available: Used for State Agency summary to identify that the summary has been marked as Not Available by headquarter user.

16.2 Report Summary Reports

Report Summary reports are identified as compliance reports. All the compliance reports are generated from the FDE Summary and SA Summary records. These reports provide State agency users the ability to measure their performance.

SA and FNS users can access the compliance reports by navigating to Reports -> All Folders -> State Agency & FNS User Reports -> Compliance. Refer to section 14.1 Compliance (report functionality) for the details of compliance reports.

16.3 Report Summary Approval Process

This section discusses the end of year report summary approval process.

16.3.1 State agency users: Submit Report Summary for Approval

1. For State agency users, the approval status can be viewed through the Report Summaries tab from the home page.
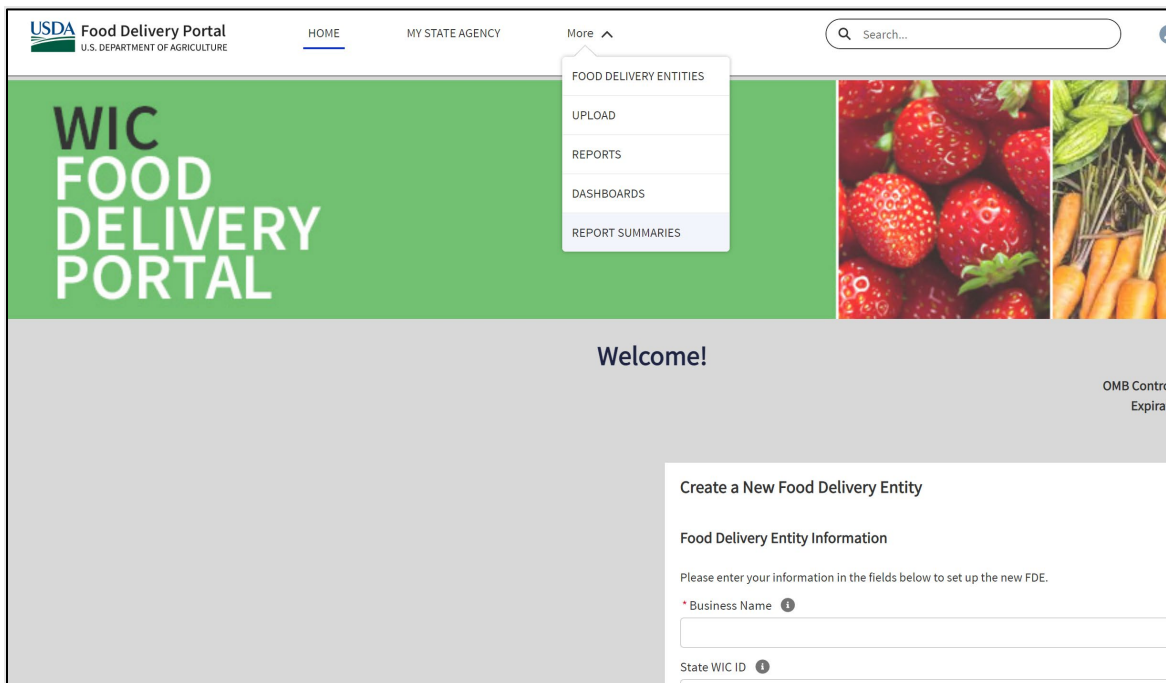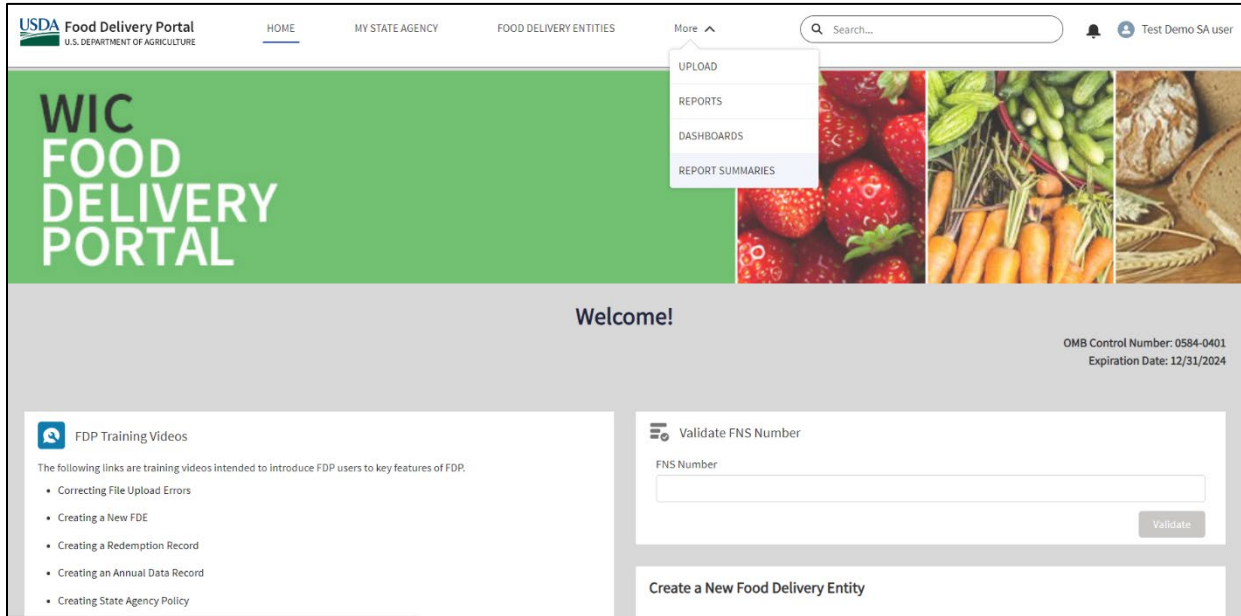
2. Recently Viewed records are displayed by default. Click the dropdown arrow near the Recently Viewed option and select the value All SA Reports from the dropdown.
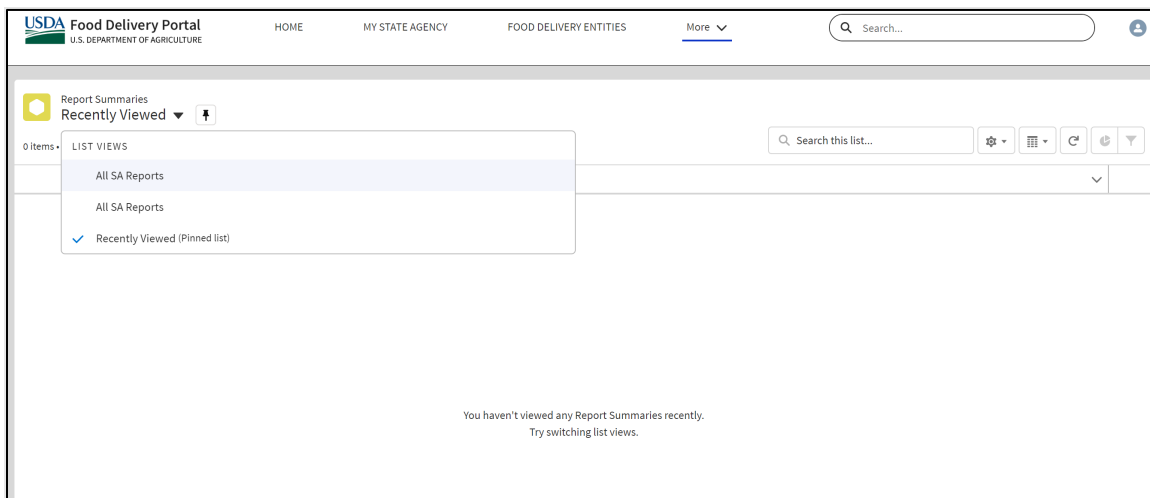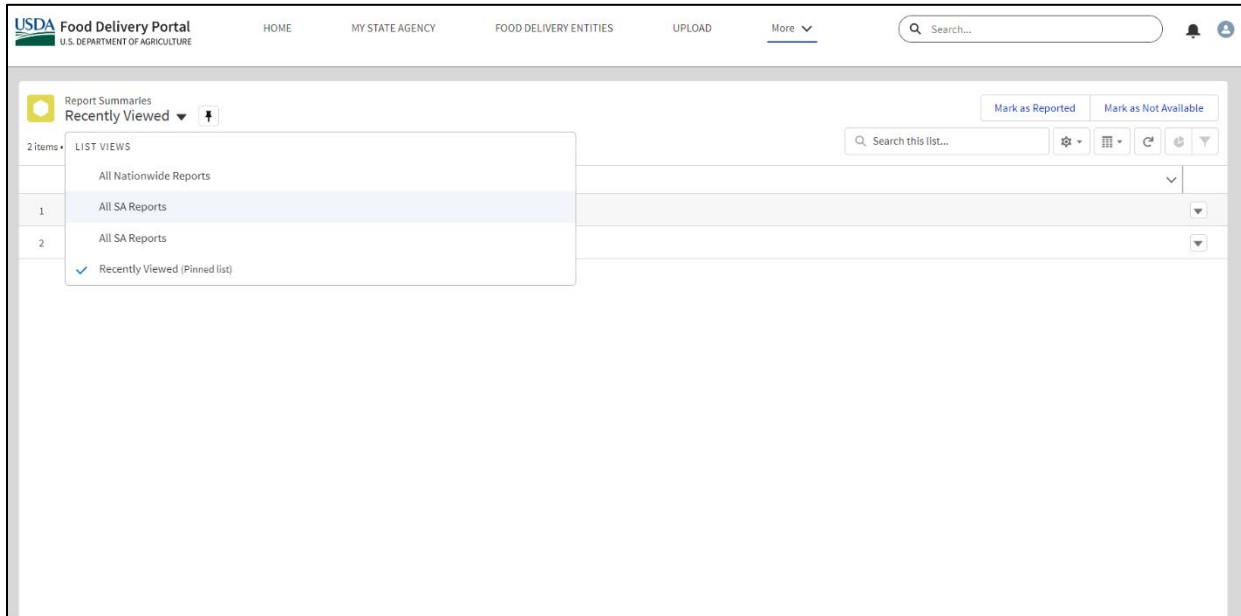
3. Here you can verify that the report has the following columns and display data for each column:
   - **Name**
   - **Fiscal Year**
   - **Period**
   - **Status**
   - **Reported**
   - **Not Available**

4. From this page, you will select a record by clicking on the SA name in the Name column. For this example, Test State Agency - 2021 will be selected.

5. The summary contains information on the State Agency and on the top right, the Submit for Review button is available. We will click on the button.
6. On this screen, you may leave a comment in the section before submitting. The comments are optional.
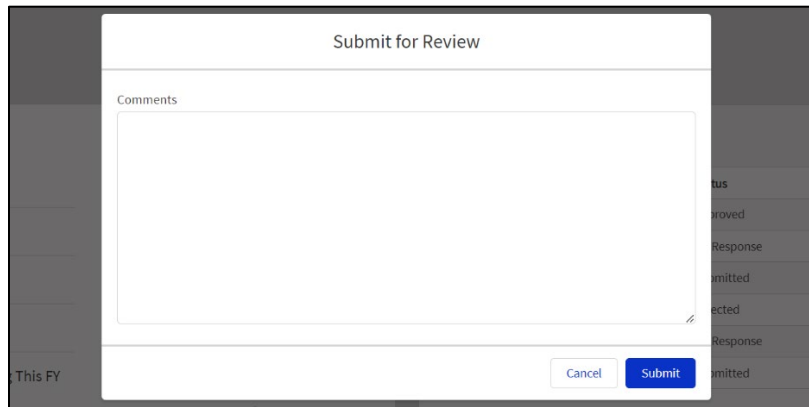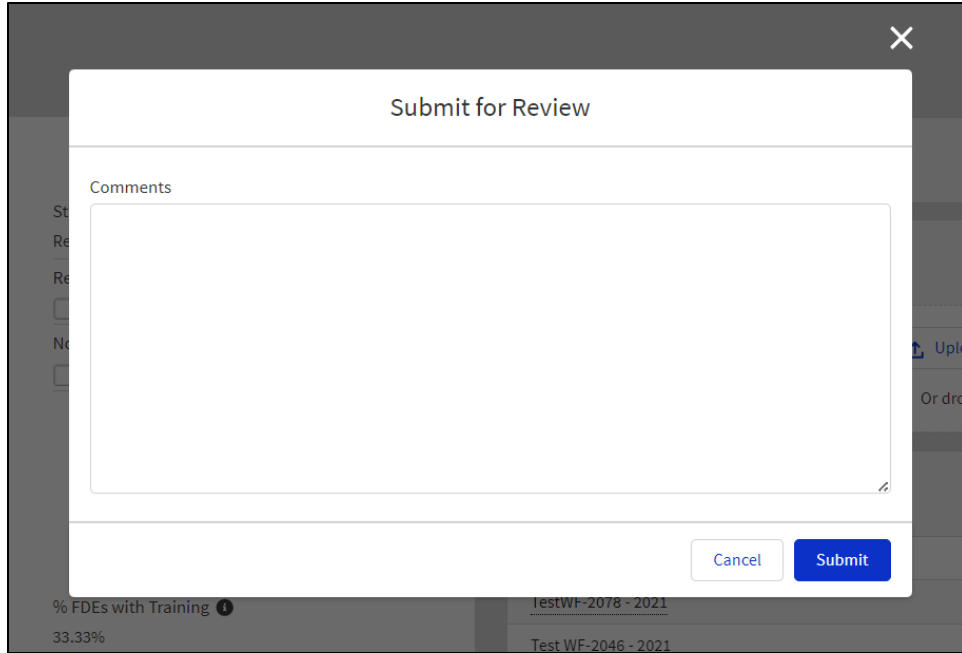
7. Once the Report Summary is submitted, the Submit for Review button should not be visible anymore. To verify the approval process was successful, you can check the status of the State Agency Report Summary and it should be changed from "Pending" to "Under Review". After submission, a notification will be sent to the Regional user.
   a. This step will freeze the Report Summary results. Any data added or changed with FDP will not be picked up if the Report Summary is not in the "Pending" status.
   b. If an update needs to be made the State agency should contact their Regional Office and request that the Report Summary be returned to "Pending" status.

USDA **Food Delivery Portal**
U.S. DEPARTMENT OF AGRICULTURE

HOME   MY STATE AGENCY   FOOD DELIVERY ENTITIES   UPLOAD   More ⌄

🔍 Search...
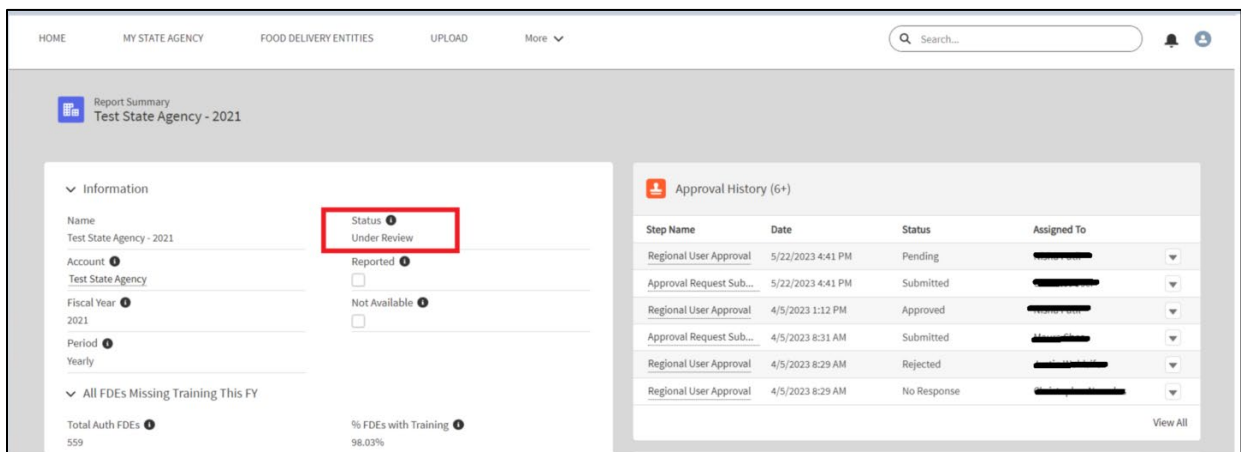
Report Summary
Test State Agency - 2021

⌄ Information

Name
Test State Agency - 2021

Account ⓘ
Test State Agency

Fiscal Year ⓘ
2021

Period ⓘ
Yearly

Parent Report Summary ⓘ
Nationwide for FY 2021

Status ⓘ
Under Review

Reported ⓘ
☐

Not Available ⓘ
☐

⌄ All FDEs Missing Training This FY

Total Auth FDEs ⓘ
9

Auth FDEs Without Training ⓘ
6

% FDEs with Training ⓘ
33.33%

% FDEs Without Training ⓘ
66.67%

📥 Approval History (2)

Step Name	Date	Status	Assigned To
Regional User Approval	12/26/2023 12:58 PM	Pending	▬▬▬ ▼
Approval Request Sub...	12/26/2023 12:58 PM	Submitted	▬▬▬ ▼

View All

📄 Notes & Attachments (0)   Upload Files

⬆ Upload Files
Or drop files

🟡 Related Report Summaries (6+)

233

16.3.2 FNS Regional users: Report Summary Rejected or Approved

Regional users can either approve the SA report summary once submitted or reject if further changes need to be made from the SA. Once a SA submits their Report Summary for Regional review, the Regional office contacts will receive an email that the Report Summary is now available for them to review.

1. From the All SA Reports page, regional users can select the approval record from the report summaries list view. We will select the record with the status as "Under Review. Alternatively, users can select the approval record from their email as well. For this example, we will select Test State Agency – 2021, which has the status Under Review.

2. We are now on the Test State Agency – 2021 Reports Summary page. Regional user should be able to view the buttons Approve or Reject which are available in the Approval History section.

3. From here, Regional users should verify the data and either reject or approve the reports. When clicking on either option, users can see a comment box before finishing. Note that when rejected, Region offices should note which records need improvement.

4. When the Report Summary is approved, the status of the Report Summary is changed to Result Locked, and the Approval History data is updated. Note: Mark as Reported button won't be available to Regional users.

5. Regional users could change report summary status back to Pending from the Results Lock status if required to do so. To change the status users should click on Return to Pending button. Note: Mark as Reported button won't be available to Regional users.

6. After clicking on Return to Pending button user should get success message and report summary status should change back to Pending. Note: Mark as Reported button won't be available to Regional users.
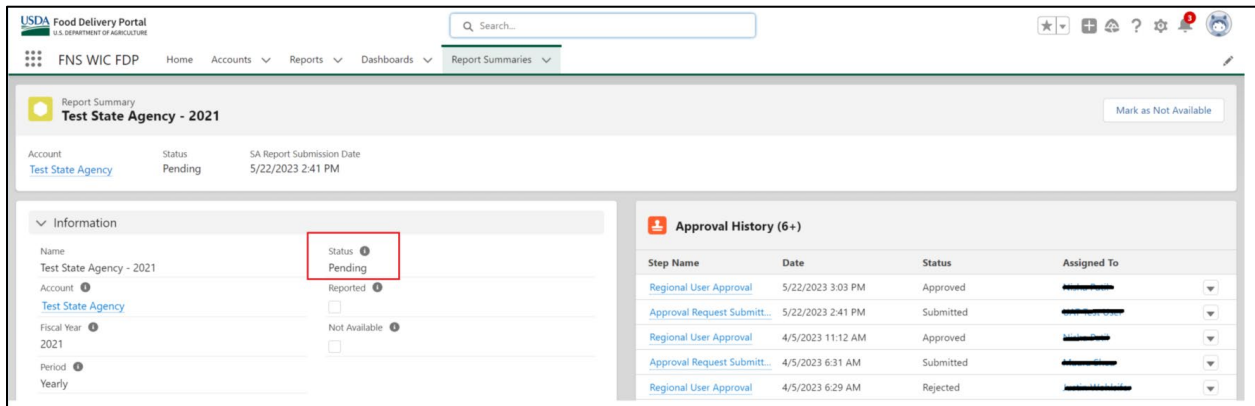
16.3.3 FNS Admins: Report Summary Mark as Reported or Not Available

FNS Admins can mark Report Summaries as Reported or Not Available.

1. We will select Report Summaries and change the displayed records from Recently Viewed to All SA Reports (see 14.1 State agency users: Submit Report Summary For Approval). The buttons Mark as Reported and Mark as Not Available are displayed on the top right side of the page.

2. To mark report Summary as Reported, Report Summary status should be Results Locked, and the Reported check box should be unchecked. For this example, we will select Mississippi - 2021 and Vermont – 2021, both have a status as Results Locked. Click on Mark as Reported.

3. The page will refresh. Mississippi - 2021 and Vermont – 2021 should now have a Reported checkbox selected.
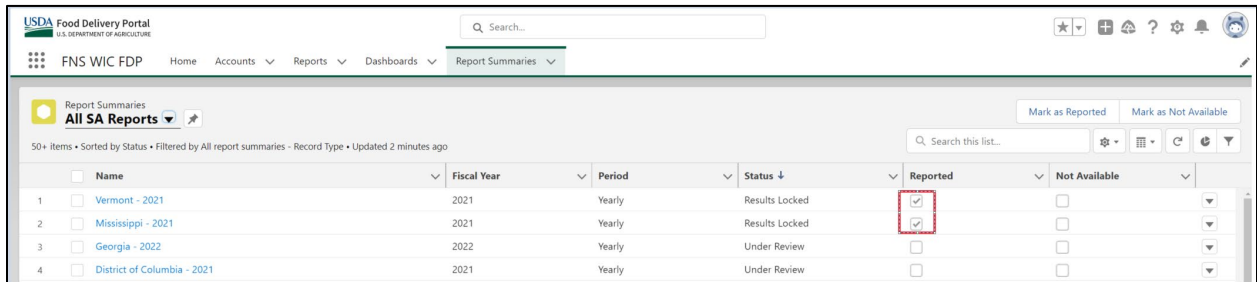
4. To Mark as Reported PIMB Admin can also select a specific report summary with Results Lock status. Here we will select Mississippi - 2021.
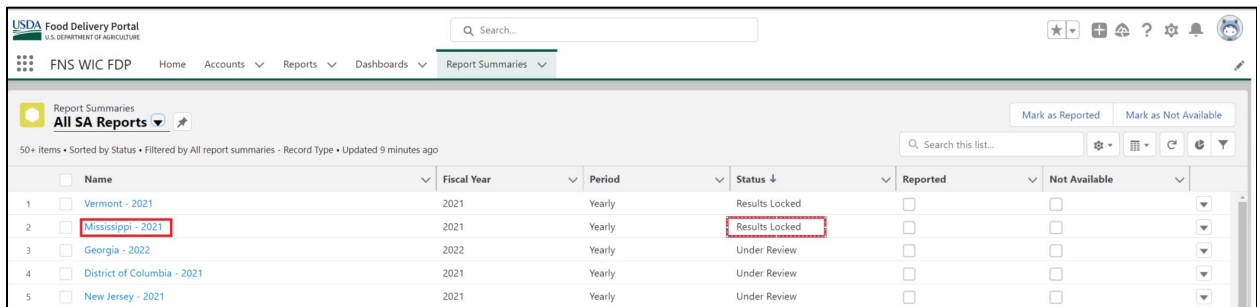
5. User should click on Mark as Reported.
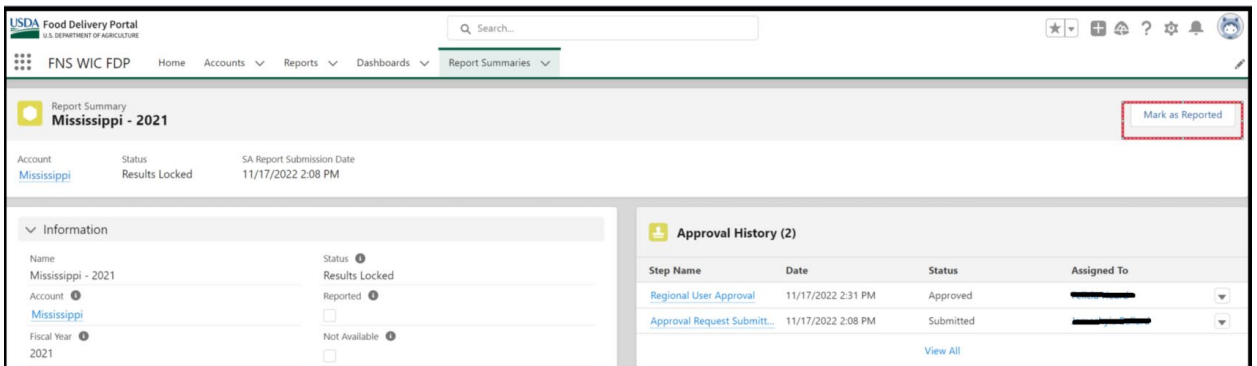
6. Success Message is displayed, and report summary is marked as Reported.
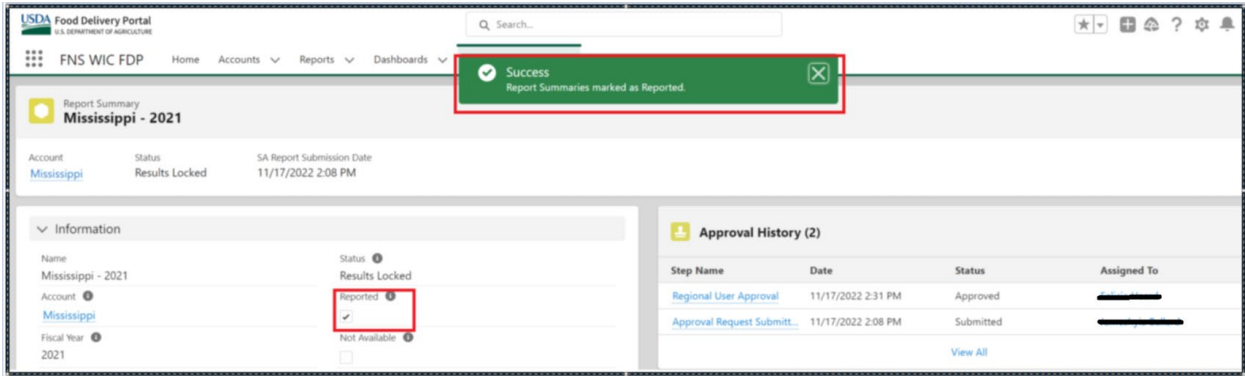
7. For the Mark as Not Available option, we will select Pennsylvania - 2021 and Virginia – 2021 as an example, both have a Pending status. Click on Mark as Not Available.
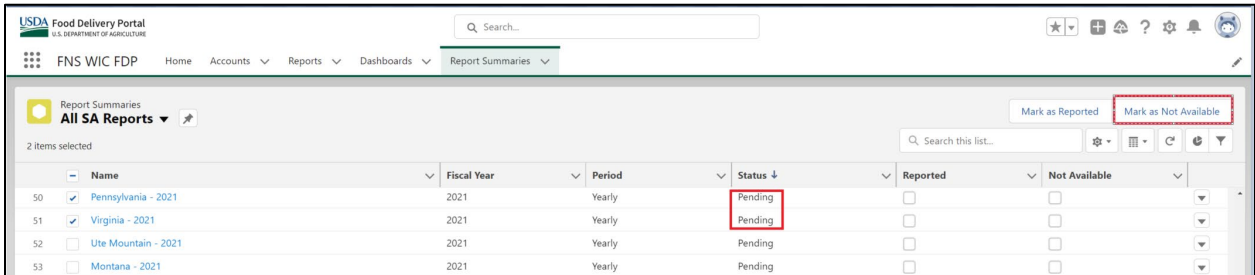
8. The page will refresh. Pennsylvania - 2021 and Virginia – 2021 should now have a Not Available check box selected.
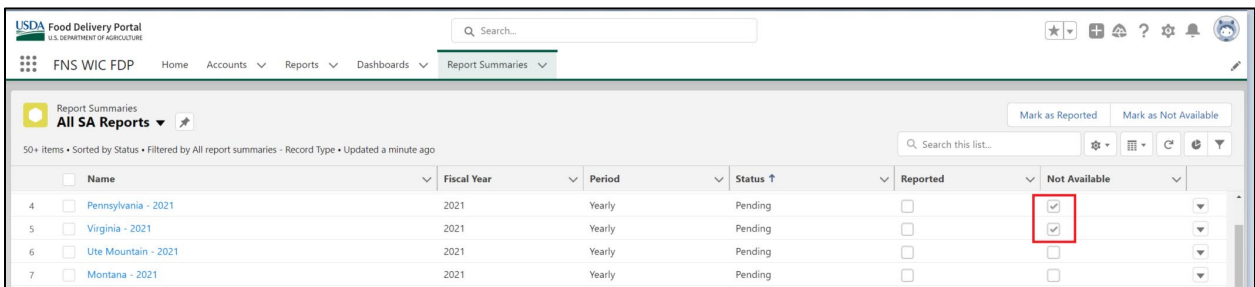
9. To Mark as Not Available PIMB Admin can also select a specific report summary with Pending status. Here we will select Michigan - 2021.

10. User should click on Mark as Not Available.

11. Success Message is displayed, and report summary is marked as Not Available.

16.4 Save SA Report Summary page as PDF

State agency users can save SA Report Summary page as PDF. Navigate to SA Report Summary page and click on 'Save as PDF' button to create a printable version of the SA Report Summary page.

After clicking the 'Save as PDF' button you will be directed to a new browser tab which will display a printable version of the SA Report Summary page.

FNS WIC FDP Portal

Maryland - 2023

▼ Information

Name	Maryland - 2023	Status ❓	Pending
Account ❓	Test State Agency	Reported ❓	☐
Fiscal Year ❓	2023	Not Available ❓	☐
Period ❓	Yearly		

▼ All FDEs Missing Training This FY

Total Auth EDEs ❓	8	% FDEs with	0.00%

Click on 'Print This Page' and follow the directions to either print the page or save it as PDF.

FNS WIC FDP Portal

- Close Window
- Print This Page
- Expand All | Collapse All

Maryland - 2023

▼ Information

Name	Maryland - 2023	Status	Pending
Account	Test State Agency	Reported	☐
Fiscal Year	2023	Not Available	☐
Period	Yearly		

▼ All FDEs Missing Training This FY

| Total Auth FDEs | 8 | % FDEs with | 0.00% |

17 Appendix: File Upload Instructions

The file upload instructions are located on PartnerWeb (https://partnerweb.usda.gov/sites/SFP/WIC-FMNP-SFMNP) in the Vendor and Technology Branch Section- Vendor Management & Food Delivery-Category Food Delivery Portal (FDP)-Sub-Topic- Other.