

Part 1: Objectives

- Identify the reasons to request a drop shipment
- List the items that must be manually printed on the drop shipment form

Reasons for Drop Shipment

- Not available locally
- Local supplier will take too long
- Local supplier will not break cases

Ways to Obtain Locally

- Local pharmacies
- WIC only stores

Cannot Drop Ship

STANDARD FORMULAS



Approval and Issuance



Has this formula been approved?

Has the formula name, code, quantity, and food package been identified?

Is this formula available locally?

Drop Ship Order Form

- Client or proxy must be present with EBT card and know their pin
- Amount of formula depends on the baby's age
- Print an order form for each month of issuance

Step-by step instructions can be found here: [DSHS WIC Website](#)

Packaging Challenges

- Check the Formula Code list for items shaded in gray
- The formula quantity ordered may need to be reduced
- Call the formula pager at (512) 499-6814 if there are questions.

Pre-printed on the Drop Ship Form

- Benefit Month
- LA/Site and phone#
- Participant Name
- PAN Number
- Formula Issued
- Clinic Name & Address



Manual Entry Requirements

- Date of Order
- Staff member ordering formula

Special Shipping Considerations

- Formula needs to be shipped to a different clinic?
- Clinic closed?
- In stock? Delay?
- Special flavor

Additional Manual Entries



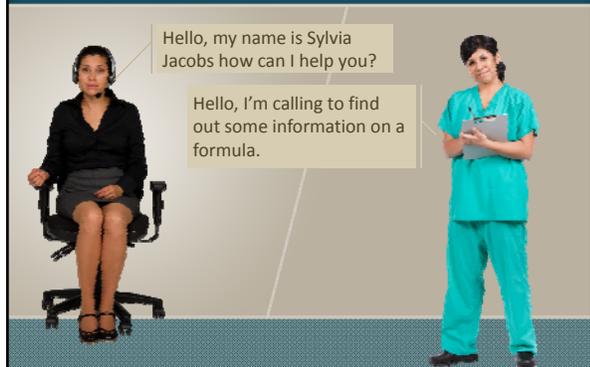
When calling a drop ship vendor, you'll need to manually write in a few more details...

Drop Ship Vendors

Three drop ship vendors:

- STAR (Addison) 1-800-368-2065
- Medco (Houston) 1-800-755-2432
- URS Medical, LP (Waco) 254-751-1556

Vendor Information



Don't forget to write down...

- The vendor and contact person
- Vendor phone number and address
- The price per container/package
- Local clinic telephone number

Do Not Buy Statement

Very Important:

- Client signs - DO NOT BUY Statement
- Keep a copy of the signed statement

Before Faxing the Order

- Verify that the information is correct
- Use your drop ship checklist to make sure everything is complete
- Do **not** sign – wait until the shipment arrives



Verify with Vendor

Call after faxing to verify the order was received



Part 2: Formula Arrives



Part 2: Objectives

- List the steps to take once formula has been received by the clinic
- Determine the reasons and action needed to return the formula
- Describe the best methods for keeping record of drop shipments

Formula Received by Clinic

- Count and verify order
- Write date received
- Signature of person receiving
- Correct: Circle Y or N

Contact the Participant

- Contact by phone or mail
- If not reached, it is recommended to try 3 times
- Document the attempts

Client Picks Up Formula

- Verify that the client:
 - Signed and dated the form
 - Put the correct day, month, and year
 - Benefit month and client signature month must match
- Check the PAN. If the card was lost between order and delivery, it will be different.

Formula Payment

The signed and dated order form is required for payment of formula

Next Steps

<i>Check</i>	Double check to make sure the form has all signatures
<i>Fax</i>	Fax the completed original drop ship form to the vendor as soon as possible
<i>Verify</i>	Lastly, call the vendor and verify the fax was received

Organization / Communication

Designate a book or folder for staff in each clinic. Inside keep:

- Past, present, and future orders
- Copy of the procedures
- Copy of the checklist
- List of Drop Ship vendors

Repeat Orders

- Remember to order for the next month
- Particular day for Drop Ship orders
- Check the PAN when the client picks up the formula.

Late in Month < 4 days

If formula cannot be received before end of month:

Order for next month

Formula Issues: *Before* Pickup

- Wrong formula shipped
- Prescription change
- Participant doesn't return to pick up

Formula Issues: *After* Pickup

- Wrong formula was picked up
- Prescription changes after pick-up

Returning Drop Ship Formula

All drop shipped formula must be returned before another formula can be issued.

Returning Drop Ship Formula – For Exchange

- Drop ship returned formula cannot be documented using TWIN
- Treat as a regular formula exchange

How to Avoid Common Errors

Use the Drop Ship Checklist to avoid these common errors:

- Missing order date
- Missing delivery date
- Missing staff signature for formula
- Missing or incorrect signature and/or date



Also watch out for....

- Removed drop shipped formula from EBT card
- Don't change the amount issued after delivery



Key Steps: Starting a Drop Ship

- Make sure benefits are issued
- Use the Drop Ship order forms from TWIN
- Complete order forms by hand
- Review and check with the Drop Ship Checklist

Key Steps: Formula Arrival

- LA signs and dates original Drop Ship form
- Client is contacted
- Client arrives, signs original Drop Ship form, and takes formula
- Fax original Drop Ship form to vendor
- Call vendor to verify
- Place Drop Ship form in your "completed Drop Ship" file

First time to drop ship?

Call beeper 512-499-6814
for assistance