

POLICY AND PROCEDURE MANUAL

7. FOOD SUPPLEMENTS.

7.07 Formula Exchange.

A. POLICY:

PA WIC shall operate a Formula Return Register to track formulas being returned by participants as a result of switching formulas or no longer needing formula.

B. PROCEDURE:

1. Formula returns shall be made only at the local agency/clinic and not at the retail store.
2. Participants shall return any unused and unopened formula when requesting a formula change.
 - a. Staff shall record any returned formula in the MIS for current month purchases prior to creating the new food package.
 - b. Staff shall record returned formula on the Formula Return Register.
3. A documented inventory of all returned and donated formula shall be maintained by the local agency/clinic.
 - a. Discard expired, damaged, dented or rusted cans of formula.
 - b. Returned formula may be donated to a local food pantry/bank at any time, preferably with a minimum of 30 days remaining prior to the expiration date.
 - c. Document the disposition of returned formula on a form equivalent to the Formula Return Register (See Attachments #2 and #3).
4. The local agency clinic manager shall:
 - a. Check formula inventory once a month to reconcile the formula in storage with formula listed on the Formula Return Register.
 - b. Donate formula that is about to expire.
 - c. Discard formula that has expired.
 - d. Inform other local agencies via MIS message whenever returned special formulas shipped directly to a WIC clinic are available.
5. Direct ship formulas which are shipped to a WIC clinic and not picked up by the participant shall be listed on the Formula Return Register. Use MIS messages to notify other local WIC agencies that the formula is available. The message shall include the formula name, amount, the contact person and the phone number. If another local agency is able to use the formula, ship it to the agency and record that on the Formula Return Register. Update the MIS message as needed.

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Attachment(s):

1. [Formula Return Register](#)
2. [Sample Formula Return Register](#)

Policy and Procedure Status:

1. This P&P supersedes P&P Number 7.07, dated May 21, 2015.