

# CACFP Claim Process FAQ



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

A: Claims submitted through the CNPWeb are processed during the 1<sup>st</sup> of each month to the 22<sup>nd</sup> of each month. During this time, claims will be processed within 48 business hours and payments are sent to accounting. Any claims submitted after the 22<sup>nd</sup> will not be processed until the 1<sup>st</sup> of the next 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 OTE?**

A: Submit an OTE form to the [grants@azed.gov](mailto:grants@azed.gov) inbox. The OTE form can be found on the Health and Nutrition Services website, under "Financial Forms and Instructions": <http://www.azed.gov/hns/nsfp/forms/> (the form is titled, "Request for One-Time Exception Form").

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

A: Advances are processed on the 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 LEA/Sponsor 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 recovery the amount advanced.

## **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)