

## Frequently Asked Questions

### **1. When are claims due?**

The Child and Adult Care Food Program (CACFP), National School Lunch Program (NSLP) and Summer Food Service Program (SFSP) claims are due by the 10<sup>th</sup> of the month following the claim month. If the 10<sup>th</sup> falls on a weekend or holiday, they are due the next workday.

### **2. When are reimbursement checks issued?**

The checks for the Child Nutrition Programs (CNP) are issued no later than the end of the month for valid claims submitted online by the 10<sup>th</sup> of the month.

### **3. Will faxed claims be accepted?**

The Arizona Department of Education (ADE) will no longer accept faxed claims.

### **4. What if I cannot submit my claim because my Internet access is down?**

Submit the claim online as soon as you regain access to the Internet. If you cannot submit your claim by the 10<sup>th</sup> of the month, contact the Child Nutrition Program office.

### **5. What is ADE Common Logon?**

ADE Common Logon is the Arizona Department of Education's main security database that is used for all of the department online applications.

### **6. How do I get access to ADE Common Logon?**

Contact Health & Nutrition Services to complete a [CNP Web User Agreement](#).

### **7. Who do I call when I forget my User ID and password for CNP Web?**

ADE Support Center @ (602) 542-7378.

### **8. How can I find out if my check was mailed?**

Log onto CNP Web. Go to the claims index page for the desired claim month. If the status is submitted for payment, the check will be mailed 10 – 15 days after the submitted to Accounting date. You can also call the payment information line @ (602) 542-5300.