

# How to Submit a Claim in CNPWeb

SCHOOL NUTRITION PROGRAMS



Health and Nutrition Services  
Arizona Department of Education







# Disclaimer

This training was developed by the Arizona Department of Education (ADE) Health and Nutrition Services Division (HNS). The content in this training is intended for professionals operating one or more USDA Child Nutrition Programs in Arizona under the direction of ADE. The information in this training is subject to change. Attendees are encouraged to access professional development materials directly from the training library to prevent use of outdated content.



# Intended Audience

**This training is intended for School Food Authorities (SFAs) operating the National School Lunch Program (NSLP). All regulations are specific to operating the NSLP under the direction of ADE.**

# Objectives

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

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

## TRAINING HOURS

Information to include when documenting this training for Professional Standards:

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

**Key Area:** 3000 - Administration

**Learning Code:** 3310

**Length:** 45 minutes



# Quiz Time



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 answers available within the guide.

The question mark icon below will indicate a comprehension quiz question.





# Definitions

**Attendance Factor:**

A site-level percentage calculated by ADE School Finance each program year. This percentage accounts for the difference between enrollment and attendance. This information is used as a basic edit check for claims.

**ADE Connect:**

An online portal that houses web access for School Food Authorities (SFAs) reporting.

**Daily Edit Check:**

A worksheet that is required to be completed daily to ensure the number of children currently eligible for free, reduced-price, and paid meals multiplied by the SFA's attendance factor does not exceed the meals served for the day.

**Meal Claiming:**

The process of counting, recording, and reporting the number of reimbursable meals served to students by eligibility category (free, reduced-priced, paid) at the point of service. Federal reimbursement is provided for each meal that meets program requirements and is served to an eligible student.

**Program Year:**

The operating period for Child Nutrition Programs. The Program Year for school nutrition programs is July 1-June 30.

**Site:**

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



# Definitions

## **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.

## **Processing Claims:**

Claims are processed daily beginning the first 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 for receipt of payment, or you may call the Grants Management line at (602) 542-3901.



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The following slides will only cover how-to instructions for submitting a claim using CNPWeb.



# Introduction to Claiming Reimbursement

## SECTION 1





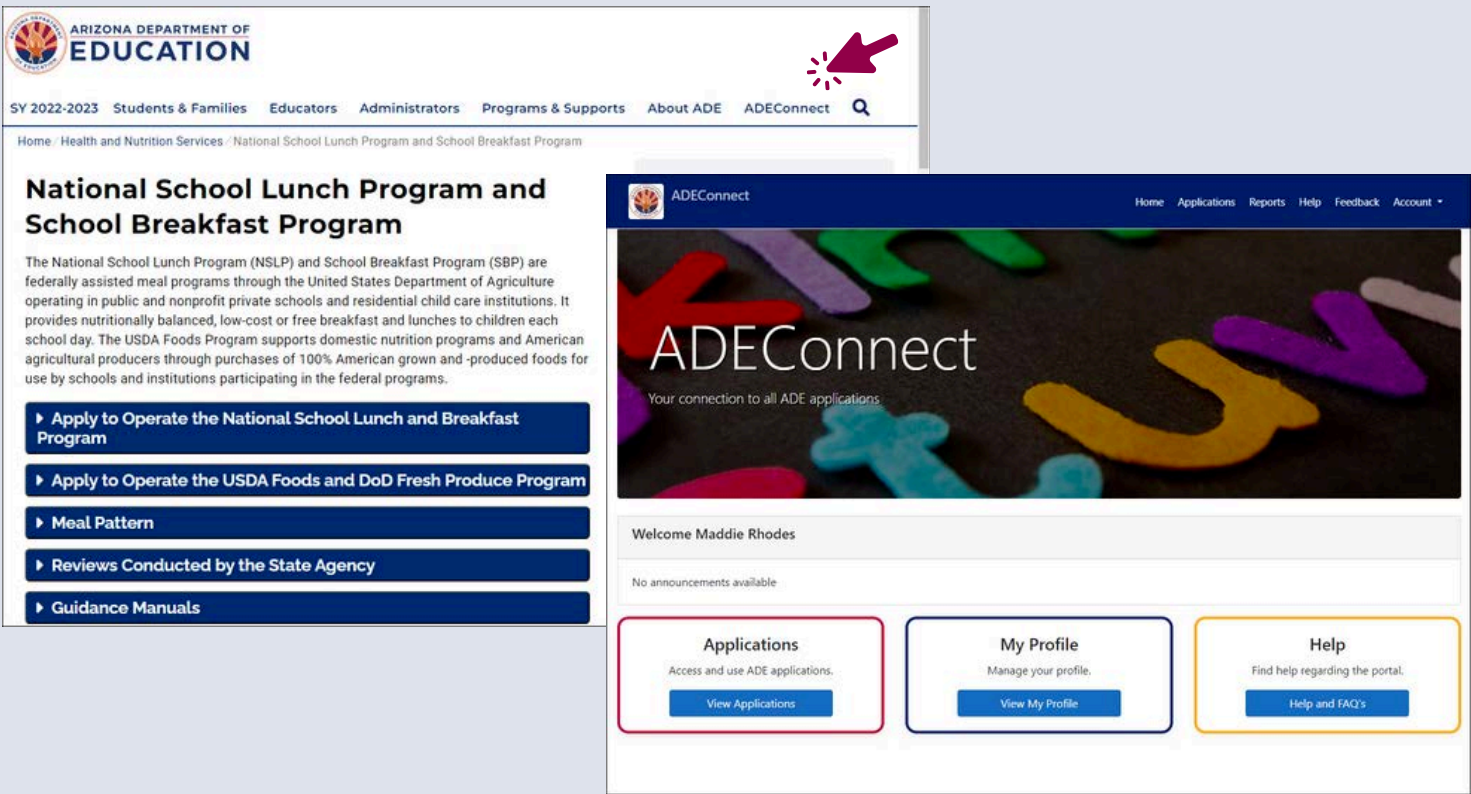
# Overview

- Federal reimbursement is provided for each meal or 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 served to students by eligibility category (paid, reduced-price, and free) at the point of service.
- The number of meals or snacks claimed for reimbursement must have adequate documentation on file to support the claim.
- In Arizona, SFAs must submit reimbursement claims online through CNPWeb, an application located in ADEConnect.



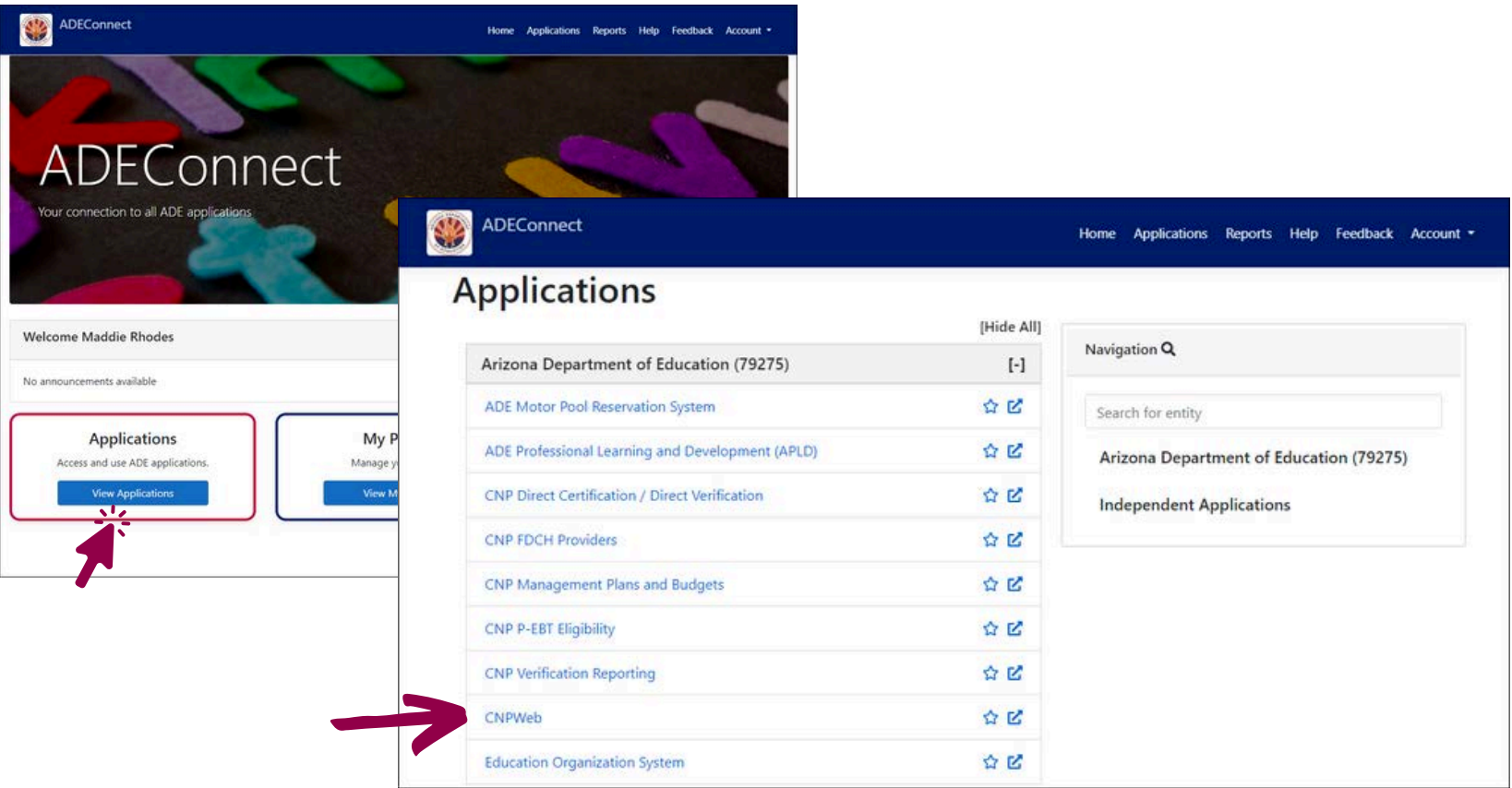
# What is ADEConnect?

ADEConnect is an online application that houses web access to different program applications for multiple program areas within ADE. ADE will require SFAs to submit reports throughout the PY using this online application.



# What is CNPWeb?

CNPWeb is the web application where SFAs operating CNPs submit their annual CNPWeb applications and monthly claims for reimbursement.





## HOW DO I OBTAIN ACCESS TO CNPWEB?

Only users who are designated Entity Administrators can grant permissions to applications within ADEConnect. Users must contact their SFA's Entity Administrator to receive access to CNPWeb.

Please note that CNPWeb access cannot be granted by ADE. Users must contact their Entity Administrators to receive access to CNPWeb.

## Finding an Entity Administrator

To find your SFA's Entity Administrator, log in to ADEConnect, click Help, and then select Search under Find an Administrator.

Users can search for their Entity Administrator(s) by searching by Entity ID, CTDS, or Entity Name. A table will appear with the contact information for the SFA's Entity Administrator(s).

**Help**  
Find help regarding the portal.  
Help and FAQ's

**Find an Administrator**  
Looking for an administrator that can assist you with your ADEConnect access. Locate the contact information of an ADEConnect administrator that is assigned to your organization.  
Search

**ADEConnect**

**Find Administrator**

Education Organizations  
Select Education Organization  
Search Reset

Search...

| Entity Admin | Contact | Phone Number |
|--------------|---------|--------------|
|--------------|---------|--------------|



\*If you do not have an Entity Administrator, complete the [Request for ADEConnect Entity Administrator Account](#) form and email it to [ContactHNS@azed.gov](mailto:ContactHNS@azed.gov).



# Who should submit the claims?

- It is recommended that more than one individual within the SFA is provided access to CNPWeb to submit the claims in the event one user is unavailable.
- If a staff member leaves the SFA, their ADEConnect login information must be deleted and cannot be shared among other staff (ideally, the SFA would have another individual with access to CNPWeb available to submit the claim).



# Quiz Time

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

- 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 within the SFA 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 ADEConnect.





# Quiz Time

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

- 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 within the SFA 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 ADEConnect.

If only one person has access to CNPWeb in ADEConnect and they are out of the office unexpectedly or leaves their position, the SFA will not be able to submit a claim until someone else receives CNPWeb access in ADEConnect. Having at least two people with CNPWeb access will ensure there's a backup plan in the event one person is unable to submit the claim.





**FOR EXAMPLE:**

For example, on **September 1**, CNPWeb will generate a claim that the SFA can open to enter the **number of meals** served during the month of **August**.

## When should I submit a claim?

- A monthly claim is generated for each approved site in CNPWeb after the month of operation is complete.
- Claims can be submitted for the operating month starting the 1st day of the following month and up to 60 days after the last day of the operating month.
- It is a best practice to have all claims submitted by the 10th of each month.



# When can I expect to be reimbursed?

Claims submitted by the 10th of each month will be paid during the month of submission. See examples to the right for additional clarification.

| NOVEMBER 1-10                                                                       | DECEMBER 1-10                                                                        | JANUARY 1-10                                                                        |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Submit claim for operating month of October and receive <b>payment in November.</b> | Submit claim for operating month of November and receive <b>payment in December.</b> | Submit claim for operating month of December and receive <b>payment in January.</b> |



# Log into CNPWeb

## SECTION 2





# Logging into CNPWeb

## ACCESSING THE SYSTEM

CNPWeb is a web-based application in ADEConnect.

To access CNPWeb, login to [ADEConnect](#), select "View Applications," and then select "CNPWeb."

**1**

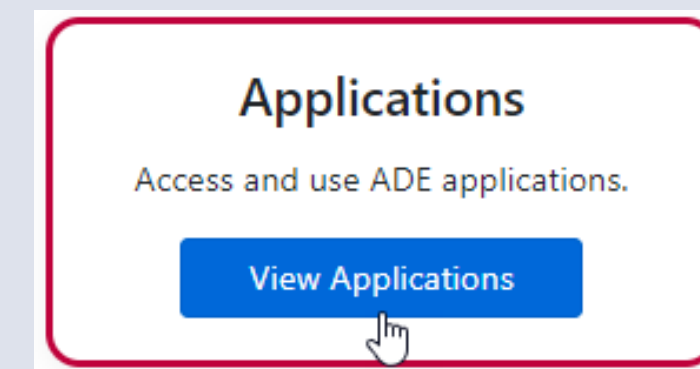
### LOGIN TO ADECONNECT

Open a web browser, navigate to [adeconnect.azed.gov](https://adeconnect.azed.gov), and input your username and password for ADEConnect.

**2**

### SELECT "VIEW APPLICATIONS"

After logging in to ADEConnect, select "View Applications."

**3**

### SELECT "CNPWEB"

Select "CNPWeb" from the list of applications.



If CNPWeb is not a listed application in ADEConnect, you will need to request access from your Entity Administrator.

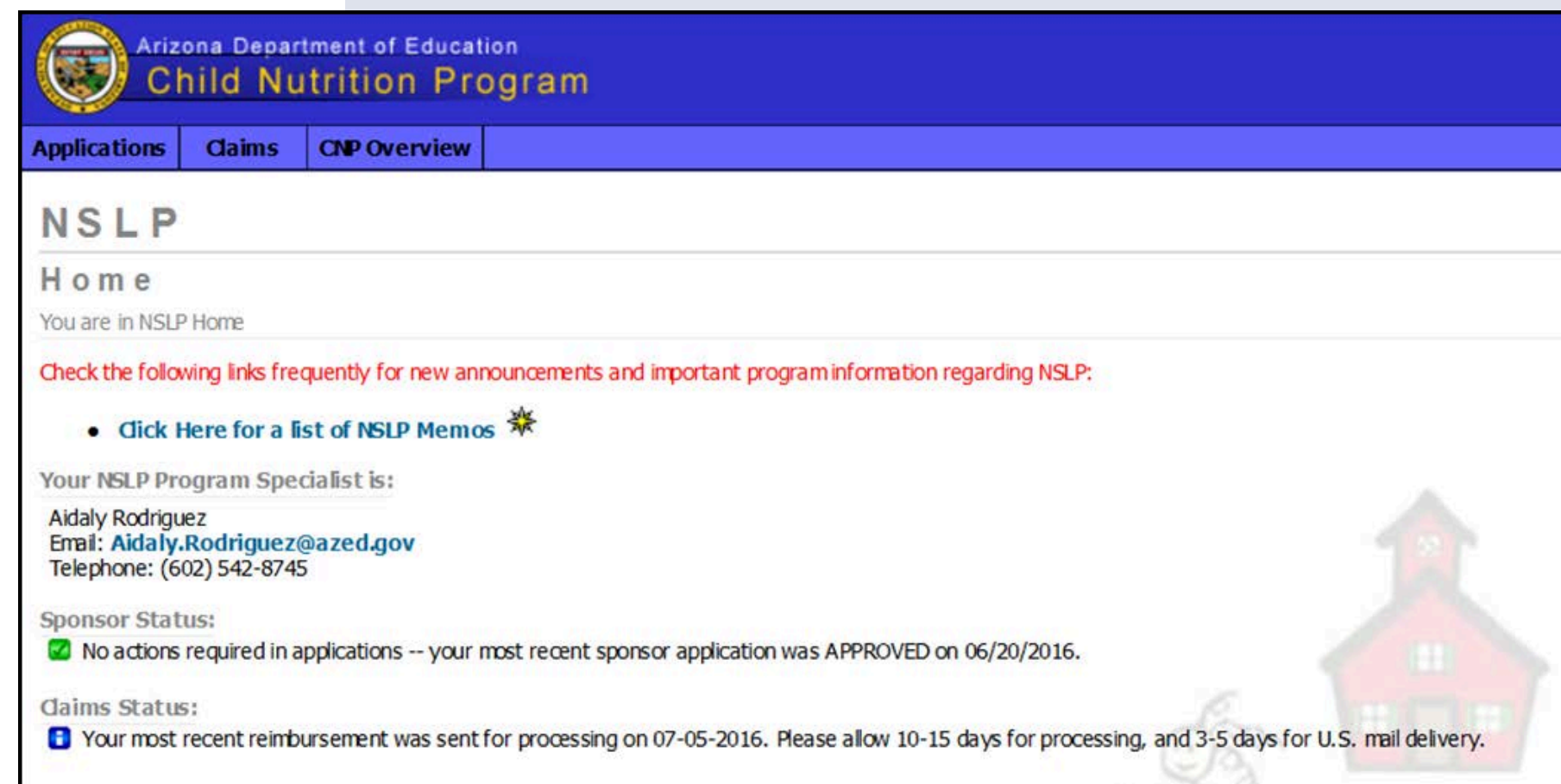
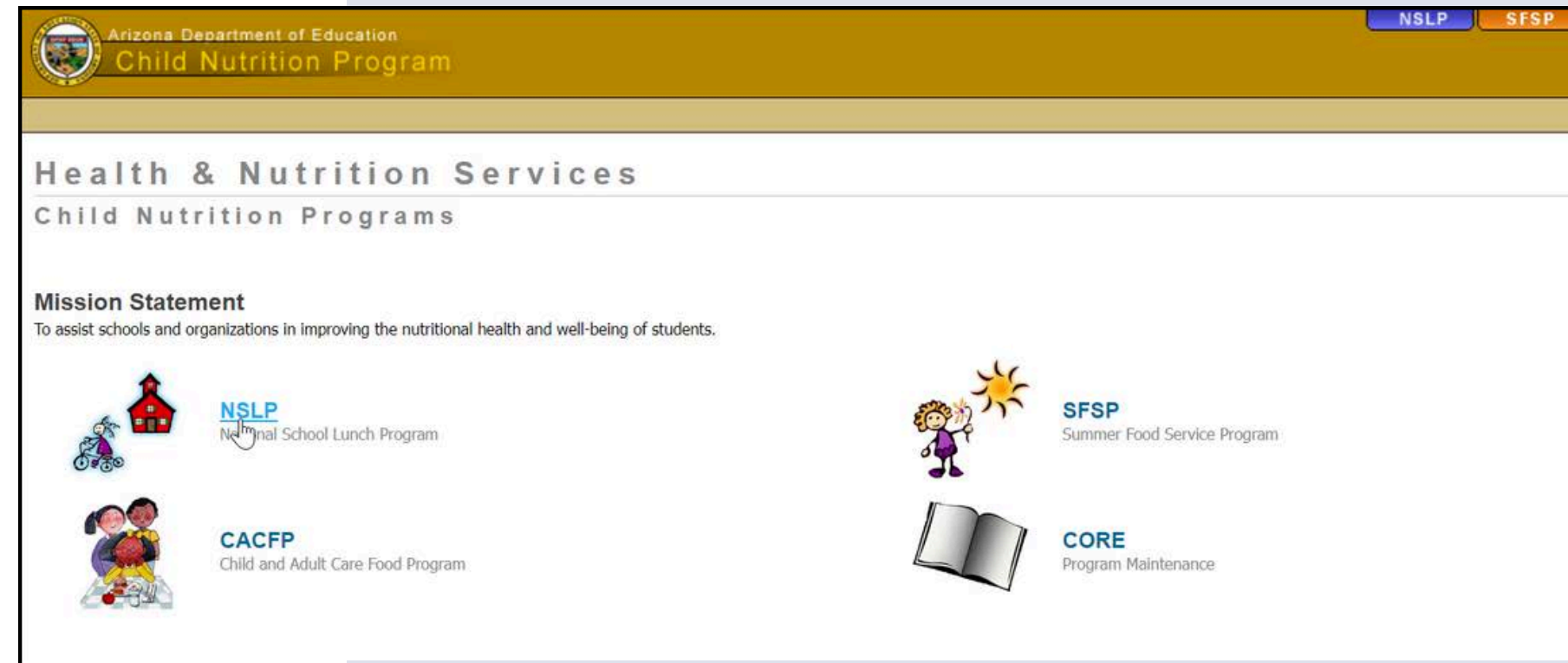


# CNPWeb

After successfully logging into CNPWeb, a screen with all the Child Nutrition Programs (CNP) you participate in will load. To proceed, select "NSLP."

Once "NSLP" is selected, a new screen with information about your HNS Specialist and Sponsor and Claim Status will load.

- **HNS Specialist:** Each SFA has an assigned HNS Specialist available to contact. Their contact information is displayed on the CNPWeb home page.
- **Sponsor Status:** Provides the status for the SFA's site and sponsor applications.
- **Claim Status:** Provides updates for claim submission, payment, and reimbursement.





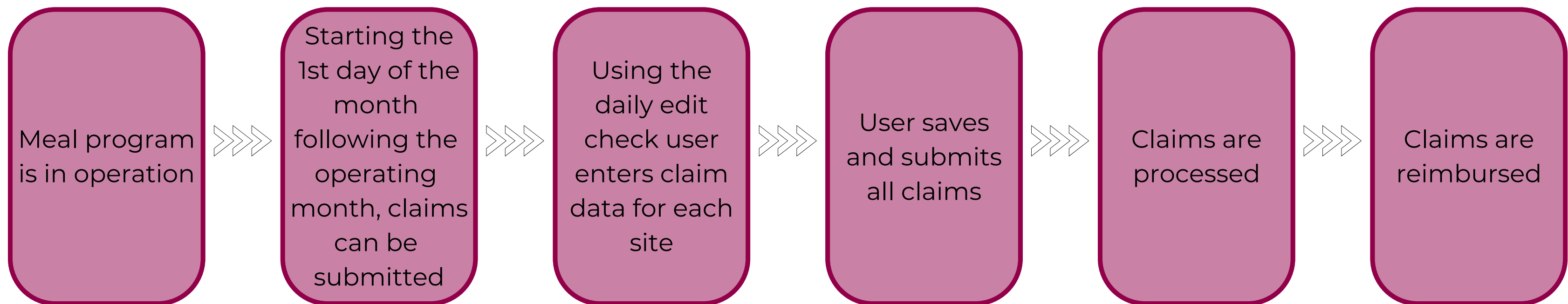
# Submitting a Claim



SECTION 3



# Flow of Submitting a Claim





**FOR EXAMPLE:**

A sample Daily Edit Check Worksheet can be found on the NSLP and SBP Program Forms and Resources [webpage](#) under the 'Operational' accordion.

## Daily Edit Check Worksheet

- 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.
- SFAs are required to complete a Daily Edit Check at each site.
- Claim data is obtained directly from the Daily Edit Checks.



# Attendance Factor

- A site-level percentage is calculated by ADE School Finance each program year. 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.
- Occasionally, SFAs exceed the 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 never be adjusted to make the claim pass the edit check.



To calculate a new attendance factor fill out the [Attendance Factor Calculation Sheet](#) and submit a complete form via Help desk.  
(Note: The form must be signed by an Authorized Signer on the FPPSA)



# Details to Remember When Submitting a Claim

- ✔ **CLAIMS ARE SITE BASED AND SUBMITTED MONTHLY**
- ✔ **CLAIMS MUST BE SUBMITTED AFTER THE ENTIRE MONTH OF OPERATION HAS BEEN COMPLETED; CLAIMS CANNOT BE SUBMITTED IN ADVANCE.**
- ✔ **CLAIMS, EVEN IN SUBMITTED STATUS, CAN BE REVISED.**
- ✔ **CLAIM DATA IS OBTAINED DIRECTLY FROM THE DAILY EDIT CHECKS.**
- ✔ **THE SFA CAN SAVE ALL CLAIMS AND CONTINUE WORKING ON THEM LATER.**
- ✔ **CLAIMS MUST BE IN SUBMITTED STATUS TO RECEIVE REIMBURSEMENT; CLAIMS LEFT IN PENDING STATUS ARE NOT VALID AND WILL NOT BE PAID IF LEFT IN THIS STATUS.**



# Step 1

Claims are located in CNPWeb. Once logged into CNPWeb and navigating to the NSLP portal, click " Claims " at the top of the CNPWeb NSLP home screen.

The NSLP Application Index page will load. To access current applications, select the program year from the dropdown. Once selected, click "Go."

Then, the Application Index page will load. Confirm that the Sponsor Name, Sponsor Applications, and Associated Sites listed are correct.

**1****LOGIN TO CNPWEB FOR NSLP**

Follow the steps outlined on Slide 18 to log in to the NSLP portal in the CNPWeb.

**2****SELECT "CLAIMS"**

After logging in to the NSLP portal in the CNPWeb, select "Applications."

**3****SELECT THE PROGRAM YEAR**

Select the current program year from the dropdown and the month you are submitting the claim. Then click "Apply."

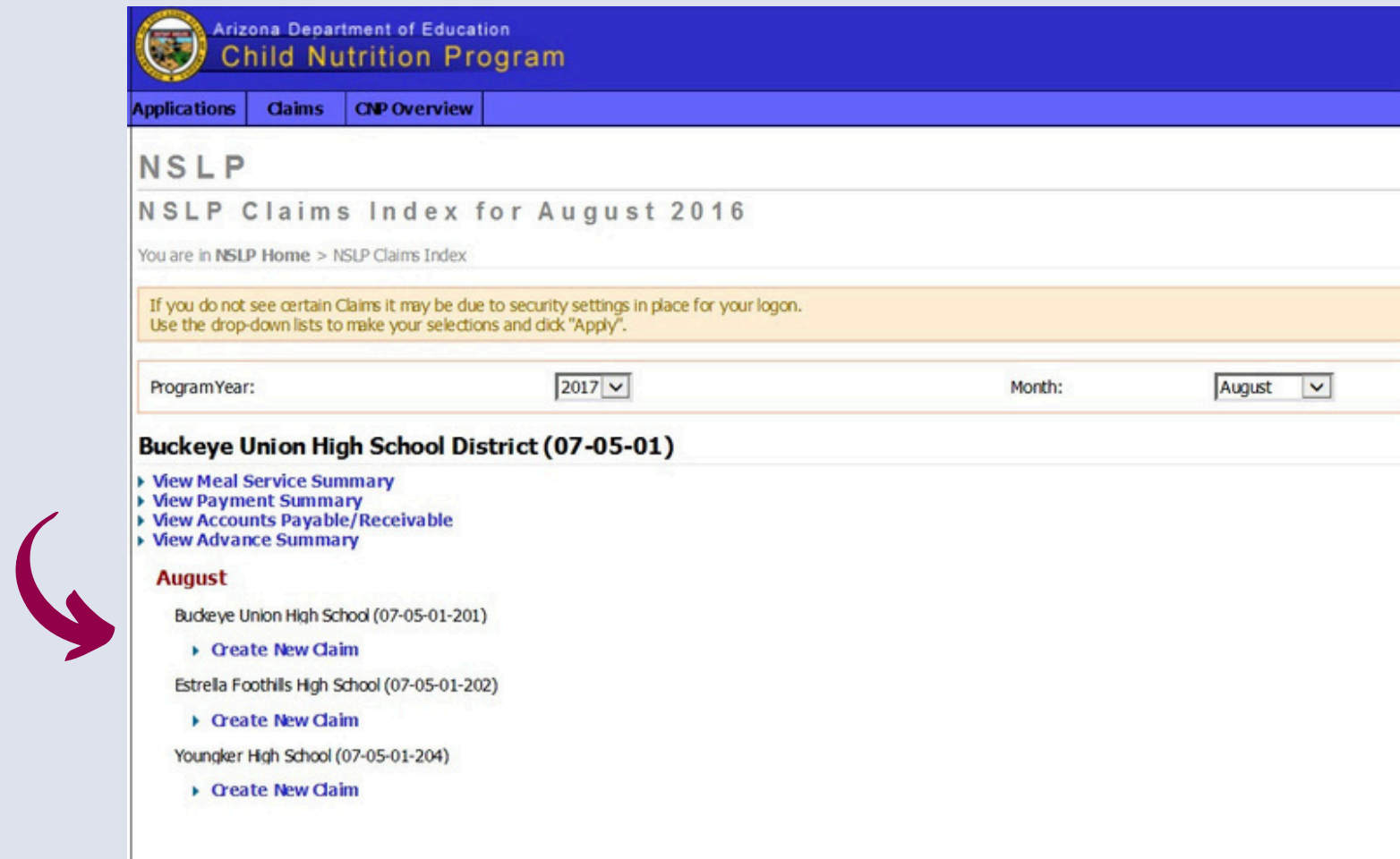
**4****REVIEW THE CLAIM INDEX**

Now your screen should show the month selected and all sites approved to operate under the SFA.



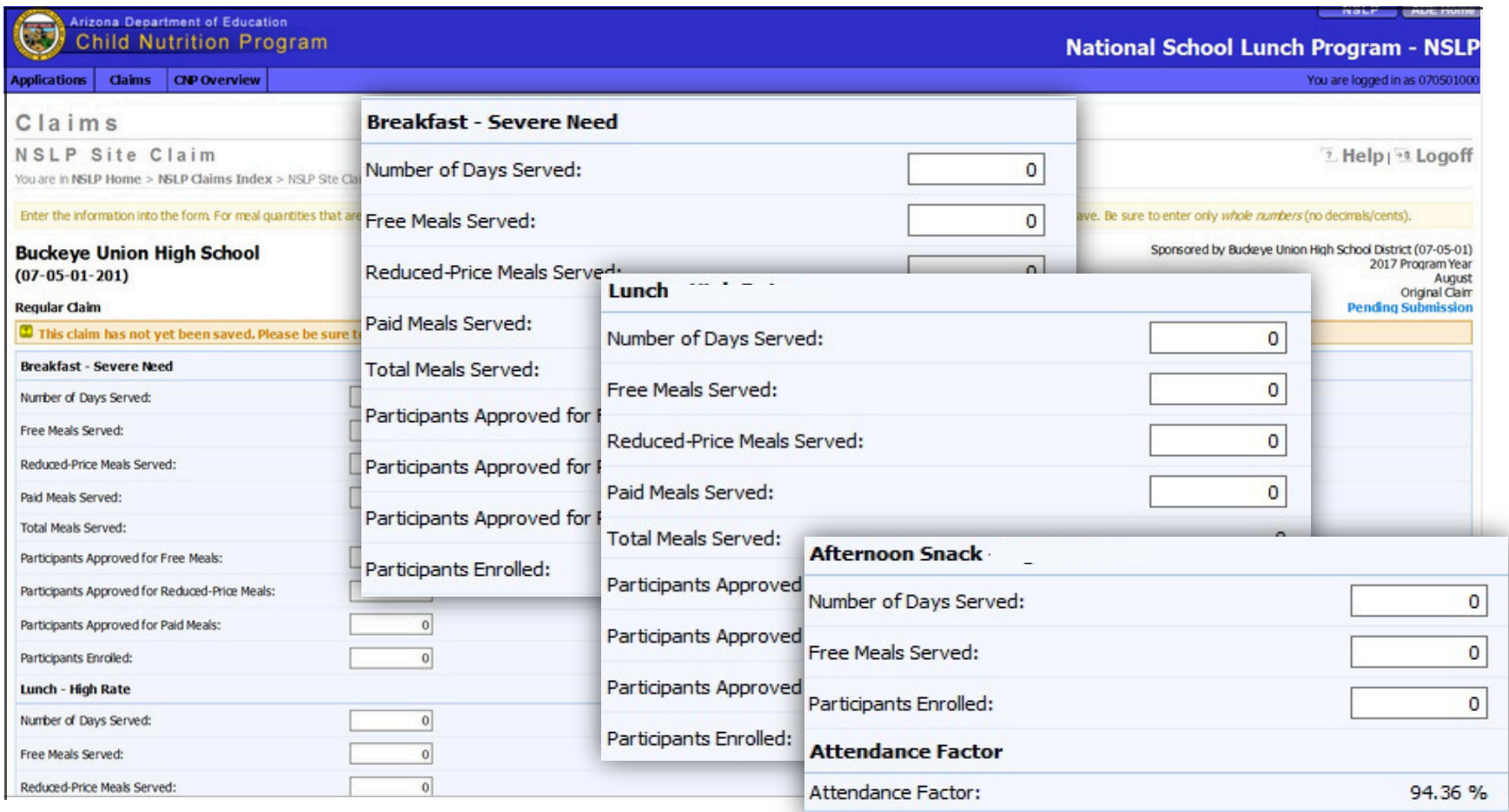
# Step 2

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.



# Step 3

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.





# What fields will I see on my claim?

Based on the site's participation in Child Nutrition Programs, the CNPWeb claim will provide fields for the National School Lunch Program (NSLP), School Breakfast Program (SBP), and/or Afterschool 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 SFA opens that site's monthly claim.

**Regular Claim**

 This claim has not yet been saved. Please be sure to click the Save button below before leaving this claim.

| <b>Breakfast - Severe Need</b>                 |                                |
|------------------------------------------------|--------------------------------|
| 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"/> |
| <b>Lunch - High Rate</b>                       |                                |
| 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"/> |
| <b>Attendance Factor</b>                       |                                |
| Attendance Factor:                             | 93.37 %                        |



# Step 4

Enter 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.

Breakfast - Severe Need

Number of Days Served:

0

Free Meals Served:

0

Reduced-Price Meals Served:

0

Paid Meals Served:

0

Total Meals Served:

0

Participants Approved:

0

Participants Approved:

0

Participants Approved:

0

Participants Enrolled:

0

Lunch - High Rate

Number of Days Served:

0

Free Meals Served:

0

Reduced-Price Meals Served:

0

Paid Meals Served:

0

Total Meals Served:

0

Participants Approved for Free Meals:

0

Participants Approved for Reduced-Price Meals:

0

Participants Approved for Paid Meals:

0

Participants Enrolled:

0

Afternoon Snack - High Rate

Number of Days Served:

0

Free Meals Served:

0

Participants Enrolled:

0

Attendance Factor

Attendance Factor:

94.36 %



# 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 during the month of operation.

| Breakfast - Severe Need                        |
|------------------------------------------------|
| 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:                         |



# 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 during 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 during the month of operation.
- **Participants Enrolled:** The total number of students enrolled during the month of operation. This number might not match the total of approved participants for free, reduced-price, and paid breakfasts.

| Breakfast - Severe Need                        |
|------------------------------------------------|
| 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

- **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 during 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:



# 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 during 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 during the month of operation.
- **Participants Enrolled:** The total number of students enrolled during the month of operation. This number might not match the total of approved participants for free, reduced-price, and paid lunch.

|                                                |
|------------------------------------------------|
| <b>Lunch - High Rate</b>                       |
| 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:                         |



# 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.

Afternoon Snack -

Number of Days Served:

Free Meals Served:

Participants Enrolled:



# Attendance Factor

- At the bottom of your claim, you should see a percentage under the header Attendance Factor.
- An attendance factor is a site-level percentage calculated by ADE School Finance each program year. 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.
- SFAs are to use this attendance factor when completing the required Daily Edit Check.

**Attendance Factor**

**Attendance Factor:**





# Step 7

Click “Create New Claim” to enter in claim data for other sites.

Arizona Department of Education

Child Nutrition Program

Applications

Claims

CNP Overview

National School Lunch Program

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:

2017

Month:

August

Apply

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         |
|--------|------|----------|---------------|---------|------------------|---------------------|
| Edit   |      | 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

# Step 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

National School Lunch Program

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:

2017

Month:

August

Apply

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 |
|--------|------|----------|---------------|---------|------------------|-------------|
| Edit   |      | 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 |
|--------|------|----------|---------------|---------|------------------|-------------|
| Edit   |      | 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 |
|--------|------|----------|---------------|---------|------------------|-------------|
| Edit   |      | Original | Regular Claim | Pending | 09/06/2016 8:38a | Edited by   |



# Step 9

After you click “Submit All Claims,” you will see a new window appear. Please review this statement and click “Yes” to continue.

Arizona Department of Education

Child Nutrition Program

ApplicationsClaimsCNP 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:2017Month:August

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 (07-05-01-2)

| Action | Paid | Revised  |
|--------|------|----------|
| Edit   |      | Original |

Estrella Foothills High School (07-05-01-1)

| Action | Paid | Revised  |
|--------|------|----------|
| Edit   |      | Original |

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

| Action | Paid | Revised  |
|--------|------|----------|
| Edit   |      | Original |

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.

Yes

No

# Step 10

Click “here” found at the bottom of the webpage to return to the claims index.

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

Your Submission Summary should match the screen to the right:

If your summary does not match, you have not submitted your claims properly. Please contact your Health & Nutrition Services Specialist.

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

3 claims processed.

#### Submission Detail

**Buckeye Union High School (07-05-01-201)**  
2016 August  
Claim submitted successfully.

**Estrella Foothills High School (07-05-01-202)**  
2016 August  
Claim submitted successfully.

**Youngker High School (07-05-01-204)**  
2016 August  
Claim submitted successfully.

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

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

3 claims processed.

#### Submission Detail

**Buckeye Union High School (07-05-01-201)**  
2016 August  
Claim submitted successfully.

**Estrella Foothills High School (07-05-01-202)**  
2016 August  
Claim submitted successfully.

**Youngker High School (07-05-01-204)**  
2016 August  
Claim submitted successfully.

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



# Quiz Time

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.



# Quiz Time

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

## SECTION 4





# Am I able to revise my claim?

Claims, even in the submitted status, can be revised up until 60 days from the end of the claim month (e.g., August claims can be revised up until October 30). It is best practice to submit all claims and revisions by the 10th of the month to receive reimbursements in the same month. If the original claim is already in the paid status, additional amounts may be paid within 7-10 business days depending on whether payments are received via direct deposit or by mail. The revision must be submitted within 60 days.

For example, an SFA submits their site claim that includes meal counts for lunch and breakfast on September 1st; the claim is now in submitted status. On September 15th, the SFA realized they accidentally put the breakfast meal counts in the lunch fields and need to revise their claim. The SFA can log into CNPWeb and revise the claim within 60 days of September 30th, even though it is in submitted status.



# How to Revise a Claim

The following slides will guide you through the process of revising a claim that is in submitted status. Please note that if you need to revise a claim that has already been processed, you will need to contact your Health & Nutrition Services Specialist for guidance.

Attendees are expected to already understand how to navigate through CNPWeb to access the Claims Index Page.

# Step 1

Find the claim you wish to revise and click “Edit.”

# Step 2

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



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:

2017

Month:

August

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 |
|--------|------|----------|---------------|-----------|------------------|-------------|
| Edit   |      | 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 |
|--------|------|----------|---------------|-----------|------------------|-------------|
| Edit   |      | 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 |
|--------|------|----------|---------------|-----------|------------------|-------------|
| Edit   |      | Original | Regular Claim | Submitted | 09/06/2016 8:38a | Submitted t |

Claims

NSLP Site Claim

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

Help

Logoff

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

(07-05-01-201)

Sponsored by Buckeye Union High School District (07-05-01)  
2017 Program Year  
August  
Original Claim  
Submitted

Regular Claim

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

Free Meals Served:

402

Reduced-Price Meals Served:

142

Paid Meals Served:

125

Total Meals Served:

669

Participants Approved for Free Meals:

3490

Participants Approved for Reduced-Price Meals:

302

Participants Approved for Paid Meals:

29

Participants Enrolled:

71

Attendance Factor

Attendance Factor:

84.27 %

Save

Delete

Cancel

Created by 070501000 on 9/6/2016 at 8:28:10 AM  
Modified by 070501000 on 9/6/2016 at 8:32:37 AM  
Submitted by 070501000 on 9/6/2016 at 8:40:18 AM



# Step 3

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

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

Arizona Department of Education

Child Nutrition Program

ApplicationsClaimsCNP Overview

Claims

NSLP Site Claim

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

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

# Step 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

ApplicationsClaimsCNP 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:2017

Month:August

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 |
|--------|------|----------|---------------|---------|------------------|-------------|
| Edit   |      | 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 |
|--------|------|----------|---------------|-----------|------------------|-------------|
| Edit   |      | 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 |
|--------|------|----------|---------------|-----------|------------------|-------------|
| Edit   |      | Original | Regular Claim | Submitted | 09/06/2016 8:38a |             |

# Step 5

After you click “Submit All Claims”, you will see a new window appear. Please review this statement and click Yes to continue.

Arizona Department of Education

Child Nutrition Program

ApplicationsClaimsCNP 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:2017Month:August

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 (07-05-01-2)

ActionPaidRevised

EditOriginal

Estrella Foothills High School (07-05-01-2)

ActionPaidRevised

EditOriginal

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

ActionPaidRevised

EditOriginal

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.

Yes

No



# Step 6

A new webpage will load. It should look like the screen shown below. Click “here” found at the bottom of the webpage to return to the claims index.



A new webpage will load. Your Submission Summary should match the below:



If your summary does not match, you have not submitted your claims properly. Please contact your Health & Nutrition Services Specialist.



# Frequently Asked Questions





# How can I sign up for direct deposit?

Direct deposit (ACH) is the recommended form of reimbursement. The State of Arizona ACH Authorization Form can be found on the NSLP and SBP Program Forms and Resources [webpage](#) under the Financial tab.

- New entities must submit W9 forms via ADE Help Desk for processing.
- Entities setting up direct deposits must contact the Accounts Payable Inbox at [accountspay@azed.gov](mailto:accountspay@azed.gov). ACH forms contain sensitive banking information and should not be handled through email or other electronic means.

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 SFA. 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.



# How can I sign up for direct deposit?

Once the information is verified and the SFA is authorized for direct deposit, ADE will change the reimbursement type to direct deposit. After the first deposit, the SFA will receive a request to verify the deposit from the GAO. If not verified, the reimbursement type will be changed back to a regular check. If the request is returned as verified, reimbursements will then continue to be paid as a direct deposit until the SFA requests, in writing, that the GAO discontinues.

ARIZONA

DEPARTMENT OF ADMINISTRATION  
GENERAL ACCOUNTING

STATE OF ARIZONA ACH AUTHORIZATION FORM

Original form is preferred. Please contact [Vendor.PayAutomation@azdoa.gov](mailto:Vendor.PayAutomation@azdoa.gov) if you have questions about the form or setup process.

DO NOT SUBMIT COMPLETED FORM TO STATE OF ARIZONA AGENCIES. SUBMIT COMPLETED FORM TO:  
DEPARTMENT OF ADMINISTRATION/GENERAL ACCOUNTING OFFICE  
ATTN: VENDOR SETUP  
100 N 15TH AVE, STE 302  
PHOENIX, AZ 85007

☐ Check if DES/DDO Provider

1

Request Type (Select only ONE)  
☐ New ☐ Change ☐ Cancellation, Cancellation Reason:

2

Taxpayer Identification Number (TIN)  
EIN  -         OR SSN  -  -

3

Legal Name, Address and Contact Information  
Name  Phone  Ext   
Address  City  State  Zip Code   
Email Address

4

Change Information - FOR CHANGE REQUEST ONLY  
Changing: ☐ Financial Institution ☐ Account Type ☐ Account Number ☐ Authorized Signers  
Previous Financial Institution:  Previous Account Type: ☐ Checking ☐ Savings Previous Account Number:

5

AUTHORIZATION FOR NEW SETUP, CHANGE(S) OR CANCELLATION  
Pursuit to A.R.S. Sec. 35-185, I authorize the Arizona Department of Administration (ADDA), General Accounting Office (GAO) to process payments owed to me by the State of Arizona (State) via Automated Clearing House (ACH) deposits. The State shall deposit the ACH payments in the financial institution and account designated below. I recognize that if I fail to provide complete and accurate information on this authorization form, the processing of the form may be delayed or made impossible, and my electronic payments may be posted to the wrong account. I authorize the State to withdraw from the designated account all amounts deposited electronically in error in accordance with NACHA rules and timelines. If the designated account is closed or has an insufficient balance to allow withdrawal, then I authorize the State to withhold any payment owed to me by the State until the erroneously deposited amounts are repaid. If I decide to change or revoke this authorization, I recognize that I must forward such notice to the ADDA-GAO. The change or revocation is effective on the day the ADDA-GAO processes the request. I certify that I have read and agree to comply with the State's rules governing payments and electronic transfers as they exist on the date of my signature on this form or as subsequently adopted, amended, or repealed. I consent to, and agree to, comply with these rules even if they conflict with this authorization form. I authorize the State to stop making electronic transfers to my account without advance notice. I certify that I am authorized to contract for the entity receiving deposits pursuant to this agreement and that all information provided is accurate.

Name  Authorized Signature (Required)  Title  Date   
Additional Authorized Signers  
Name  Authorized Signature  Title  Date   
Name  Authorized Signature  Title  Date   
Addendum record format ☐ CTX ☐ CCD+ Detailed ACH payment can also be viewed online at <http://venpay-gao.azdoa.gov>.

6

Financial Institution  
Financial Institution Name  Phone  Ext   
Address (Optional)  City  State  Zip Code   
Routing Number  Account Number  Account Type ☐ Checking ☐ Savings

7

GAO USE ONLY  
Verified and Entered By And Date  Vendor #  Address ID   
Entity Contact Verified By  Doc Number Entered  Approved By

GAO-618 (10/2019)



# What are the Reimbursement Rates?

ADE posts reimbursement rates for NSLP and SBP soon after July 1 on the NSLP and SBP [webpage](#). These reimbursement rates are in effect from July 1 - June 30. There are two different types of reimbursement rates for NSLP and SBP based on lunch claims submitted two years prior. Menus certified by ADE will receive an additional \$0.08 of reimbursement in addition to the standard reimbursement rates for free, reduced-price, and paid lunch meals only.

| NSLP: Reimbursed at the Regular or High Rate                                                                                                                              | SBP: Reimbursed at the Regular or Severe Need Rate                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u>High Rate:</u> 60 percent or more of an SFA's total lunches served in the second preceding year (two years earlier) must have been served free or at a reduced- price. | <u>Severe Need Rate:</u> 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. |



Additional reimbursement for menu certification is not available for breakfast meals.



# 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 SFAs 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 never 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 submit the completed form to <https://helpdesk.azed.gov>.
  - 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.



# CONTACT US

If you have a question or require additional assistance, please contact your assigned specialist or contact HNS.



602-542-8700



ContactHNS@azed.gov



[www.azed.gov/hns](http://www.azed.gov/hns)







# Congratulations

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**You have completed the Online Course:  
Step-by-Step Instruction How to Submit a Claim  
in CNPWeb.**

Information to include when documenting this  
training for Professional Standards:

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

**Key Area: 3000 – Administration  
Learning Code: 3310  
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.



# Certificate

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## Requesting a training certificate

Please click the button to complete a brief survey about this online training. Once the survey is complete, you will be able to print your certificate of completion from Survey Monkey.



Information to include when documenting this training for Professional Standards:

### **Training Title:**

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

### **Key Area: 3000 – Administration**

**Learning Code: 3310**

**Length: 45 minutes**

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Please note, attendees must document the amount of training hours indicated on the training despite the amount of time it takes to complete it.







In accordance with federal civil rights law and USDA civil rights regulations and policies, the USDA, its agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the state or local agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, [AD-3027](#), found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. **Mail:** U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Mail Stop 9410, Washington, D.C. 20250-9410;
2. **Fax:** (202) 690-7442; or
3. **Email:** [program.intake@usda.gov](mailto:program.intake@usda.gov).

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