

# *Step by Step Instruction:* How to Submit a Claim in CNPWeb

Professional Standards Learning Code 3310  
Length: 45 minutes



***Revised October 2016***

"Step by Step Instruction: How to Submit a Claim using CNPWeb" is intended for the School Food Authorities in the state of Arizona. All regulations are specific to operating the National School Lunch Program under the direction of the Arizona Department of Education.

*Step by Step  
Instruction:  
How to Submit  
a Claim in  
CNPWeb*

## Intended Audience and Content

- This *How-To-Guide* is intended for Local Educational Agencies (LEAs) operating the National School Lunch Program (NSLP) who submit claims in CNPWeb for reimbursement.
- The following slides provide guidance on how to submit a claim in CNPWeb.
- Attendees are expected to have already submitted Site and Sponsor applications for the program year.
- If you have not submitted your Site and Sponsor applications, **please review this *How-To-Guide* before continuing:**
  - [How to Submit Site and Sponsor Applications in CNPWeb](#)

*Step by Step  
Instruction:  
How to Submit  
a Claim in  
CNPWeb*

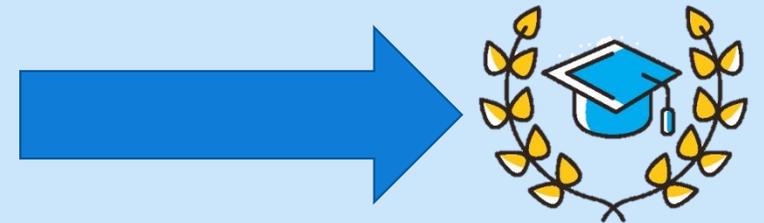
## **Objectives**

At the end of this training, attendees should be able to:

- understand the reimbursement process set forth in Arizona;
- use CNPWeb to submit claims for reimbursement;
- implement a system of checks and balances to ensure accurate claiming procedures; and
- implement practices to ensure monthly claims are submitted on time.

# *Comprehension Check*

- Throughout this guide there will be comprehension quiz questions to test your knowledge and help you apply what you're learning.
- Be sure to review these quiz questions and the answers, available within the guide.
- This icon will indicate a comprehension quiz question, and the background of the slides will be a light blue like you see on this slide.



# *Step by Step Instruction: How to Submit a Claim in CNPWeb*

## **Definitions**

- **Attendance Factor:** A percentage developed each program year by ADE School Finance. This percentage accounts for the difference between enrollment and attendance. This information is used as a basic edit check for claims.
- **Common Logon:** An online portal that houses web access to different reports and program applications for all Arizona Department of Education (ADE) divisions.
- **Daily Edit Check:** A worksheet that is required to be completed on a daily basis to ensure the number of children currently eligible for free, reduced-price, and paid meals, multiplied by the LEA's attendance factor, do not exceed the meals served for the day.
- **Meal Claiming:** Federal reimbursement is provided for each meal that meets program requirements and is served to an eligible student. To obtain this reimbursement, school personnel must accurately count, record, and claim the number of meals actually served to students by category (free, reduced-price, paid) at the point of service.
- **Program Year:** The operating period for Child Nutrition Programs, which is July 1-June 30.

*Step by Step  
Instruction:  
How to Submit  
a Claim in  
CNPWeb*

*The Step by Step Instruction will review:*

Introduction to Claiming for Reimbursement	Slides 7-17
Log into CNPWeb	Slides 18-28
Submitting a Claim	Slides 29-58
Revising a Claim	Slides 59-68
Questions and Answers	Slides 69-77

*The following slides will only cover how-to instructions for submitting a claim using CNPWeb. Please refer back to the [ADE Online Training Library](#) for other How-To-Guides regarding operation of the program.*

# Introduction to Claiming for Reimbursement

# *Introduction*

## **Overview**

- Federal reimbursement is provided for each meal/snack that meets program requirements and is served to an eligible student.
- To obtain this reimbursement, school personnel must accurately count, record, and claim the number of meals actually served to students by category (paid, reduced-price, or free) at the point of service.
- The number of meals/snacks claimed for reimbursement must have adequate documentation on file to support the claim.
- In Arizona, LEAs must submit reimbursement claims online by logging into common logon.

# Introduction

## What is Common Logon?

- Common logon is an online portal that houses web access to different reports and program applications for multiple program areas within ADE. Throughout the program year, ADE will require LEAs to submit reports using this online portal.

The screenshots show the Common Logon interface. The left screenshot is the login page with the Arizona Department of Education logo and the text 'COMMON LOGON'. It features a yellow header with the tagline 'The gateway to secure data transactions and information'. Below the header are input fields for 'Username:' and 'Password:', followed by a 'Continue >>' button. A list of bullet points provides instructions and links for users. The right screenshot shows the 'Common Logon Application Menu' with a yellow header and the same tagline. It lists six applications, each preceded by a blue diamond icon: 'CNP Direct Certification / Direct Verification', 'CNP Menu Certification', 'CNP Verification', 'CNPWeb', 'LEA Profile', and 'Online Registration Internal Web'. At the bottom of the menu are two buttons: 'Change Profile' and 'Logout'.

*Common Logon Application Menu: List of all ADE web applications. Each web application holds permissions to a different report and/or database.*

# Introduction

## What is CNPWeb?

- CNPWeb is the web application where LEAs operating Child Nutrition Programs submit their annual Site and Sponsor applications and submit claims for reimbursement.

The gateway to secure data transactions and information

Common Logon Application Menu

- ◆ CNP Direct Certification / Direct Verification
- ◆ CNP Menu Certification
- ◆ CNP Verification
- ◆ **CNPWeb**
- ◆ LEA Profile
- ◆ Online Registration Internal Web

[Change Profile](#) [Logout](#)

Arizona Department of Education  
Child Nutrition Program

[Applications](#) [Claims](#) [CNP Overview](#)

### NSLP

Home

You are in NSLP Home

Check the following links frequently for new announcements and important program information regarding NSLP:

- [Click Here for a list of NSLP Memos](#) ✨

Your NSLP Program Specialist is:

Jessica Gibbs  
Email: [jessica.gibbs@azed.gov](mailto:jessica.gibbs@azed.gov)  
Telephone: (602) 542-4815

Sponsor Status:

# Introduction

## How do I obtain access to CNPWeb?

- ADE will provide individual users with a common logon username and password and access to specific common logon applications.
- Users must submit the form *Common Logon Permissions for NSLP* in order to receive a username and password, and access to CNPWeb.
- The form can be found on [ADE Program Forms Webpage](#).



Permission  
Form

# Introduction

## Common Logon Permissions for NSLP

- For access to CNPWeb, check off the box titled *Check here to request CNPWeb-NSLP permissions OR to keep them if you received them previously.*
- The form must be signed by the designated official or authorized signer (found on the LEA's Food Program Permanent Service Agreement).
- The form can be emailed to the contact information listed on the top of the form. ADE will process the request within 7-10 days and notify the individual requesting permissions.
- Contact ADE at (602) 542-8700 if you have questions while completing this form.

**Common Logon Permissions for NSLP**  
Please scan & e-mail the completed form to  
[ADESchoolNutrition@azed.gov](mailto:ADESchoolNutrition@azed.gov)

<input type="text"/>		<input type="text"/>
<small>Sponsor Name (this is the name of your District, your Non-Profit, your Church, etc.)</small>		<small>CTDS #</small>
<input type="text"/>	<input type="text"/>	
<small>First Name (of person having permissions added/deleted)</small>	<small>Last Name</small>	
<input type="text"/>	<input type="text"/>	
<small>Username (enter if you already have a username that you use to log in to the ADE Common Logon. Example: JSmith1983)</small>	<small>Work E-Mail Address</small>	
<input type="text"/>	<input type="text"/>	
<small>Title</small>	<small>Work Phone Number</small>	<small>Ext.</small>
<input type="text"/>	<input type="text"/>	<input type="text"/>

**Permissions Section**

Check here to request CNPWeb-NSLP permissions OR to keep them if you received them previously. *Note that if left blank, permissions will be deleted if you received them previously.*

Check here to request CNP Direct Certification permissions OR to keep them if you received them previously. *Note that if left blank, permissions will be deleted if you received them previously.*

Check here to request CNP VERIFICATION permissions OR to keep them if you received them previously. *Note that if left blank, permissions will be deleted if you received them previously.*

Check here if the user should be DELETED

<input type="text"/>	
<small>Authorized Representative</small>	
<input type="text"/>	<input type="text"/>
<small>Signature</small>	<small>Date</small>
<input type="text"/>	<input type="text"/>
<small>Work E-Mail Address</small>	<small>Work Phone Number</small>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<small>Ext.</small>

As the above named Authorized Representative, I certify that I am a Governing Board Member that is listed on the Certification Page of the ADE Food Program Permanent Service Agreement Contract; or a Designated Official/Authorized Representative that is listed on the last page of the ADE Food Program Permanent Service Agreement Contract. I understand by signing this document I am certifying that the above named User has been provided with the ADE Acceptable Use Policy, is an employee with this organization, and understands the responsibilities associated with the Common Logon Permissions for Health and Nutrition Services. Finally, I understand that it is my responsibility to request ADE to disable this user account, should this employee resign or be terminated from employment with the above named organization.

**ADE USE ONLY**

<small>Approved By:</small> <input type="text"/>	<small>Date:</small> <input type="text"/>
<small>ADE Child Nutrition Programs Representative</small>	<small>Revised 5/18/2016</small>

Arizona Department of Education, Health and Nutrition Services  
1535 West Jefferson Street, Bin #7, Phoenix, Arizona 85007 • (602) 542-8700 • [www.azed.gov](http://www.azed.gov)

# *Introduction*

## **Who should submit the claims?**

- It is recommended to have more than one representative with access to CNPWeb to submit the claims in the event one user is unavailable.
- If the staff member leaves the Local Educational Agency (LEA), their login information must be deleted and cannot be shared among other staff (ideally, the LEA would have another individual with already established CNPWeb access to submit the claim).
- CNPWeb will provide an electronic date stamp containing the username, date and time the action occurred (i.e. submitted claim).

## *Comprehension Check*

**How many people does ADE recommend have access to CNPWeb in common logon?**

- A. Just one. The information submitted is confidential and the fewer people who have access, the better.
- B. At least two. This helps ensure there will be someone at the LEA who can submit the claim in the event one person is unavailable.
- C. Everyone involved in the food service operation should have access to CNPWeb in common logon.



## Comprehension Check

How many people does ADE recommend have access to CNPWeb in common logon?

- A. Just one. The information submitted is confidential and the fewer people who have access, the better.
- B. At least two. This helps ensure there will be someone at the LEA who can submit the claim in the event one person is unavailable.**
- C. Everyone involved in the food service operation should have access to CNPWeb in common logon.

**If only one person has access to common logon and he/she is out of the office unexpectedly, or leaves their position, the LEA will not be able to submit a claim until someone else receives common logon access. Having at least two people with common logon access will ensure there's a backup plan in the event one person is unable to submit the claim.**



# Introduction

## When can I submit my claim?

- A monthly claim is generated for each approved site in CNPWeb after the month of operation is complete.

*For example: On September 1, CNPWeb created a claim that the LEA can open to enter in the number of meals served for the month of August.*

- Claims can be submitted starting the 1<sup>st</sup> day of the month through the 10<sup>th</sup> of the month.
- Claims may be submitted after the 10<sup>th</sup> of the month, however ADE does not guarantee payment during the month of submission.

## When can I expect to be reimbursed?

- Claims submitted by the 10<sup>th</sup> of each month will be paid during the month of submission.

*For example:*

<b><i>November 1-10<sup>th</sup></i></b>	<b><i>December 1-10<sup>th</sup></i></b>	<b><i>January 1-10<sup>th</sup></i></b>
<i>Submit claim for operating month of October and <b>receive payment in November.</b></i>	<i>Submit claim for operating month of November and <b>receive payment in December.</b></i>	<i>Submit claim for operating month of December and <b>receive payment in January.</b></i>

Log into CNPWeb

Log into  
CNPWeb

1. Go to the ADE Health and Nutrition Webpage:  
<http://www.azed.gov/health-nutrition/nslp/>.

The screenshot shows the Arizona Department of Education's Health & Nutrition Services webpage. At the top left is the Arizona Department of Education logo, featuring three stylized figures in red, blue, and yellow. To the right are social media icons for Facebook and Twitter, and the AZ.GOV logo. A search bar is located in the top right corner. Below the header is a navigation menu with links for HOME, ALL PROGRAMS, STAFF DIRECTORY, CONTACT ADE, FAQ, SCHOOL REPORT CARDS, COMMON LOGON, and ADECONNECT. The main heading is "HEALTH & NUTRITION SERVICES" in large, bold, white letters on a dark background. Below this is a breadcrumb trail: Home | Child/Adult Care | School Nutrition Programs | School Health Programs | School Food Programs | Summer Food | Memos | % Free/ Reduced. The main content area is titled "National School Lunch & School Breakfast Program" and includes a "Mission" statement: "To safeguard the health and well-being of the nation's children by establishing good eating habits and providing adequate food for the children." There are two call-to-action buttons: "How LEAs Apply for the National School Lunch & School Breakfast Programs" and "Operating the National School Lunch & School Breakfast Programs". On the right side, there are several yellow buttons for "Hot Topics", "Event Registration", "Financial Info", "FAQ", "Civil Rights", and "Contact Us". A sidebar on the left lists "HNS PROGRAMS" with links to Home, Child/Adult Care, School Nutrition Programs, School Health Programs, School Food Programs, Summer Food, Memos, and % Free/ Reduced.

Log into  
CNPWeb

2. Click on [COMMON LOGON](#) found on the upper right of the webpage.



The screenshot shows the Arizona Department of Education website. At the top left is the logo with the text "Arizona Department of Education". To the right are social media icons for Facebook and Twitter, a font size selector, and a search bar. A blue arrow points to the "COMMON LOGON" link in the navigation menu. Below the navigation menu is a banner for "HEALTH & NUTRITION SERVICES". Underneath the banner is a breadcrumb trail: "Home | Child/Adult Care | School Nutrition Programs | School Health Programs | School Food Programs | Summer Food | Memos | % Free/ Reduced". The main content area is titled "National School Lunch & School Breakfast Program" and includes a "Mission" statement with a photo of a child eating. There are two call-to-action buttons: "How LEAs Apply for the National School Lunch & School Breakfast Programs" and "Operating the National School Lunch & School Breakfast Programs". On the right side, there is a vertical list of buttons: "Hot Topics", "Event Registration", "Financial Info", "FAQ", "Civil Rights", and "Contact Us". A left sidebar contains a "HNS PROGRAMS" menu with links to Home, Child/Adult Care, School Nutrition Programs, School Health Programs, School Food Programs, Summer Food, Memos, and % Free/ Reduced.

# Log into CNPWeb

*A new webpage will load. It should look like this screen:*

ARIZONA DEPARTMENT  
of EDUCATION

COMMON LOGON

The gateway to secure data transactions and information

Username:

Password:

- Please note that our web pages have new functionality which will log you out and take you back to this page if your session remains idle for too long a period of time.
- We have changed our practices regarding passwords and user accounts. [Click here](#) for Current Password Process.
- If you have lost your password [Click here](#).
- To launch an application the user must have a valid username and password and must agree that, by using that username and password, they will abide by the [ADE Acceptable Use Policy](#).
- Any questions related to Common Logon account, please contact the ADE Support Center at (602) 542-7378 if you are in the Phoenix area. Outside the Phoenix area (866) 577-9636 or E-mail [enterprise@ade.az.gov](mailto:enterprise@ade.az.gov). Or [Click here](#) for more information.
- Check the [MIS Bulletin Board](#) for the latest news and information.



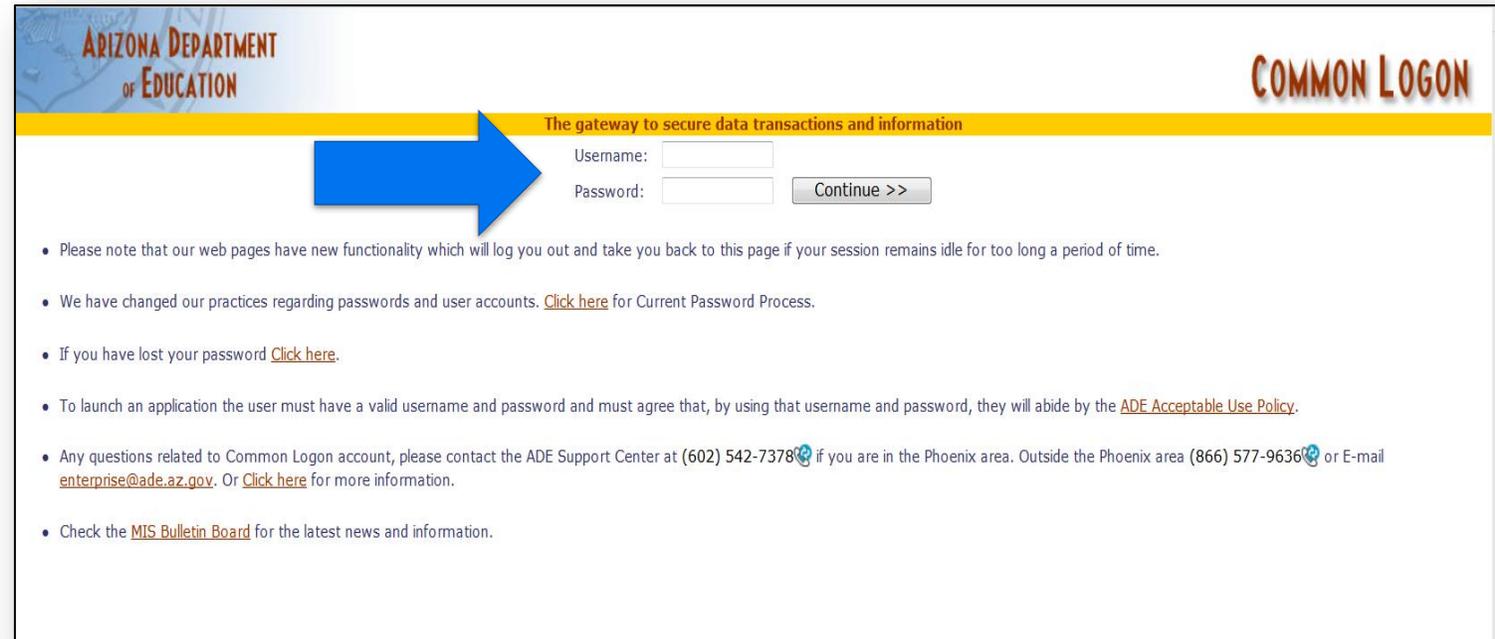
**You must have a username and password in order to access common logon.**

***\*If you do not have a username and password:***

- Please refer back to slides 11-12 for guidance on how to obtain a username and password.

# Log into CNPWeb

## 3. Enter your username and password.



ARIZONA DEPARTMENT  
of EDUCATION

COMMON LOGON

The gateway to secure data transactions and information

Username:

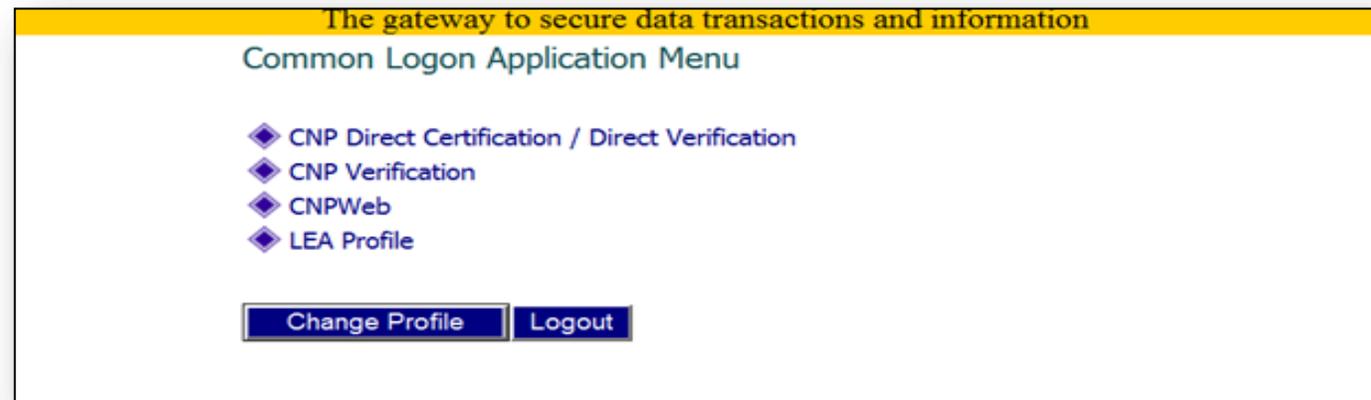
Password:

- Please note that our web pages have new functionality which will log you out and take you back to this page if your session remains idle for too long a period of time.
- We have changed our practices regarding passwords and user accounts. [Click here](#) for Current Password Process.
- If you have lost your password [Click here](#).
- To launch an application the user must have a valid username and password and must agree that, by using that username and password, they will abide by the [ADE Acceptable Use Policy](#).
- Any questions related to Common Logon account, please contact the ADE Support Center at (602) 542-7378 or if you are in the Phoenix area (866) 577-9636 or E-mail [enterprise@ade.az.gov](mailto:enterprise@ade.az.gov). Or [Click here](#) for more information.
- Check the [MIS Bulletin Board](#) for the latest news and information.

# Log into CNPWeb

You have successfully logged into common logon.

*After logging in, your webpage will show all common logon applications you have access to.*



*Log into  
CNPWeb*

4. Click on  CNPWeb.



Log into  
CNPWeb

You have successfully logged into CNPWeb.

*After logging in, your webpage will show all Child Nutrition Programs you are participating in.*

The screenshot shows the homepage of the Arizona Department of Education's Child Nutrition Program. At the top, there is a yellow header with the Arizona Department of Education logo and the text "Arizona Department of Education Child Nutrition Program". Below the header, the main content area is titled "Health & Nutrition Services" and "Child Nutrition Programs". A "Mission Statement" section reads: "To assist schools and organizations in improving the nutritional health and well-being of students." Below this, there are four program icons with their respective names and descriptions:

- NSLP** National School Lunch Program (Icon: A child on a bicycle and a schoolhouse)
- CACFP** Child and Adult Care Food Program (Icon: A child and an adult sitting at a table)
- SFSP** Summer Food Service Program (Icon: A child holding a sun)
- CORE** Program Maintenance (Icon: An open book)

Log into  
CNPWeb

5. Click on



Arizona Department of Education  
Child Nutrition Program

### Health & Nutrition Services

#### Child Nutrition Programs

**Mission Statement**  
To assist schools and organizations in improving the nutritional health and well-being of students.



	<b>NSLP</b> National School Lunch Program		<b>SFSP</b> Summer Food Service Program
	<b>CACFP</b> Child and Adult Care Food Program		<b>CORE</b> Program Maintenance

*Log into  
CNPWeb*

*A new webpage will load. It should look like this screen:*

Arizona Department of Education  
**Child Nutrition Program**

Applications | Claims | **CNP Overview**

## NSLP

### Home

You are in NSLP Home

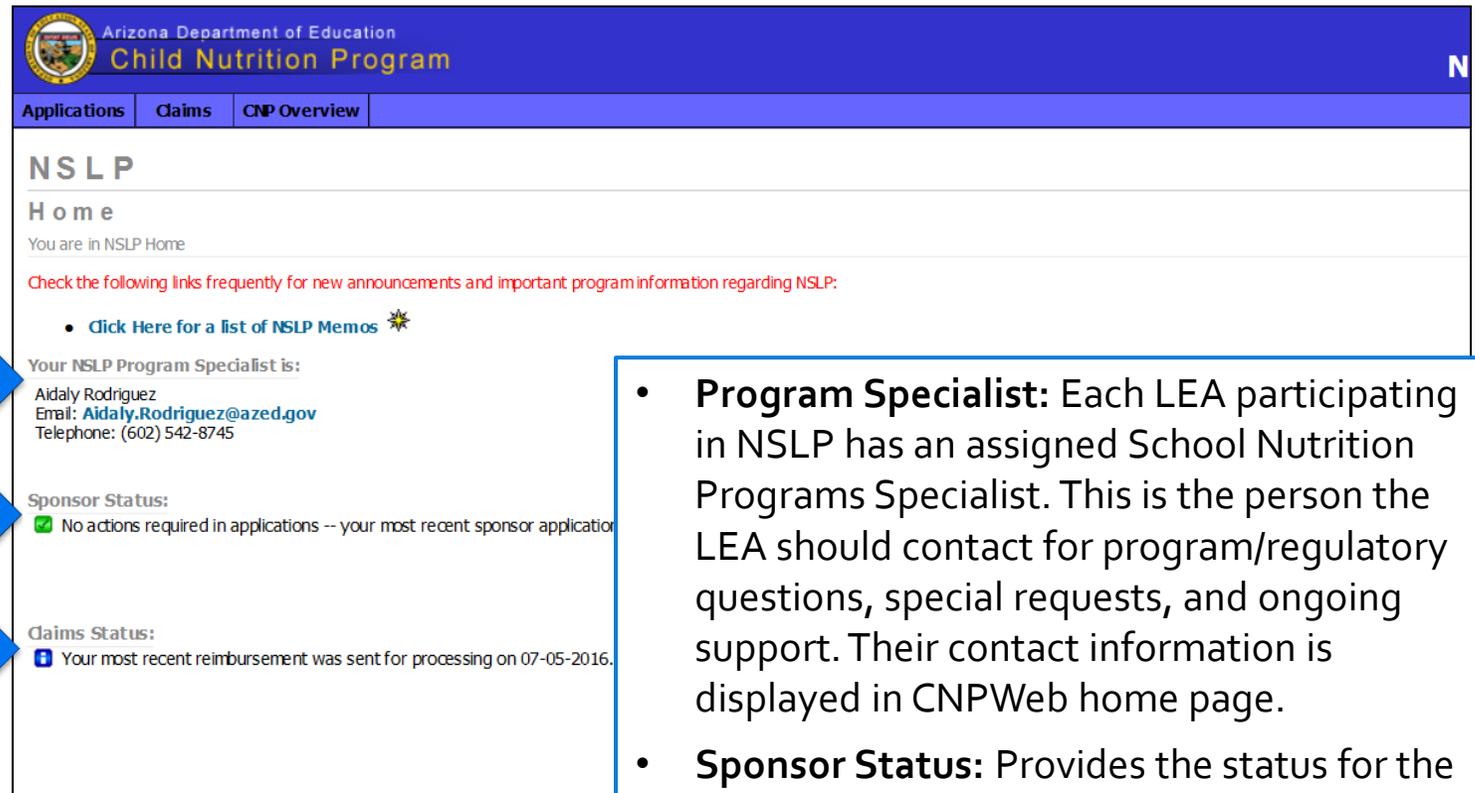
Check the following links frequently for new announcements and important program information regarding NSLP:

- [Click Here for a list of NSLP Memos](#) ✨

**Your NSLP Program Specialist is:**  
Aidaly Rodriguez  
Email: [Aidaly.Rodriguez@azed.gov](mailto:Aidaly.Rodriguez@azed.gov)  
Telephone: (602) 542-8745

Log into  
CNPWeb

## CNPWeb Home Page



The screenshot shows the Arizona Department of Education Child Nutrition Program website. The header includes the state seal and navigation tabs for Applications, Claims, and CNP Overview. The main content area is titled 'NSLP Home' and provides information about the NSLP Program Specialist, Sponsor Status, and Claims Status. Three blue arrows point from the left to these specific sections: 'Program Specialist', 'Sponsor Status', and 'Claims Status'.

Arizona Department of Education  
Child Nutrition Program

Applications | Claims | CNP Overview

### NSLP Home

You are in NSLP Home

Check the following links frequently for new announcements and important program information regarding NSLP:

- [Click Here for a list of NSLP Memos](#) ✨

Your NSLP Program Specialist is:  
Aidaly Rodriguez  
Email: [Aidaly.Rodriguez@azed.gov](mailto:Aidaly.Rodriguez@azed.gov)  
Telephone: (602) 542-8745

Sponsor Status:  
✔ No actions required in applications -- your most recent sponsor application

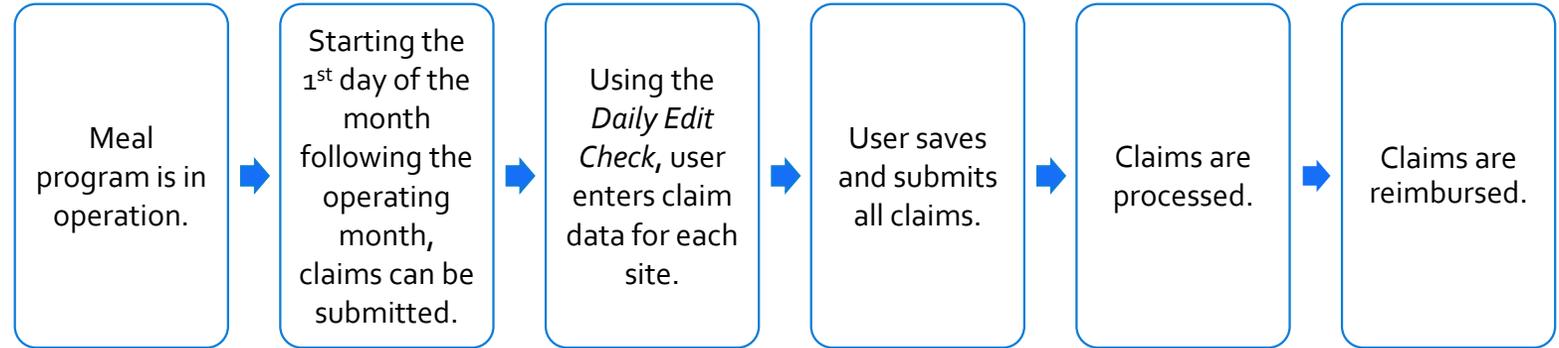
Claims Status:  
📄 Your most recent reimbursement was sent for processing on 07-05-2016.

- **Program Specialist:** Each LEA participating in NSLP has an assigned School Nutrition Programs Specialist. This is the person the LEA should contact for program/regulatory questions, special requests, and ongoing support. Their contact information is displayed in CNPWeb home page.
- **Sponsor Status:** Provides the status for the LEA's Site and Sponsor applications.
- **Claim Status:** Provides updates for claim submission, payment, and reimbursement.

# Submitting a Claim

# Submitting a Claim

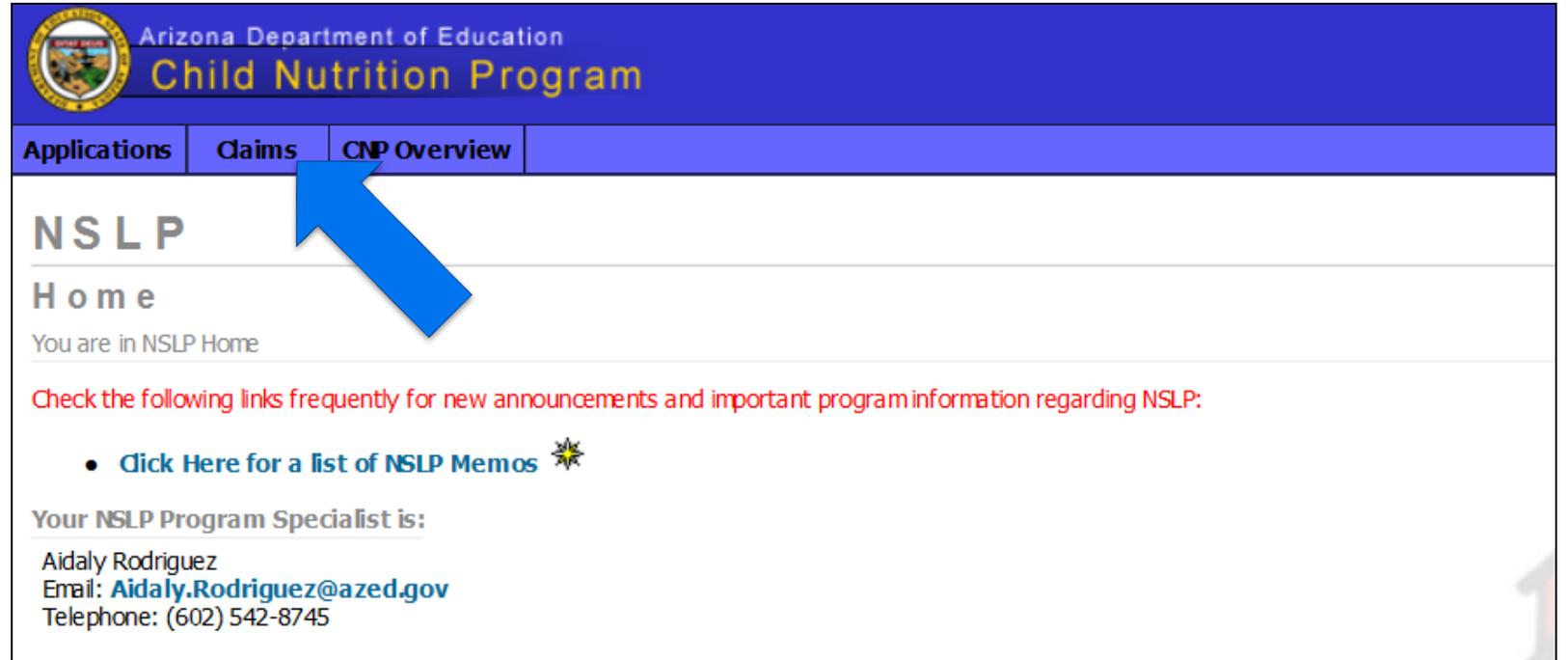
## Flow of Submitting a Claim



Together we will go through the process of submitting a claim by following the steps listed above. The following slides will discuss the steps in more detail.

# Submitting a Claim

1. Once logged into CNPWeb, click on **Claims** found on the CNPWeb home screen.



The screenshot shows the Arizona Department of Education Child Nutrition Program (CNPWeb) home screen. The header includes the Arizona Department of Education logo and the text "Arizona Department of Education Child Nutrition Program". Below the header is a navigation menu with three items: "Applications", "Claims", and "CNP Overview". A blue arrow points to the "Claims" menu item. The main content area displays "NSLP Home" and "You are in NSLP Home". Below this, there is a red text prompt: "Check the following links frequently for new announcements and important program information regarding NSLP:". A bullet point follows: "Click Here for a list of NSLP Memos" with a star icon. At the bottom, it lists the "Your NSLP Program Specialist is:" as Aidaly Rodriguez, with email "Aidaly.Rodriguez@azed.gov" and telephone "(602) 542-8745".

# Submitting a Claim

2. Use the drop downs to select the program year and then the month you are wanting to submit a claim for. Then click .

Arizona Department of Education  
Child Nutrition Program  
National School Lunch Program

Applications Claims CNP Overview

### NSLP

#### NSLP Claims Index for August 2016

You are in [NSLP Home](#) > [NSLP Claims Index](#)

If you do not see certain Claims it may be due to security settings in place for your logon. Use the drop-down lists to make your selections and click "Apply".

Program Year:  Month:

#### Buckeye Union High School District (07-05-01)

- ▶ [View Meal Service Summary](#)
- ▶ [View Payment Summary](#)
- ▶ [View Accounts Payable/Receivable](#)
- ▶ [View Advance Summary](#)

#### August

- Buckeye Union High School (07-05-01-201)
  - ▶ [Create New Claim](#)
- Estrella Foothills High School (07-05-01-202)
  - ▶ [Create New Claim](#)
- Youngker High School (07-05-01-204)
  - ▶ [Create New Claim](#)

**Program Year 2017= SY 16-17**

# Submitting a Claim

Now your screen should show the month selected and all your sites.

Arizona Department of Education  
**Child Nutrition Program**

Applications | **Claims** | CNP Overview

## NSLP

### NSLP Claims Index for August 2016

You are in [NSLP Home](#) > NSLP Claims Index

If you do not see certain Claims it may be due to security settings in place for your logon. Use the drop-down lists to make your selections and click "Apply".

ProgramYear:  Month:

#### Buckeye Union High School District (07-05-01)

- ▶ [View Meal Service Summary](#)
- ▶ [View Payment Summary](#)
- ▶ [View Accounts Payable/Receivable](#)
- ▶ [View Advance Summary](#)

**August**

- Buckeye Union High School (07-05-01-201)
  - ▶ [Create New Claim](#)
- Estrella Foothills High School (07-05-01-202)
  - ▶ [Create New Claim](#)
- Youngker High School (07-05-01-204)
  - ▶ [Create New Claim](#)

Month Selected

Sites

# Submitting a Claim

## ***We will now begin submitting a claim.***

Things to remember:

- Claims are site based.
- Claims are submitted monthly.
- Claim data is obtained directly from the Daily Edit Checks.
- Claims must be submitted after the entire month of operation has been completed; claims cannot be submitted in advance.
- The LEA is able to save all claims and continue working on them at a later time.
- Claims, even in **Submitted** status, can be revised.
- Claims must be in **Submitted** status in order to receive reimbursement, claims left in **Pending** status are not valid and will not be paid if left in this status.

# Submitting a Claim

## What is a Daily Edit Check?

- A tool used to ensure the number of children currently eligible for *free*, *reduced-price*, and *paid* meals, multiplied by the site's *attendance factor*, does not exceed the meals served for the day.
- LEAs are required to complete a Daily Edit Check at each site.
- Claim data is obtained directly from the Daily Edit Checks.
- A sample Daily Edit Check Worksheet can be found on the ADE's [Program Forms Webpage](#).

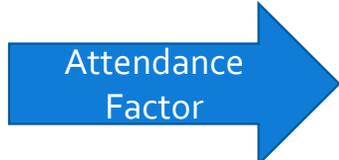
**DAILY EDIT CHECK WORKSHEET**

National School Lunch  
 School Breakfast

School: \_\_\_\_\_ Enrollment (Membership): \_\_\_\_\_ Attendance Factor (AF): \_\_\_\_\_ Month: \_\_\_\_\_

Day of Month:	National School Lunch				School Breakfast				TOTAL COUNTS:
	A Free Eligible	B AF	C Free Eligible X AF:	D Free Meals Served:	A Reduced Eligible	B AF	C Reduced Eligible X AF:	D Reduced Meals Served:	
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
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31									
Meals Served should not exceed Eligible X Attendance Factor (A) X Attendance Factor (B) X Attendance Factor (C) X Attendance Factor (D)									
Monthly Totals									

Please contact your Program Specialist if you have questions about completing the Daily Edit Check.



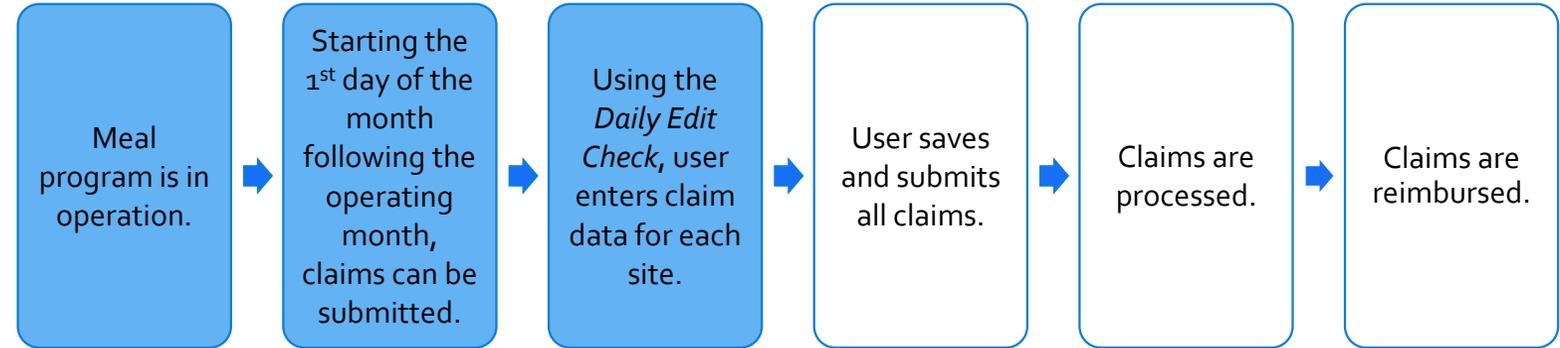
## *Submitting a Claim*

### **What is an Attendance Factor?**

- A percentage developed each program year by ADE School Finance. This percentage accounts for the difference between enrollment and attendance. This information is used as a basic edit check for claims.
- This percentage is site specific and can be found at the bottom of each site claim.
- Some LEAs exceed their attendance factor edit checks due to fluctuation in participation. When the daily edit checks or reimbursement claims are in error due to an attendance factor that is too low, a new attendance factor may be calculated.
- Meal counts should *not* be adjusted to make the claim pass the edit check.

# Submitting a Claim

## Flow of Submitting a Claim



**Meal Claiming:** Federal reimbursement is provided for each meal that meets program requirements and is served to an eligible student. To obtain this reimbursement, school personnel must accurately count, record, and claim the number of meals actually served to students by eligibility category (*free, reduced-price, paid*) at the point of service.

**Site:** ADE's term for the individual location where meal service takes place.

# Submitting a Claim

3. Under the claim month you selected, you will see a list of all your sites. Click [▶ Create New Claim](#) under the site you wish to enter claim data in.

Arizona Department of Education  
Child Nutrition Program

Applications | **Claims** | CNP Overview

### NSLP

#### NSLP Claims Index for August 2016

You are in [NSLP Home](#) > [NSLP Claims Index](#)

If you do not see certain Claims it may be due to security settings in place for your logon. Use the drop-down lists to make your selections and click "Apply".

Program Year:  Month:

#### Buckeye Union High School District (07-05-01)

- ▶ [View Meal Service Summary](#)
- ▶ [View Payment Summary](#)
- ▶ [View Accounts Payable/Receivable](#)
- ▶ [View Advance Summary](#)

#### August

- Buckeye Union High School (07-05-01-201)
  - ▶ [Create New Claim](#)
- Estrella Foothills High School (07-05-01-202)
  - ▶ [Create New Claim](#)
- Youngker High School (07-05-01-204)
  - ▶ [Create New Claim](#)

# Submitting a Claim

You have successfully opened a site claim.

*A new webpage will load. It should look similar to this screen. The following slide will review what fields are available on your claim.*

The screenshot displays the 'NSLP Site Claim' form for 'Buckeye Union High School (07-05-01-201)'. The form is titled 'Regular Claim' and includes a warning: 'This claim has not yet been saved. Please be sure to click Save when you are finished.' The form is divided into three main sections: Breakfast, Lunch, and Afternoon Snack. Each section contains fields for 'Number of Days Served', 'Free Meals Served', 'Reduced-Price Meals Served', and 'Paid Meals Served'. The 'Lunch' section also includes fields for 'Total Meals Served', 'Participants Approved for Free Meals', 'Participants Approved for Reduced-Price Meals', 'Participants Approved for Paid Meals', and 'Participants Enrolled'. The 'Afternoon Snack' section includes fields for 'Number of Days Served', 'Free Meals Served', and 'Participants Enrolled'. The 'Attendance Factor' is displayed as 94.36%. The form is part of the 'National School Lunch Program - NSLP' and is sponsored by 'Buckeye Union High School District (07-05-01) 2017 Program Year August Original Claim Pending Submission'. The user is logged in as 070501000.

Section	Field	Value
Breakfast	Number of Days Served:	0
	Free Meals Served:	0
	Reduced-Price Meals Served:	0
	Paid Meals Served:	0
Lunch	Number of Days Served:	0
	Free Meals Served:	0
	Reduced-Price Meals Served:	0
	Paid Meals Served:	0
	Total Meals Served:	0
	Participants Enrolled:	0
Afternoon Snack	Number of Days Served:	0
	Free Meals Served:	0
	Participants Enrolled:	0
Attendance Factor	Attendance Factor:	94.36 %

# Submitting a Claim

## What fields will I see on my claim?

Based on the site's participation in School Nutrition Programs, the CNPWeb claim will provide fields for the National School Lunch Program (NSLP), School Breakfast Program (SBP) and/or After School Care Snack Program (ASCSP).

*For example: A site that only participates in NSLP and SBP will only see fields related to NSLP and SBP when the LEA opens that site's monthly claim.*

**Regular Claim**  
This claim has been submitted. Please be sure to click the Save button below before leaving this claim.

Breakfast	
Number of Days Served:	<input type="text" value="0"/>
Free Meals Served:	<input type="text" value="0"/>
Reduced-Price Meals Served:	<input type="text" value="0"/>
Paid Meals Served:	<input type="text" value="0"/>
Total Meals Served:	0
Participants Approved for Free Meals:	<input type="text" value="0"/>
Participants Approved for Reduced-Price Meals:	<input type="text" value="0"/>
Participants Approved for Paid Meals:	<input type="text" value="0"/>
Participants Enrolled:	<input type="text" value="0"/>
Lunch	
Number of Days Served:	<input type="text" value="0"/>
Free Meals Served:	<input type="text" value="0"/>
Reduced-Price Meals Served:	<input type="text" value="0"/>
Paid Meals Served:	<input type="text" value="0"/>
Total Meals Served:	0
Participants Approved for Free Meals:	<input type="text" value="0"/>
Participants Approved for Reduced-Price Meals:	<input type="text" value="0"/>
Participants Approved for Paid Meals:	<input type="text" value="0"/>
Participants Enrolled:	<input type="text" value="0"/>
Attendance Factor	
Attendance Factor:	93.37 %

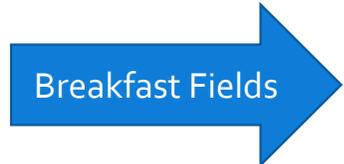
# Submitting a Claim

## 4. Enter your meal counts into a site claim.

*The following slides will review the fields that need to be completed when submitting a site claim. We will first review the fields in the breakfast section. If you do not operate breakfast, you may continue to slide 44 for guidance on entering lunch data.*

The screenshot displays a multi-section form for submitting a site claim. The sections are:

- Breakfast:** Number of Days Served: ; Free Meals Served:
- Lunch:** Number of Days Served: ; Free Meals Served: ; Reduced-Price Meals Served: ; Paid Meals Served: ; Total Meals Served: 0
- Afternoon Snack:** Number of Days Served: ; Free Meals Served: ; Participants Enrolled:
- Attendance Factor:** Attendance Factor: 94.36 %



# Submitting a Claim

## Breakfast Fields

- **Number of Days Served:** The number of days breakfast was served during the month of operation.
- **Free Meals Served:** The number of *free* breakfasts served during the month of operation.
- **Reduced-Price Meals Served:** The number of *reduced-price* breakfasts served during the month of operation.
- **Paid Meals Served:** The number of paid breakfasts served during the month of operation.
- **Total Meals Served:** The sum of all breakfasts served during the month of operation.
- **Participants Approved for Free Meals:** The number of students eligible for *free* breakfasts. This number can change throughout the month of operation, always use the highest number eligible for the month of operation.

Breakfast
Number of Days Served:
Free Meals Served:
Reduced-Price Meals Served:
Paid Meals Served:
Total Meals Served:
Participants Approved for Free Meals:
Participants Approved for Reduced-Price Meals:
Participants Approved for Paid Meals:
Participants Enrolled:

Continue

# Submitting a Claim

## Breakfast Fields

- **Participants Approved for Reduced-price Meals:** The number of students eligible for *reduced-price* breakfast. This number can change throughout the month of operation, always use the highest number eligible for the month of operation.
- **Participants Approved for Paid Meals:** The number of students eligible for *paid* breakfast. This number can change throughout the month of operation, always use the highest number eligible for the month of operation.
- **Participants Enrolled:** The total number of students enrolled during the month of operation. This number may *not* match the total of approved participants for *free*, *reduced-price*, and *paid* breakfasts.

### Breakfast

Number of Days Served:

Free Meals Served:

Reduced-Price Meals Served:

Paid Meals Served:

Total Meals Served:

Participants Approved for Free Meals:

Participants Approved for Reduced-Price Meals:

Participants Approved for Paid Meals:

Participants Enrolled:

Lunch Fields

# Submitting a Claim

## Lunch Fields

- **Number of Days Served:** The number of days lunch was served during the month of operation.
- **Free Meals Served:** The number of *free* lunches served during the month of operation.
- **Reduced-Price Meals Served:** The number of *reduced-price* lunches served during the month of operation.
- **Paid Meals Served:** The number of *paid* lunches served during the month of operation.
- **Total Meals Served:** The sum of all lunches served during the month of operation.
- **Participants Approved for Free Meals:** The number of students eligible for *free* lunch. This number can change throughout the month of operation, always use the highest number eligible for the month of operation.

### Lunch - High Rate

Number of Days Served:

Free Meals Served:

Reduced-Price Meals Served:

Paid Meals Served:

Total Meals Served:

Participants Approved for Free Meals:

Participants Approved for Reduced-Price Meals:

Participants Approved for Paid Meals:

Participants Enrolled:

# Submitting a Claim

## Lunch Fields

- **Participants Approved for Reduced-price Meals:** The number of students eligible for *reduced-price* lunch. This number can change throughout the month of operation, always use the highest number eligible for the month of operation.
- **Participants Approved for Paid Meals:** The number of students eligible for *paid* lunch. This number can change throughout the month of operation, always use the highest number eligible for the month of operation.
- **Participants Enrolled:** The total number of students enrolled during the month of operation. This number may *not* match the total of approved participants for *free*, *reduced-price* and *paid* lunch.

### Lunch

Number of Days Served:

Free Meals Served:

Reduced-Price Meals Served:

Paid Meals Served:

Total Meals Served:

Participants Approved for Free Meals:

Participants Approved for Reduced-Price Meals:

Participants Approved for Paid Meals:

Participants Enrolled:

# Submitting a Claim

## Afternoon Snack Fields

- **Number of Days Served:** The number of days snacks were served during the month of operation.
- **Free Meals Served:** The number of *free* snacks served during the month of operation.
- **Participants Enrolled:** Total number of students enrolled during the month of operation. This number may not match the total number of approved participants for *free*, *reduced-price*, and *paid* snacks.

### Afternoon Snack

Number of Days Served:

Free Meals Served:

Participants Enrolled:

# Submitting a Claim

## Attendance Factor

At the bottom of your claim you should see a percentage under the header *Attendance Factor*.

- An attendance factor is a percentage developed each program year by ADE School Finance. This percentage accounts for the difference between enrollment and attendance. This information is used as a basic edit check for claims.
- This percentage is site specific and can be found at the bottom of *each* site claim.
- LEAs are to use this attendance factor when completing the required form, *Daily Edit Check*.

### Attendance Factor

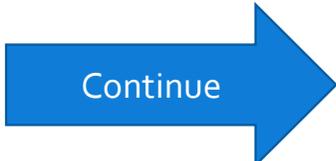
Attendance Factor:

Daily Edit Check

# Submitting a Claim

5. Once all fields of the site claim are complete, click  at the bottom of the screen.

<b>Buckeye Union High School</b> (07-05-01-201)	
<b>Regular Claim</b>	
<b>Breakfast</b>	
Number of Days Served:	12
Free Meals Served:	1448
Reduced-Price Meals Served:	110
Paid Meals Served:	18
Total Meals Served:	1576
Participants Approved for Free Meals:	302
Participants Approved for Reduced-Price Meals:	29
Participants Approved for Paid Meals:	71
Participants Enrolled:	402
<b>Lunch</b>	
Number of Days Served:	12
Free Meals Served:	2988
Reduced-Price Meals Served:	240
Paid Meals Served:	262
Total Meals Served:	3490
Participants Approved for Free Meals:	302
Participants Approved for Reduced-Price Meals:	29
Participants Approved for Paid Meals:	71
Participants Enrolled:	402
<b>Afternoon Snack</b>	
Number of Days Served:	12
Free Meals Served:	1576
Participants Enrolled:	402
<b>Attendance Factor</b>	
Attendance Factor:	94.36 %
<input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Cancel"/>	



# Submitting a Claim

Your screen will refresh and continue to display the claim you submitted.

6. Click **Claims** found at the top of your screen to go back to your claim index page.

Breakfast	
Number of Days Served:	12
Free Meals Served:	1448
Reduced-Price Meals Served:	110
Paid Meals Served:	18
Total Meals Served:	1576
Participants Approved for Free Meals:	302
Participants Approved for Reduced-Price Meals:	29
Participants Approved for Paid Meals:	71
Participants Enrolled:	402

Lunch	
Number of Days Served:	12



# Submitting a Claim

7. Click [▶ Create New Claim](#) to enter in claim data for other sites. Use slides 39-49 for guidance on entering claim data.

Arizona Department of Education  
Child Nutrition Program  
National School Lunch Program

Applications | **Claims** | CNP Overview

### NSLP

#### NSLP Claims Index for August 2016

You are in [NSLP Home](#) > [NSLP Claims Index](#)

If you do not see certain Claims it may be due to security settings in place for your logon. Use the drop-down lists to make your selections and click "Apply".

Program Year:  Month:

#### Buckeye Union High School District (07-05-01)

- ▶ [View Meal Service Summary](#)
- ▶ [View Payment Summary](#)
- ▶ [View Accounts Payable/Receivable](#)
- ▶ [View Advance Summary](#)

**Reminder: You must submit your claims by clicking the link below to receive reimbursement.**

- ▶ [Submit All Claims](#)

#### August

Buckeye Union High School (07-05-01-201)

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Pending	09/06/2016 8:32a	Edited by 070501000

Estrella Foothills High School (07-05-01-202)

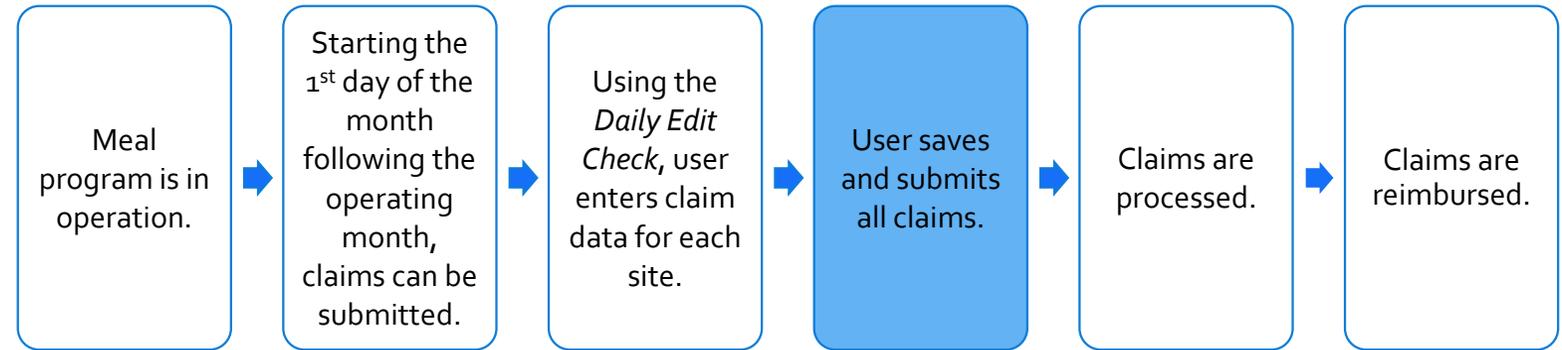
- ▶ [Create New Claim](#)

Youngker High School (07-05-01-204)

- ▶ [Create New Claim](#)

# Submitting a Claim

## Flow of Submitting a Claim



**Pending Status:** Claims left in *pending* status are not considered complete and will not be paid if left in this status.

**Submitted Status:** Claims must be in *submitted* status in order to receive reimbursement.

# Submitting a Claim

8. Once all claims have been entered and *Saved*, you must click **Submit All Claims** to submit the claims to ADE.

Arizona Department of Education  
Child Nutrition Program

Applications | **Claims** | CNP Overview

### NSLP

#### NSLP Claims Index for August 2016

You are in [NSLP Home](#) > [NSLP Claims Index](#)

If you do not see certain Claims it may be due to security settings in place for your logon. Use the drop-down lists to make your selections and click "Apply".

Program Year:  Month:

#### Buckeye Union High School District (07-05-01)

- ▶ [View Meal Service Summary](#)
- ▶ [View Payment Summary](#)
- ▶ [View Accounts Payable/Receivable](#)
- ▶ [View Advance Summary](#)

**Reminder: You must submit the link below to receive reimbursement.**

- ▶ [Submit All Claims](#)

#### August

Buckeye Union High School (07-05-01-201)

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Pending	09/06/2016 8:32a	Edited by

Estrella Foothills High School (07-05-01-202)

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Pending	09/06/2016 8:37a	Edited by

Youngker High School (07-05-01-204)

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Pending	09/06/2016 8:38a	Edited by

# Submitting a Claim

9. After you click **Submit All Claims** you will see a new window appear with a certification statement. Please review this statement and click **Yes** to continue.

The screenshot shows the Arizona Department of Education Child Nutrition Program interface. A modal dialog box titled "VBScript: Certification Statement" is overlaid on the page. The dialog contains the following text: "I certify that, to the best of my knowledge and belief, the site claim(s) being submitted are true, correct and in accordance with the terms of the agreement; that records are available to support the claims; that all approved sites were operated; and that payment has not yet been received for such claims." Below the text are two buttons: "Yes" and "No". A blue arrow points to the "Yes" button. The background page shows the "NSLP Claims Index for August 2016" with a table of claims for three schools: Buckeye Union High School District, Estrella Foothills High School, and Youngker High School. All claims listed are in "Pending" status.

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Pending	09/06/2016 8:32a	Edited by
<a href="#">Edit</a>		Original	Regular Claim	Pending	09/06/2016 8:37a	Edited by
<a href="#">Edit</a>		Original	Regular Claim	Pending	09/06/2016 8:38a	Edited by

# Submitting a Claim

A new webpage will load. It should look like the screen shown below.

10. Click [here](#) found at the bottom of the webpage to return to the claims index.



The screenshot shows the 'Claims' page of the Arizona Department of Education's Child Nutrition Program. The page has a blue header with the department's logo and name. Below the header is a navigation bar with tabs for 'Applications', 'Claims', and 'CNP Overview'. The main content area is titled 'Claims' and 'Claim Submission'. It includes a breadcrumb trail: 'You are in NSLP Home > NSLP Claims Index > Claim Submission'. Under 'Submission Summary', it states '3 claims processed.'. The 'Submission Detail' section lists three schools: 'Buckeye Union High School (07-05-01-201)', 'Estrella Foothills High School (07-05-01-202)', and 'Youngker High School (07-05-01-204)'. Each school entry shows the date '2016 August' and a status 'Claim submitted successfully.' with a blue checkmark icon. At the bottom of the page, there is a link: 'Click [here](#) to return to the claims index.'



# Submitting a Claim

A new webpage will load. Your statuses should match below:

Arizona Department of Education  
Child Nutrition Program

Applications | **Claims** | CNP Overview

### NSLP

#### NSLP Claims Index for August 2016

You are in [NSLP Home](#) > [NSLP Claims Index](#)

If you do not see certain Claims it may be due to security settings in place for your logon. Use the drop-down lists to make your selections and click "Apply".

Program Year:  Month:

#### Buckeye Union High School District (07-05-01)

- ▶ [View Meal Service Summary](#)
- ▶ [View Payment Summary](#)
- ▶ [View Accounts Payable/Receivable](#)
- ▶ [View Advance Summary](#)

#### August

Buckeye Union High School (07-05-01-201)

- ▶ [View Site Meal Service Summary](#)

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Submitted	09/06/2016 8:32a	Submitted t

Estrella Foothills High School (07-05-01-202)

- ▶ [View Site Meal Service Summary](#)

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Submitted	09/06/2016 8:37a	Submitted t

Youngker High School (07-05-01-204)

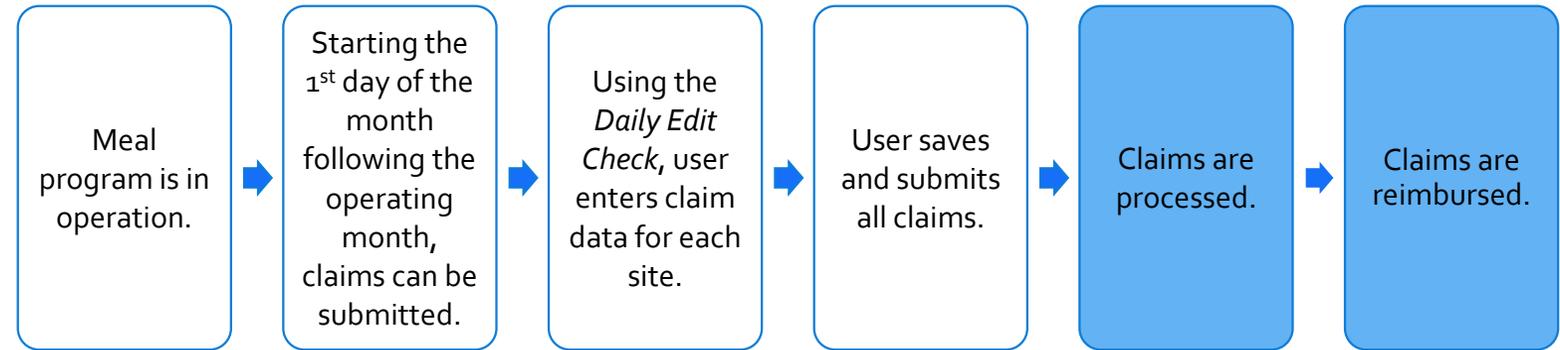
- ▶ [View Site Meal Service Summary](#)

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Submitted	09/06/2016 8:38a	Submitted t

If your statuses do not match, you have not submitted your claims properly. Please contact your Program Specialist.

# Submitting a Claim

## Flow of Submitting a Claim



**Processing Claims:** Claims are processed daily, beginning the 1<sup>st</sup> business day of each month, except for the last week of the month during which no claims will be processed.

**Reimbursement of Claims:** Please refer to your date of submission and allow up to 10 business days to estimate check mail date or you may call the payment information line at (602) 542-5300.

# Comprehension Check

## What must you do to submit your claims?

- A. Click *Save* at the bottom of each claim. This submits each claim to ADE.
- B. Email your specialist when all claims have been filled out. They will click *Submit* from their office.
- C. Click on *Submit All Claims* above the month and certify the information is accurate.



## Comprehension Check

### What must you do to submit your claims?

- A. Click *Save* at the bottom of each claim. This submits each claim to ADE.
- B. Email your specialist when all claims have been filled out. They will click *Submit* from their office.
- C. Click on ***Submit All Claims*** above the month and certify the information is accurate.

Claims are not submitted until the user has clicked the ***Submit All Claims*** button and certified that the information is complete and accurate.



# Revising a Claim

## Revising a Claim

### Am I able to revise my claim?

- Claims, even in submitted status, can be revised up until the 10<sup>th</sup> of the month and all reimbursement will be paid in the same lump sum.
- If revised after the 10<sup>th</sup> of the month, the payment is likely to be received the following month.
- Revised claims may be submitted after the original claim has been paid and the additional amount will be added to the next claim. The revision must be submitted within 60 days.

*For example, an LEA submits their site claim that includes meal counts for lunch and breakfast on September 1<sup>st</sup>. It is now in submitted status. On September 15<sup>th</sup>, the LEA realizes they accidentally put the breakfast meal counts in the lunch fields and needs to revise their claim. The LEA is able to log into CNPWeb and revise the claim up to 60 days, even though it is in submitted status.*

Continue

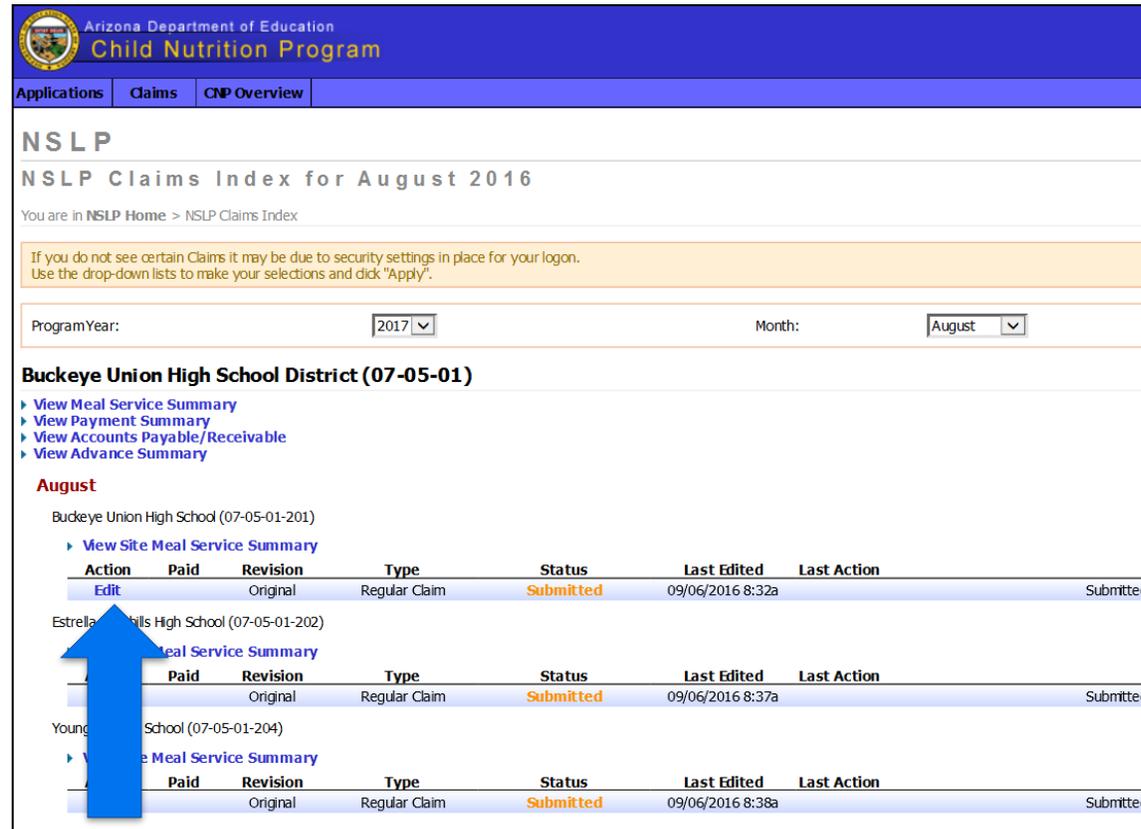
# Revising a Claim

## Revising a Claim

- The following slides will guide you through the process of revising a claim that is in *submitted* status. Please note, if you need to revise a claim that has already been processed, you will need to contact your Program Specialist for guidance.
- Attendees are expected to already understand how to navigate through CNPWeb to access the Claims Index Page.

# Revising a Claim

1. Find the claim you wish to revise and click .



Arizona Department of Education  
Child Nutrition Program

Applications | Claims | **CNP Overview**

### NSLP

#### NSLP Claims Index for August 2016

You are in [NSLP Home](#) > [NSLP Claims Index](#)

If you do not see certain Claims it may be due to security settings in place for your login. Use the drop-down lists to make your selections and click "Apply".

Program Year:  Month:

#### Buckeye Union High School District (07-05-01)

- [View Meal Service Summary](#)
- [View Payment Summary](#)
- [View Accounts Payable/Receivable](#)
- [View Advance Summary](#)

#### August

Buckeye Union High School (07-05-01-201)

- [View Site Meal Service Summary](#)

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Submitted	09/06/2016 8:32a	Submitted t

Estrella Hills High School (07-05-01-202)

- [View Meal Service Summary](#)

Action	Paid	Revision	Type	Status	Last Edited	Last Action
		Original	Regular Claim	Submitted	09/06/2016 8:37a	Submitted t

Young School (07-05-01-204)

- [View Meal Service Summary](#)

Action	Paid	Revision	Type	Status	Last Edited	Last Action
		Original	Regular Claim	Submitted	09/06/2016 8:38a	Submitted t

# Revising a Claim

2. The claim you originally submitted will load. Make the appropriate changes and click  found at the bottom of the webpage.

**Claims**  
NSLP Site Claim Help | Logoff

You are in NSLP Home > NSLP Claims Index > NSLP Site Claim

Enter the information into the form. For meal quantities that are unknown or none served, enter zero (0). Click **Save** to save your changes or click **Cancel** to disregard your changes since the last save. Be sure to enter only *whole numbers* (no decimals/cents).

**NOTE** This claim has already been submitted. Editing any data and then saving this claim will cause its status to return to PENDING. Pending claims are not paid until they have been submitted, thus this claim will need to be re-submitted to be paid.

**Buckeye Union High School** Sponsored by Buckeye Union High School District (07-05-01)  
(07-05-01-201) 2017 Program Year

**Regular Claim** August Original Claim Submitted

**Breakfast - Severe Need**

Number of Days Served:	<input type="text" value="12"/>
Free Meals Served:	<input type="text" value="1448"/>
Reduced-Price Meals Served:	<input type="text" value="110"/>
Paid Meals Served:	<input type="text" value="18"/>
Total Meals Served:	1576
Participants Approved for Free Meals:	<input type="text" value="302"/>
Participants Approved for Reduced-Price Meals:	<input type="text" value="29"/>
Participants Approved for Paid Meals:	<input type="text" value="71"/>
Participants Enrolled:	<input type="text" value="402"/>

**Lunch - High Rate**

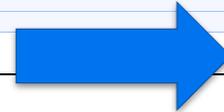
Number of Days Served:	<input type="text" value="12"/>
Free Meals Served:	<input type="text" value="402"/>
Reduced-Price Meals Served:	<input type="text" value="142"/>
Paid Meals Served:	<input type="text" value="125"/>
Total Meals Served:	669
Participants Approved for Free Meals:	<input type="text" value="3490"/>
Participants Approved for Reduced-Price Meals:	<input type="text" value="302"/>
Participants Approved for Paid Meals:	<input type="text" value="29"/>
Participants Enrolled:	<input type="text" value="71"/>

**Attendance Factor**

Attendance Factor:	84.27 %
--------------------	---------

Created by 070501000 on 9/6/2016 at 8:28:10 AM  
Modified by 070501000 on 9/6/2016 at 8:22:37 AM  
Submitted by 070501000 on 9/6/2016 at 8:40:18 AM

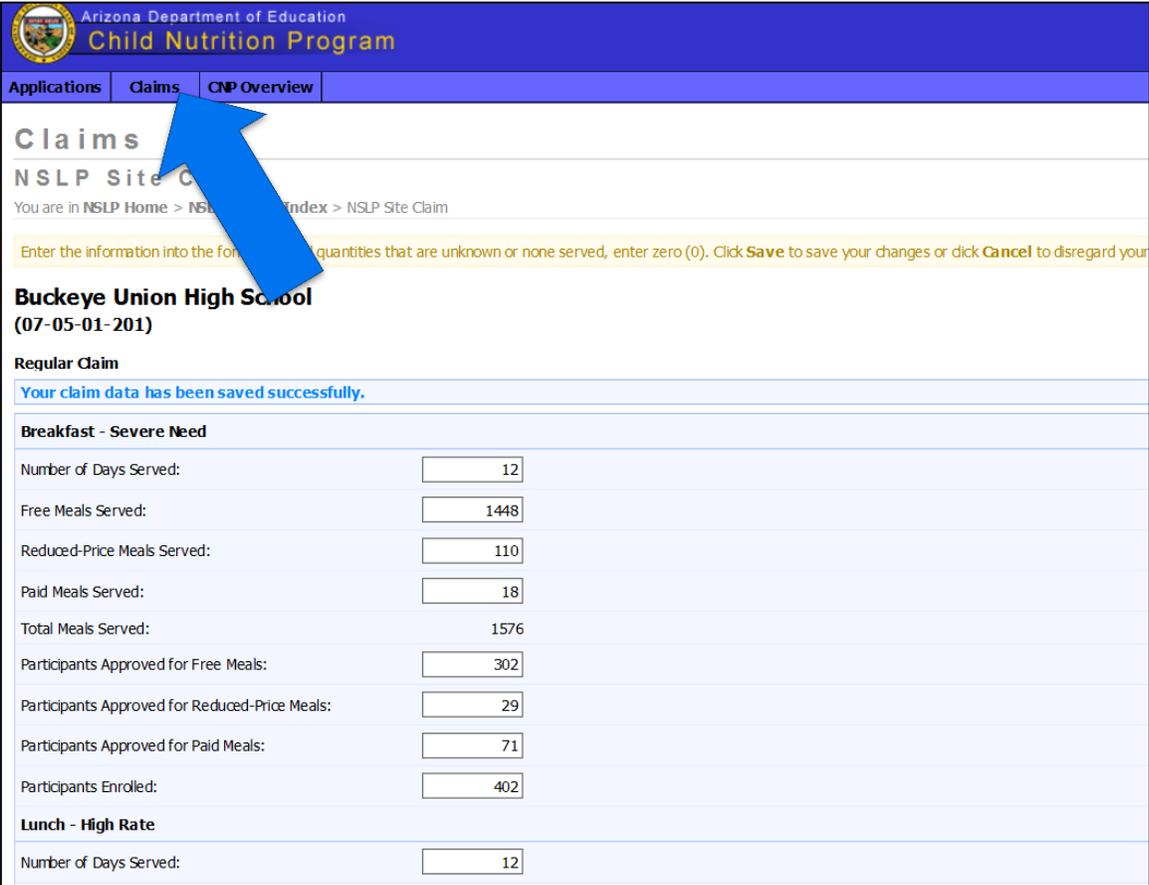
  



# Revising a Claim

Your screen will refresh and continue to display your revised claim.

3. Click **Claims** found at the top of your screen to go back to your claim index page.



Arizona Department of Education  
Child Nutrition Program

Applications **Claims** CNP Overview

### Claims

NSLP Site Claim

You are in NSLP Home > NSLP Site Claim Index > NSLP Site Claim

Enter the information into the form. For quantities that are unknown or none served, enter zero (0). Click **Save** to save your changes or click **Cancel** to disregard your changes.

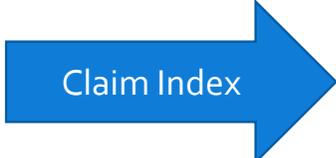
#### Buckeye Union High School (07-05-01-201)

**Regular Claim**

Your claim data has been saved successfully.

Breakfast - Severe Need	
Number of Days Served:	12
Free Meals Served:	1448
Reduced-Price Meals Served:	110
Paid Meals Served:	18
Total Meals Served:	1576
Participants Approved for Free Meals:	302
Participants Approved for Reduced-Price Meals:	29
Participants Approved for Paid Meals:	71
Participants Enrolled:	402

Lunch - High Rate	
Number of Days Served:	12



# Revising a Claim

4. Once all revised claims have been entered and *Saved*, you must click **Submit All Claims** to submit the revised claims to ADE.

Arizona Department of Education  
Child Nutrition Program

Applications | Claims | CNP Overview

### NSLP

#### NSLP Claims Index for August 2016

You are in NSLP Home > NSLP Claims Index

If you do not see certain Claims it may be due to security settings in place for your logon. Use the drop-down lists to make your selections and click "Apply".

Program Year:  Month:

#### Buckeye Union High School District (07-05-01)

- View Meal Service Summary
- View Payment Summary
- View Accounts Payable/Receivable
- View Advance Summary
- Submit All Claims**

**Reminder: You must submit the link below to receive reimbursement.**

#### August

Buckeye Union High School (07-05-01-201)

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Pending	09/06/2016 8:51a	

Estrella Foothills High School (07-05-01-202)

- View Site Meal Service Summary

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Submitted	09/06/2016 8:37a	

Youngker High School (07-05-01-204)

- View Site Meal Service Summary

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Submitted	09/06/2016 8:38a	

# Revising a Claim

5. After you click **Submit All Claims** you will see a new window appear with a certification statement. Please review this statement and click **Yes** to continue.

Arizona Department of Education  
Child Nutrition Program

Applications | Claims | CNP Overview

### NSLP

#### NSLP Claims Index for August 2016

You are in [NSLP Home](#) > [NSLP Claims Index](#)

If you do not see certain Claims it may be due to security settings in place for your logon. Use the drop-down lists to make your selections and click "Apply".

Program Year:

#### Buckeye Union High School District (07-05-01)

- View Meal Service Summary
- View Payment Summary
- View Accounts Payable/Receivable
- View Advance Summary

**Reminder: You must submit your claims by clicking the link below to receive reimbursement.**

- Submit All Claims

#### August

Buckeye Union High School (07-05-01-201)

Action	Paid	Revision	Type	Status	Last Edited
<a href="#">Edit</a>		Original	Regular Claim	Pending	09/06/2016

Estrella Foothills High School (07-05-01-202)

- View Site Meal Service Summary

Action	Paid	Revision	Type	Status	Last Edited
<a href="#">Edit</a>		Original	Regular Claim	Submitted	09/06/2016

Youngker High School (07-05-01-204)

- View Site Meal Service Summary

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Submitted	09/06/2016 8:38a	Submitted by 0705010

#### VBScript: Certification Statement

I certify that, to the best of my knowledge and belief, the site claim(s) being submitted are true, correct and in accordance with the terms of the agreement; that records are available to support the claims; that all approved sites were operated; and that payment has not yet been received for such claims.

# Revising a Claim

A new webpage will load. It should look like the screen shown below.

6. Click [here](#) found at the bottom of the webpage to return to your claims index page.

Arizona Department of Education  
Child Nutrition Program

Applications Claims CNP Overview

## Claims

### Claim Submission

You are in [NSLP Home](#) > [NSLP Claims Index](#) > Claim Submission

#### Submission Summary

1 claim processed.

#### Submission Detail

**Buckeye Union High School (07-05-01-201)**

**2016 August**

 Claim submitted successfully.

Click [here](#) to return to the claims index.

# Revising a Claim

A new webpage will load. Your updated statuses should match below:

Arizona Department of Education  
Child Nutrition Program

Applications | Claims | **CNP Overview**

### NSLP

#### NSLP Claims Index for August 2016

You are in [NSLP Home](#) > [NSLP Claims Index](#)

If you do not see certain Claims it may be due to security settings in place for your logon. Use the drop-down lists to make your selections and click "Apply".

Program Year:  Month:

#### Buckeye Union High School District (07-05-01)

- View Meal Service Summary
- View Payment Summary
- View Accounts Payable/Receivable
- View Advance Summary

#### August

Buckeye Union High School (07-05-01-201)

- View Site Meal Service Summary

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Submitted	09/06/2016 8:32a	Submitted t

Estrella Foothills High School (07-05-01-202)

- View Site Meal Service Summary

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Submitted	09/06/2016 8:37a	Submitted t

Youngker High School (07-05-01-204)

- View Site Meal Service Summary

Action	Paid	Revision	Type	Status	Last Edited	Last Action
<a href="#">Edit</a>		Original	Regular Claim	Submitted	09/06/2016 8:38a	Submitted t

If your statuses do not match, you have not submitted your claims properly. Please contact your Program Specialist.

# Questions and Answers

## Questions and Answers

### *Can I combine two months in one claim?*

- At the beginning of the program year, the first two claims may be combined if no more than 10 days of program operation occurred in the first month.
- At the end of the program year, May and June claims may be combined if no more than 10 days of program operation occurred in June.
- June and July claims cannot be combined due to the reimbursement rate change in July each program year.
- The end of the federal fiscal year claim (September) cannot be combined with the beginning of the next federal fiscal year claim (October).

## Questions and Answers

*It is December 10th and I am submitting the November claim but see that I forgot to submit my October claim. When is it too late to submit the October claim?*

- Claims can be submitted for previous months within 60 days from the end of the month of operation.

*For example, the month of operation is October. The last day to submit the October claim is December 30<sup>th</sup> (60 days from October 31<sup>st</sup>).*

## Questions and Answers

*What if I need to submit a claim, but it is past the 60 day deadline?*

- First time claims or upward revisions of claims past the 60 day deadline, can only be submitted as a One-Time Exception.
- A One-Time Exception can only be used once every 36 months.
- To check your eligibility, contact Mary Nesteruck at (602) 364-2303.
- If you are eligible to use the One-Time Exception, complete the form, ***Request for One-Time Exception Form*** found on the Financial Information for Health and Nutrition Services webpage: <http://www.azed.gov/health-nutrition/financial-information/>.

## *Comprehension Check*

### **What is a One-Time Exception and how often can it be used?**

- A. The One-Time Exception allows you to make one revision to your claim, and it can be used every month.
- B. The One-Time Exception allows you to submit or revise a claim after the 60 day deadline has passed. It can be used once every 36 months.
- C. The One-Time Exception allows you to submit one inaccurate claim. It can be used once per year.



## Comprehension Check

### What is a One-Time Exception and how often can it be used?

- A. The One-Time Exception allows you to make one revision to your claim, and it can be used every month.
- B. The One-Time Exception allows you to submit a claim or do an upward revision after the 60 day deadline has passed. It can be used once every 36 months.**
- C. The One-Time Exception allows you to submit one inaccurate claim. It can be used once per year.

**All claims may be submitted and revised within 60 days of the end of the month of operation. If a claim needs to be revised or if a claim needs to be submitted after this 60-day deadline, the One-Time Exception can be used.**



## Questions and Answers

### *How can I sign up for direct deposit?*

- Direct deposit is the recommended form of reimbursement. The State of Arizona Direct Deposit Form can be found on the [Financial Information webpage](#) under *Forms and Instructions*.
- Fill out the form as instructed and mail it to the address at the top of the form. The Arizona General Accounting Office (GAO) is responsible for verifying and entering the financial information submitted by the LEA. ADE does not have access to the form or the financial information contained within it. Any questions regarding this should be directed to the Arizona GAO at 602-542-5601.
- Once the information is verified and the LEA is authorized for direct deposit, ADE will change the *reimbursement type* to direct deposit. After the first deposit, the LEA will receive a request to verify the deposit from the GAO. If not verified, the *reimbursement type* will be changed back to *regular check*. If the request is returned as verified, reimbursements will then continue to be paid as direct deposit until the LEA requests the GAO in writing to discontinue.

# Questions and Answers

## *What are the Reimbursement Rates?*

- Arizona Department of Education (ADE) posts reimbursement rates for NSLP and SBP as soon as possible after July 1 on the ADE webpage titled [Program Forms](#). These reimbursement rates are in effect from July 1 through June 30.
- There are two different types of reimbursement rates for NSLP and SBP based on lunch claims submitted two years prior.
- NSLP: reimbursed at the Regular or High Rate
  - To be eligible for the high rate, 60 percent or more of an LEA's total lunches served in the second preceding year (two years earlier) must have been served free or at a reduced-price.
- SBP: reimbursed at the Regular or Severe Need Rate
  - To be eligible for the severe need rate, 40 percent or more of a site's total lunches served in the second preceding school year (two years earlier) must have been served free or at a reduced-price.
- Menus certified by ADE will receive an additional six cents of reimbursement in addition to the standard reimbursement rates for free, reduced-price, and paid lunch meals only. Additional reimbursement is not available for breakfast meals.

# Questions and Answers

*What should I do if I am receiving an **out of range error**?*

- When a saved claim shows an **out of range error**, double check the claim entries to verify all information is correct.
- Some LEAs exceed their attendance factor edit checks due to fluctuation in participation.
- When the daily edit checks or reimbursement claims are in error due to an attendance factor that is too low, a new attendance factor may be calculated.
- Meal counts should not be adjusted to make the claim pass the edit check.
  - If the established attendance factor is too low, fill out the [Attendance Factor Calculation Sheet](#) and fax it to the Health & Nutrition Services Unit, Finance and Operations.
  - Public Schools use an attendance factor that is based on information from the 100th Day Report.
  - State Schools, Correctional Institutions, and Residential Child Care Institutions use a 99% attendance factor.

# Technical Assistance

For any questions about submitting a claim, please contact your School Nutrition Program Specialist, found at the CNPWeb home screen.

## *End of Training*

# Congratulations!

You have completed the Step by Step Instruction: ***How to Submit A Claim in CNPWeb***.

In order to count this training towards your Professional Standards training hours, the training content must align with your job duties.

- Information to include when documenting this training for Professional Standards:
  - Training Title: Step by Step Instruction: ***How to Submit a Claim in CNPWeb***
  - Learning Code: 3310
  - Key Area: 3000- Administration
  - Length: 45 minutes
- *Please note, attendees must document the amount of training hours indicated on the training despite the amount of time it takes to complete it.*

**Request a  
Certificate**

*End of Training*

# Requesting a Training Certificate

Please click on the link below to complete a brief survey about this training. Once the survey is complete, ADE will create a certificate of completion and email it to you within 10 business days.

<https://www.surveymonkey.com/r/OnlineHowToGuides>

The information below is for your reference when completing the survey.

Training Title: Step by Step Instruction: ***How to Submit a Claim in CNPWeb***

Professional Standards Learning Code: ***3310***

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