



Fresh Fruit and Vegetable Program

Claim Processing Manual FFVP

Website <https://ican.sd.gov/ican/PublicSplash.aspx>



Learning. Leadership. Service.



The iCAN system is for the child nutrition and food distribution programs operated in the state of South Dakota. If you have questions regarding iCAN or operating a child nutrition program, please send an email to DOE.iCANhelp@state.sd.us.

You can find more information about the child nutrition and food distribution programs in South Dakota on the [SD Department of Education, Child and Adult Nutrition Services website](#).

Returning Users: Log On

If you have been authorized for iCAN, Please press the button below to be redirected to the **South Dakota Secure Portal**.

To The Portal

Links

- [Department of Education](#)
- [Child and Adult Nutrition Services \(CANS\)](#)
- [Interested in Applying?](#)
- [Transparency Reports - SNP](#)
- [Transparency Reports - SFSP](#)
- [Transparency Reports - CACFP](#)

Internet Browser

- To ensure proper function of the iCAN system, please use Chrome or Firefox internet browsers. Most versions of Internet Explorer are no longer supported by Microsoft and can cause errors with the iCAN system.

Questions?

- If you have problems with this site, contact 605-773-3413 or DOE.SchoolLunch@state.sd.us, to be directed to a program specialist for assistance.

Non-discrimination Statement

- **Non-Discrimination Statement**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Chapter 1 – Logging into the iCAN System

- 1) Access the iCAN System by entering the URL in your web browser:
<https://ican.sd.gov/ican/PublicSplash.aspx>
- 2) Click the green “To the Portal” button
- 3) Enter your email address in the “Sign In” box
- 4) Check your email and enter the verification code
- 5) Choose whether or not to stay signed in by selecting Yes or No
- 6) Sign in again if prompted.

South Dakota Unified Nutrition x +

icanuat.sd.gov/UAT/PublicSplash.aspx

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Sign in

Enter Email Address Here

Can't access your account?

Next

Please contact your school's technical support staff if you need assistance.

Sign-in options

Microsoft

Enter code

We emailed a code to [redacted]
Please enter the code to sign in.

Enter code

Use your password instead

Sign in

Microsoft

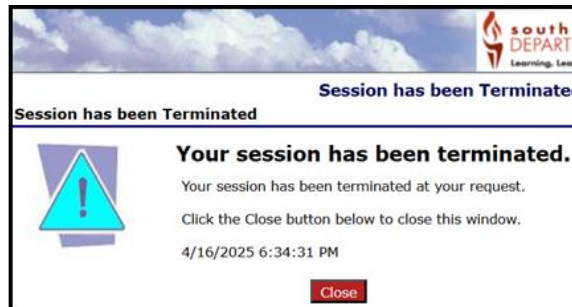
Stay signed in?

Stay signed in so you don't have to sign in again next time.

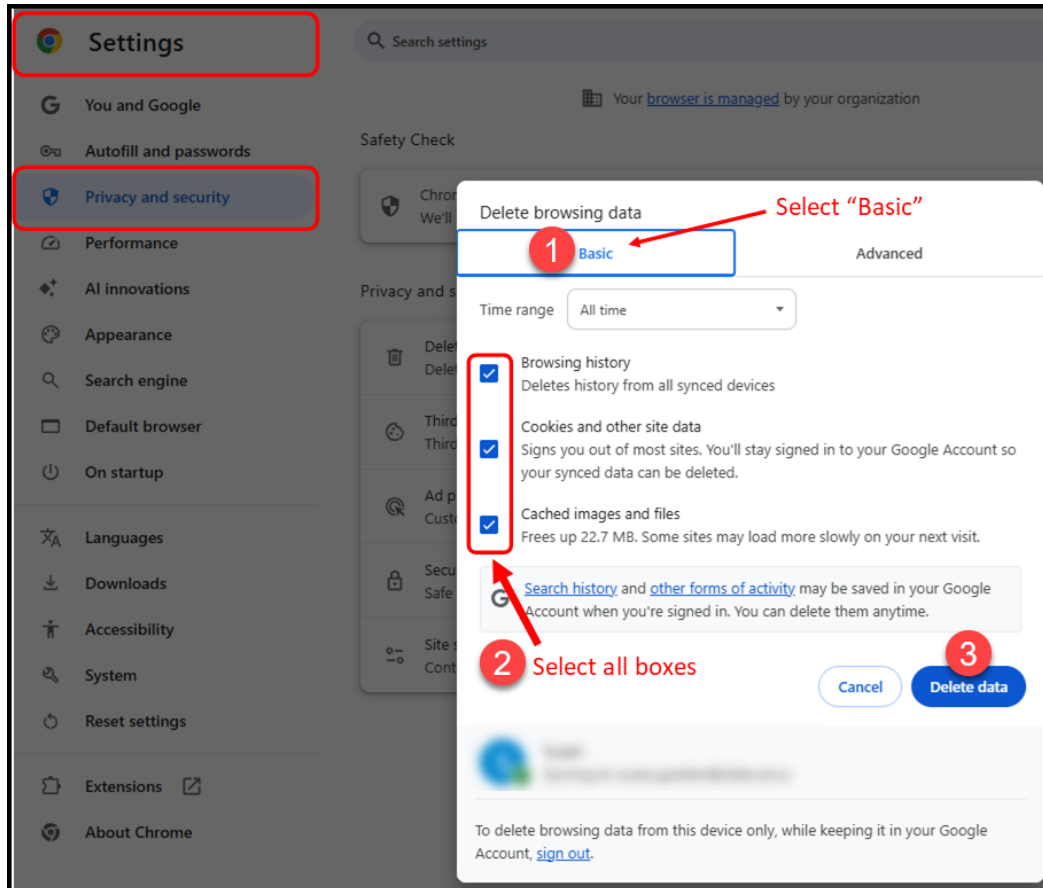
☐ Don't show this again

No **Yes**

How to Resolve a Session Error in iCAN



1. If either of the messages above appear, clear your browser data:
 - a. With the error page open, **press CTRL + Shift + Delete** on your keyboard.
 - b. A “Clear browsing data” window will appear. (Follow the steps shown in the image below.)



2. After clearing your browser data, enter the iCAN URL: <https://ican.sd.gov/ican/PublicSplash.aspx> in your web browser to return to the iCAN homepage. Then try logging in again.
3. If the problem persists, please email DOE.iCANHelp@state.sd.us or call 605-773-3413 for assistance.

If sign in is successful, scroll to the bottom of the page and select the green “Continue” button (see image below).



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(1) correo U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; o

(3) correo electrónico: program.intake@usda.gov.

Esta institución es un proveedor que ofrece igualdad de oportunidades.

< Back

Continue

 **click here**

- 7) Once you successfully log on, the *iCAN Programs* page is displayed. Click on the specific tile you wish to access. In this instance, click on *School Nutrition Programs*.



TIP: Actual access to specific program tiles is based on the user's security rights. You may not see all tiles displayed. If you have access to only one program you will not see this screen at all.

To request a new User ID, update user access, or change contact information for an existing user in the iCAN system, please complete and submit an [iCAN User ID Request Form](#). If you have questions, you can call (605) 773-3413 or email doe.icanhelp@state.sd.us. To avoid delays, please follow the instructions on the form to properly complete and submit this request.

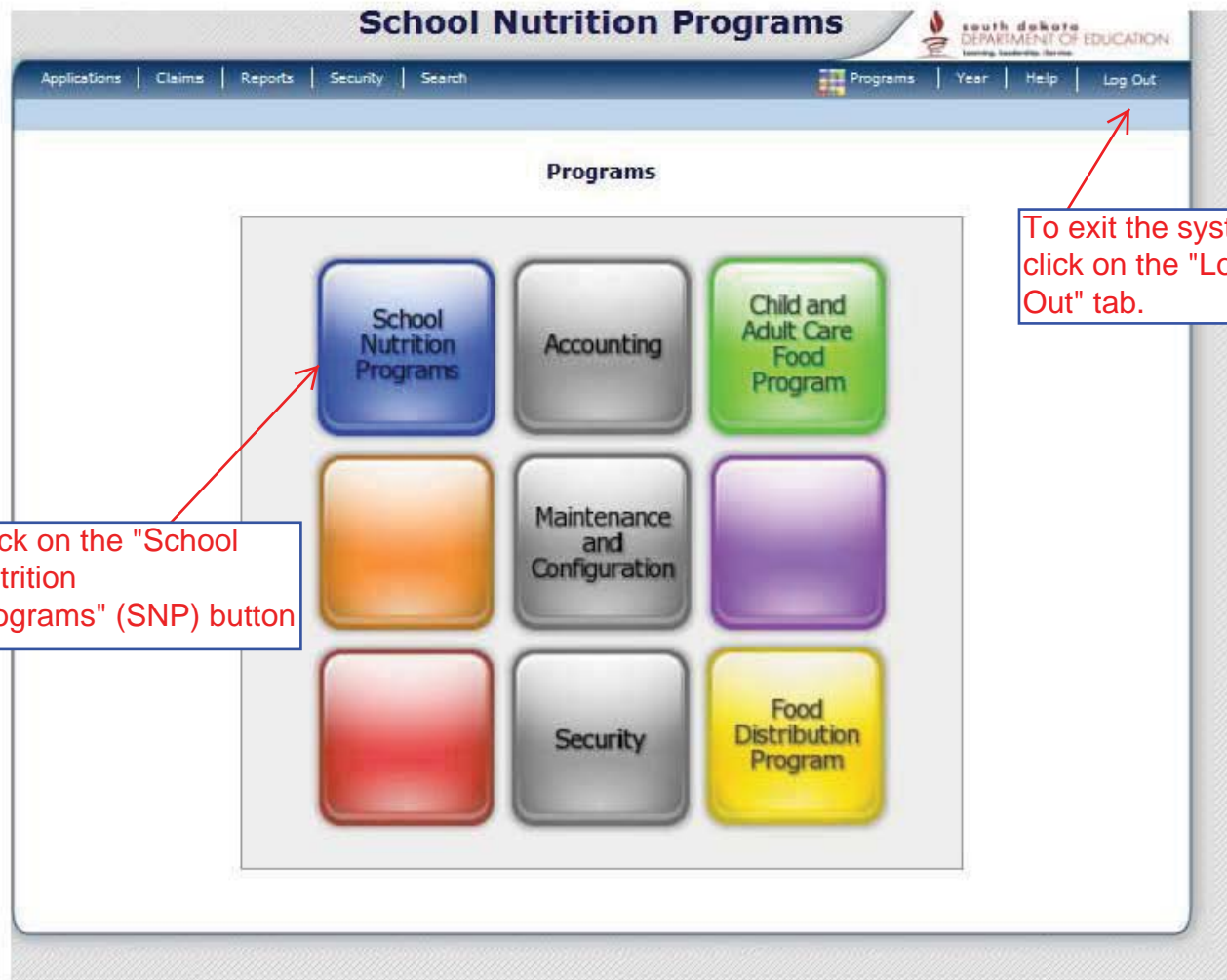
Chapter 2 – Navigating the iCAN System

Once you have logged in the top portion of the iCAN page contains key elements that provide basic information about your location within the system.

- 1) The **Program Name** will identify which Program you are in.
- 2) The dark blue line contains the **Menu** items; selecting a menu item will take you to that page.
- 3) The light blue line is the **Breadcrumb Trail**; this identifies your location within the iCAN system. Selecting a specific portion of the trail will take you back to that particular screen.
- 4) Your School or Agency information will be shown in the **Information Box**.
- 5) **Year** will allow you to select prior Program years to view.
- 6) **Help** will take you to the online help screen where you can search for a specific question or obtain instructions on navigating the iCAN system.
- 7) Make sure you **Log Out** to exit the iCAN system.



TIP: DO NOT use your browser arrows to navigate within iCAN.



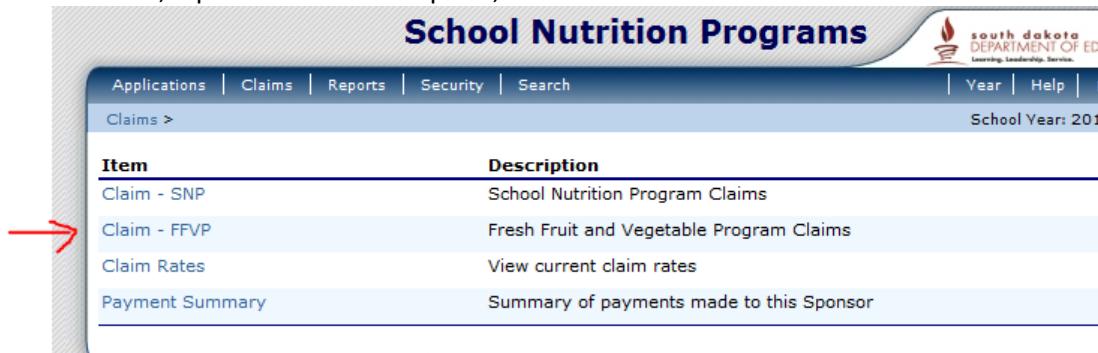
How to submit an FFVP Claim for Reimbursement:

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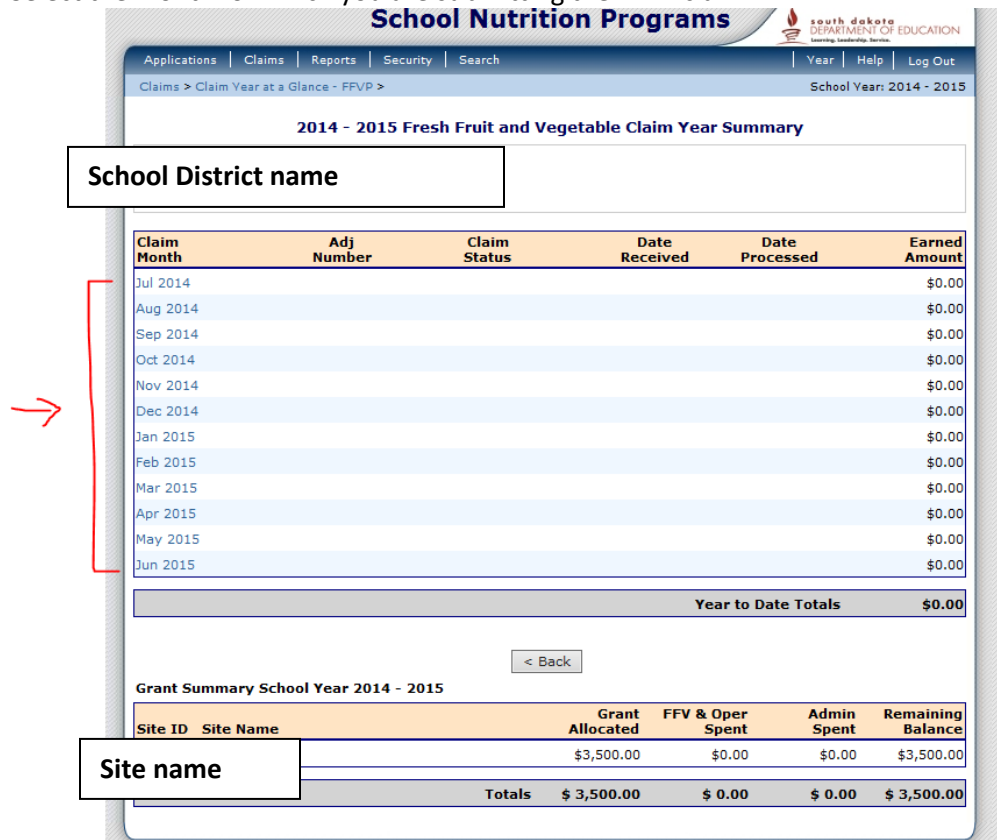
1. After logging in to iCAN, click **Claims**.



2. Next, if provided with the option, click **Claim - FFVP**.



3. Select the month for which you are submitting the FFVP claim.



How to submit an FFVP Claim for Reimbursement:

Please note: the bottom of this page also provides an ongoing grant summary. This will allow for you to know how much of your allocation is remaining.

4. After selecting your month, click 'Add Original Claim'.

School Nutrition Programs

Applications | Claims | Reports | Security | Search | Year | Help | Log Out

Claims > Claim Year at a Glance - FFVP > School Year: 2014 - 2015

2014 - 2015 Fresh Fruit and Vegetable Claim Month Details

5200100 Status: Active

School District name

Claim Month: January 2015

Action	Adj Number	Date Received	Date Accepted	Date Processed	Earned Amount	Status
There are no claims for this month.						
Total Earned					\$ 0.00	

< Back **Add Original Claim**

Site ID	Site Name	Grant Period	Grant Allocated	FFV & Oper Spent	Admin Spent	Remaining Balance
		Oct 2014 - Jun 2015	\$8,000.00	\$335.84	\$0.00	\$7,664.16
Totals			\$ 8,000.00	\$ 335.84	\$ 0.00	\$ 7,664.16

Site name

Site name

5. Select 'Add' next to the site that you are adding a claim for. This part may seem redundant, but is helpful for districts with multiple sites participating in the program.

2014 - 2015 Fresh Fruit and Vegetable Claim Site List

5200100 Status: Active

School District name

Month/Year Claimed	Adjustment Number	Date Received	Date Accepted	Date Processed	Reason Code
Jan 2015	0				

Actions	Site ID	Site Name	Errors	Status
Add	0002	Site name		

< Back Submit For Payment Approve

How to submit an FFVP Claim for Reimbursement:

6. Next, select the claim expenditures. We will start with the **Fresh Fruit and Vegetable Costs**.

School Nutrition Programs

south dakota
DEPARTMENT OF EDUCATION
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Applications | Claims | Reports | Security | Search | Year | Help | Log Out

Claims > Claim Year at a Glance - FFVP > School Year: 2014 - 2015

VIEW | MODIFY | DELETE

Fresh Fruit and Vegetable Program Site Claim for Reimbursement

5200100 Status: Active 0002 Status: Active

School District name

Site name

Month/Year Claimed	Adjustment Number	Date Received	Date Accepted	Date Processed	Reason Code
Jan 2015	0				

Claim Information

1. Number of Days of Operation for Fresh Fruit and Vegetable Program in this Report Month.

Claim Expenditures	Reviewed	Requested Expenditures	Approved Expenditures	%
2. Fresh Fruit and Vegetable Costs	no items	\$0.00	\$0.00	0.00
3. Operational Costs	no items	\$0.00	\$0.00	0.00
4. Administrative Costs	no items	\$0.00	\$0.00	0.00
Claim Totals		\$0.00	\$0.00	

Claim Comments

5. Sponsor Comments

Created By: ringalls on: 1/22/2015 6:15:54 PM Modified By: ringalls on: 1/22/2015 6:15:54 PM

Save Cancel

VIEW | MODIFY | DELETE

Please remember – dollar amounts listed on the claim should reflect what is being claimed for the FFVP. This will require you to look at invoices when filling out the claim. Only claim items that are used in the Fresh Fruit and Vegetable Program for snack during the school day.

Please see next page to continue.

How to submit an FFVP Claim for Reimbursement:

- After clicking on *Fresh Fruit and Vegetable Costs*, enter the product description, size/weight/count of product, number of units, and cost per unit. **The Total Unit Cost will automatically calculate.**

Month/Year Claimed	Adjustment Number	Date Received	Date Accepted	Date Processed	Reason Code
Jan 2015	0				

Fresh Fruit

	Product Description	Size/Weight of Shipping Unit	Number of Units	Cost per Unit	Total Unit Cost	Item Status
1.	Bananas	100	3	19.97	59.91	
2.	Kiwi	50	5	24.31	121.55	
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
				Total Cost	\$ 181.46	\$ 0.00

[More Lines](#)

Fresh Vegetables

	Product Description	Size/Weight of Shipping Unit	Number of Units	Cost per Unit	Total Unit Cost	Item Status
1.	Eggplant	3	1	14.95	14.95	
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
				Total Cost	\$ 14.95	\$ 0.00

[More Lines](#)

Fresh Fruit and Vegetable Costs					\$ 196.41	\$ 0.00
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Created By: ringalls on: 1/22/2015 6:15:54 PM Modified By: ringalls on: 1/22/2015 6:15:54 PM

[Save](#) [Cancel](#)

VIEW | [MODIFY](#)

- Click save when completed.

See the next page to continue.

How to submit an FFVP Claim for Reimbursement:

Personnel Costs - Preparation and Service

(Labor directly related to the preparation and serving of fresh fruit and vegetables)

Name\Position	# of Hours	Rate per Hour	Labor Cost	Item Status
1. Sally Strawberry - F/V prep	20	15	300	

Small Supplies/Other Operational Costs

(Small supplies - e.g. napkins, paper plates, utensils, bowls, pans and the like. Other - are such items as Low or no-fat dips, etc.)

Product Description	Number of Units	Cost per Unit	Total Unit Cost	Item Status
1. Lowfat Peanut Butter	2	6.99	13.98	
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
More Lines				
Total Cost			\$0.00	0.00
Operational Costs			\$0.00	\$0.00

Created By: ringalls on: 6/19/2015 8:13:49 AM Modified By: ringalls on: 6/19/2015 8:15:59 AM

[Save](#) [Cancel](#)

Total Unit Cost and Item Status say 'zero' as we have not yet saved. Once we save, totals will appear.

- After clicking Save, click **Finish** if you are done entering in Fresh Fruits and Vegetables costs.

Applications | Claims | Reports | Security | Search | Year | Help | Log Out

Claims > Claim Year at a Glance - FFVP > School Year: 2014 - 2015

Fresh Fruit and Vegetable Program Site Claim for Reimbursement
Fresh Fruit and Vegetable Costs Items

5200100 Status: Active 0002 Status: Active

School District name **Site name**

The Items have been saved.

< Edit Finish

How to submit an FFVP Claim for Reimbursement:

9. After clicking finish, the claim will return you back to the claim expenditure page. If you have other costs pertaining to operational costs or administrative costs, click the appropriate categories, and follow the process previously described in Step 7.

Applications | Claims | Reports | Security | Search | Year | Help | Log Out

Claims > Claim Year at a Glance - FFVP > School Year: 2014 - 2015

VIEW | MODIFY | DELETE

Fresh Fruit and Vegetable Program Site Claim for Reimbursement

5200100 Status: Active 0002 Status: Active

School District name **Site name**

Code	Error Description
43000	Number of Operating Days must be greater than 0.

Month/Year Claimed	Adjustment Number	Date Received	Date Accepted	Date Processed	Reason Code
Jan 2015	0	01/22/2015			

Claim Information

1. Number of Days of Operation for Fresh Fruit and Vegetable Program in this Report Month.

Claim Expenditures	Reviewed	Requested Expenditures	Approved Expenditures	%
2. Fresh Fruit and Vegetable Costs		\$196.41	\$0.00	0.00
3. Operational Costs	no items	\$0.00	\$0.00	0.00
4. Administrative Costs	no items	\$0.00	\$0.00	0.00
Claim Totals		\$196.41	\$0.00	

Claim Comments

5. Sponsor Comments

Created By: ringalls on: 1/22/2015 6:15:54 PM Modified By: ringalls on: 1/22/2015 6:17:52 PM

Save **Cancel**

VIEW | MODIFY | DELETE

10. Remember to include the **Number of Days of Operation** for Fresh Fruit and Vegetable Program in the claimed month. Once you have completed the claim, click **Save**.
11. After clicking save, click **Finish**.

Applications | Claims | Reports | Security | Search | Year | Help | Log Out

Claims > Claim Year at a Glance - FFVP > School Year: 2014 - 2015

Fresh Fruit and Vegetable Program Site Claim for Reimbursement

5200100 Status: Active 0002 Status: Active

School District name **Site name**

The Site Claim has been saved.

< Edit Finish

How to submit an FFVP Claim for Reimbursement:

12. After clicking *finish*, click the **Submit For Payment** button.

School Nutrition Programs

Applications | Claims | Reports | Security | Search | Year | Help | Log Out

Claims > Claim Year at a Glance - FFVP > School Year: 2014 - 2015

2014 - 2015 Fresh Fruit and Vegetable Claim Site List

5200100 Status: Active

School District name

Month/Year Claimed	Adjustment Number	Date Received	Date Accepted	Date Processed	Reason Code
Jan 2015	0	01/22/2015			

Actions	Site ID	Site Name	Errors	Status
View Modify	0002	Site name		Validated

< Back **Submit For Payment** Approve

***Please note: If an update or adjustment is made to the claim, be sure to click **Submit for Payment**, when updates and adjustments are complete. If this button is not clicked, the system will not identify the claim for payment.

13. After submitting for payment, the claim status is now listed as Pending Approval.

School Nutrition Programs

Applications | Claims | Reports | Security | Search | Year | Help | Log Out

Claims > Claim Year at a Glance - FFVP > School Year: 2014 - 2015

2014 - 2015 Fresh Fruit and Vegetable Claim Site List

School District name

Month/Year Claimed	Adjustment Number	Date Received	Date Accepted	Date Processed	Reason Code
Jan 2015	0	01/22/2015			Original

Actions	Site ID	Site Name	Errors	Status
View Modify	0002	Site name		Pending Approval

< Back Submit For Payment Approve

How to submit an FFVP Claim for Reimbursement:

For those whom have worked with the FFVP for many years, the same information that was previously provided on FFVP paper claims is also to be provided in the iCAN claim system (except for service date). Invoices do not need to be submitted. Keep invoices for documentation purposes in the event of a review, or the State Agency having questions about the claim. No signature needs to be submitted, as the State Agency considers the submission of the claim as an electronic signature.

Common Errors:

- The 'Duplicate Line Item' error can be common.

Code	Error Description
43016	Duplicate line items have been detected. Please consolidate like items by increasing the quantity to account for both items then delete the duplicate item(s).

This means that there are multiple entries in the claim that are identical. Please consolidate all 'like items' into one line entry, or provide a number behind each Product Description name (Apples – 1).

Fresh Fruit

	Product Description	Size/Weight of Shipping Unit	Number of Units	Cost per Unit	Total Unit Cost	Item Status
1.	Apples	30ct	2.00	29.5000	59.00	
2.	Apples	30ct	2.00	29.5000	59.00	

- A red 'x' may be displayed to the left of the number. Clicking the 'x' for the line will remove the line. Sometimes, schools may need to delete multiple blank lines, if text was previously entered.

*****Please note:** If an update or adjustment is made to the claim, be sure to click **Submit for Payment**, when updates and adjustments are complete. If this button is not clicked, the system will not identify the claim for payment.

Please remember – dollar amounts listed on the claim should reflect what is being claimed for the FFVP. This will require you to look at invoices when filling out the claim. Only claim items that are used in the Fresh Fruit and Vegetable Program for snack during the school day.