

# CACFP Claim Process FAQ



**Q: How often are claims processed?**

A: Claims submitted on or before the 21<sup>st</sup> of each month through the CNPWeb are processed through the 22<sup>nd</sup> of each month. Any claims submitted after the 21<sup>st</sup> may not be processed until the following month. The LEA/Sponsor can check to see if their claim has been processed by going into the CNPWeb and review the claim in question.

**Q: When should I expect my CACFP funding for what has been claimed?**

A: Once a claim is in the Processed status and sent to Accounting to be paid, a warrant or an ACH payment should be received within 10 business days from the Process Status date.

**Q: What if I need to adjust my claim?**

A: Contact Grants Management (602) 542-3901 (Option 2) or by email at [grants@azed.gov](mailto:grants@azed.gov) to see if the claim can be opened to be revised or if a One Time Exception (OTE) is needed.

**Q: What if I missed a claim for a previous month?**

A: LEA/Sponsor has 60 days to submit a claim for a month. If the claim month is outside the 60 days, the LEA/Sponsor will need to submit an OTE (see below on how to submit an OTE). An OTE can only be approved once every 36 months.

**Q: How do I request a One Time Exception (OTE)?**

A: A One Time Exception Form must be completed in its entirety, signed by the Authorized Signer and Submitted to [grants@azed.gov](mailto:grants@azed.gov) inbox. The OTE form can be found: <http://www.azed.gov/grants-management/forms/> (the form is titled, "One Time Exception (OTE) Form).

**Q: When should I expect my advance?**

A: Advances are processed by 21<sup>st</sup> of each month; it can take up to 10 business days for payment to be received.

**Q: Why do my advance amounts vary from month to month?**

A: The amount of the advance is determined by the amount the entity received in the prior year for that particular month. The amount of the advance may be reduced if the LEA/Sponsor's meals for a given month was not enough to recover the amount advanced. In the months of August and September, an entity will receive 50% of the advance amount to assure appropriate recovery before the end of the Program Year. All advances are based on adequate funding provided by USDA.

**Q: If I do not receive my funds for my claim and/or advance, what should I do?**

A: Contact Grants Management at (602) 542-3901 (Option 2) or by email at [Grants@azed.gov](mailto:Grants@azed.gov)