Online Claiming

Table of Contents

Entering Claims 1-6  Working Claim w/zeros 15
Adjustments (Working Status) 7-9  Payment History 14-16
Late Claims 10-12  Common Errors 4

If a claim is in working status and the claim roll-up (site information) shows all zeros and no sites are listed in the claim grid, see page 15.
This is the screen that comes up after clicking View/New under Claims on the yellow toolbar.

Using the drop-down boxes:
- Select the appropriate year
- Select Summer Food Service Program
- Select View/Adjust or New
- Click Find to continue
- New claims continue to next page
- View/Adjust continue to page 8

Select View/Adjust for any claim that has been started or is in working status. Select New for a new monthly claim that has not been selected previously.
After selecting New from page 2, this screen will come up.

Click the white dot next to the month for the claim to be entered.

There may be more than 1 month to select, click on the appropriate month.

If there is no month available to select you will have to use View/Adjust from the previous screen.

If a change needs to be made to a month listed in this section, select View/Adjust from the previous page.

Sponsor Name
8888888888888

Select a Claim Period for the 2011-12 Summer Food Service Program

- July 2012

* Indicates that the claim is under a lockdown period. Click here for more information

Claims already exist for the following periods:
- June 2012

The following periods are outside the program operating dates:
- May 2011, October 2011
- June 2011, November 2011
- July 2011, December 2011
- August 2011, March 2012
- September 2011, April 2012

Back to Sponsor Annual Information
The LEA Code and Site Name cannot be entered manually, follow the instructions from the images below. Repeat the procedure for all sites by clicking on the green arrow to choose new sites. **Claim information does not have to be entered in one work session. Sponsors can enter information and return to a claim in working status to add additional information as needed at another time.**

Only sites that have been approved to operate for the month of the claim being entered will show up in the pop-up box. Camp sites will only be available after they have been approved and a valid camp permit has been submitted to SED.

Input the appropriate data for each meal for each site. Enter the number of actual second meals served, the system will the number of reimbursable second meals. The sponsor must calculate the number for the Total column. Scroll to the bottom of the page and click insert when done.

If there is an error message after clicking Insert, check to see the following are all correct:

1. Days of Service
2. More meals were claimed than the site is eligible for
3. Total doesn’t equal Meals plus Seconds
4. Numbers input for a meal the site wasn’t approved for
5. Seconds is greater than Meals
6. Supplement Meals is greater than Supper Meals
7. Blank Fields; Make sure a ‘0’ is in unused fields
Review the claim for accuracy. See page 10 if submitting a claim more than 60 days after the end of the claim month.

If all of the data in the Sponsor Claim Roll-Up is zeros and there aren’t any sites listed in the Site Claims grid (seen below), click the New Site Claim Button (circled in red) below to continue. When adjusting a claim click the site name (underlined in blue), if available, or click New Site Claim if the site is not listed in the Site Claims grid.

Status is WORKING until Submit Claim button is clicked.

While the claim is in WORKING status, the site name can be clicked to make adjustments to the claim, see page 9.

The Submit Claim button must be clicked for the claim to be submitted.

Click New Site Claim to add a site to this month’s claim.
A Payment Info button and Adjustment button will appear at the top of the screen.

After clicking Submit Claim this Success! Notification will appear. If an adjustment needs to be made from this page, click the Adjustment button. The claim will now be in WORKING status.
After clicking **Adjustment** on the previous page, this page will come up. The claim will return to WORKING status, and all instructions for a claim should be followed to update the claim.

The status will be WORKING until the Submit Claim button is clicked.

Click on a site’s name to adjust the claim for the month for that site. Clicking on the site name brings up page 9.

The Submit Claim button must be clicked for the claim to be submitted.

Click the New Site Claim button to add a site to the sponsor’s claim for the month.
Screen shot of page 2.

Select View/Adjust to make an adjustment or to see a claim that is in working status or has been submitted.
After clicking Submit Claim this Success! Notification will appear. If an adjustment needs to be made from this page, click the Adjustment button. The claim will now be in WORKING status.
This page comes up after selecting View/Adjust from the screen shown on page 2 and page 8 or after clicking the Adjustment button shown on page 6 or page 9.

Sponsor Claim Data

Sponsor Name-888888888888

2011-12 Summer Food Service Program Claims

<table>
<thead>
<tr>
<th>Claim Period</th>
<th>Breakfast</th>
<th>Lunch</th>
<th>Snack</th>
<th>Supper</th>
<th>Supplement</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>Submit</td>
</tr>
<tr>
<td>Jul</td>
<td>1127</td>
<td>1064</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>Working</td>
</tr>
</tbody>
</table>

Click on the month that needs to be adjusted or viewed. Also note that if the status of a claim is ‘Working’ it will need to be submitted.
This screen comes up after selecting a site from the Site Claims grid on page 5 and page 7. (See Site Name #1 and Site Name #2 in the Site Claims grid, on page 7 and page 5.) Clicking Update will bring you to the screen on page 5.

This is the adjustment screen. Make any changes directly to the fields on the left. Be sure to enter the total Days Of Service, Meals and Seconds, not the adjustments. For example, if the original number of Meals entered was 55 and the site actually served 60 Meals, enter 60, the correct number of meals, not 5. Errors will occur for too many days, more meals than eligible, more seconds than meals, and if the total is incorrect. Click Update to submit the adjustment.
Sponsors that try to submit a claim more than 60 days after the end of the claim month will get this screen after clicking [Submit Claim]. Follow the instructions in the Message from webpage box.

If a one-time exception has not been used in the past three years the sponsor will receive this message:

```
This claim is being submitted more than 60 days past the end of the claim period (09/30/2011, 10/30/2011). Click OK to APPEAL or Cancel to use the one-time exception.
```

If a one-time exception has been used in the past three years the sponsor will receive this message:

```
This claim is being submitted more than 60 days past the end of the claim period (07/31/2011, 09/29/2011). The exception has been used. Select OK to APPEAL or Cancel to stop processing.
```
After clicking OK to appeal, this screen will come up. See the next page for the appeal by e-mail option. Clicking Cancel will bring you back to the Program Claim screen (see page 5), however, the Submit Claim button will be replaced by a Hold Info button. A system generated email will also be sent as notification of the hold pending appeal.

89 Washington Avenue, EBA Room 375, Albany, NY 12234, Attn: Kimberly Vumbaco
After clicking OK to send an e-mail through CNMS the following window will pop-up.

Input the reason the claim is late in the Reason box, the system the Sponsor will implement to prevent future claims from being late in the Corrective Action box, and any other information that the sponsor feels is relevant in the Additional Comments box. Click Send to submit the appeal or Return if the sponsor wishes to not submit the appeal via e-mail at this time.
Frequently sponsors cannot figure how to continue from this situation. Check the SFSP profile/renewal of your site(s) to make sure SFSP Program Information shows Outstanding Camp Permit is “N” for no. If not, you will need to fax a copy to your SED representative.

If a screen like this one, where sites need to be added to a claim in working status click the NEW Site Claim button and a screen will come up to select a site for the claim. From the screen that comes up (page 4) use the green arrow to select sites. LEA codes and/or site names cannot be input manually.
Sponsors can review and retrieve information about previous payments using Payment History.

Select Summer Food Service Program for SFSP payments.

Any or all of the fields can be left blank to expand the scope of the query.

Sponsors that participate in programs other than the SFSP can select Breakfast, Lunch, or Snack, to see school year payments. Milk can be selected to see payments for the special milk program. The Program Name field can be left blank to see payments for all programs.
This page gives a summary for payments sorted by date.

Click on the underlined date in the Entry Date column to see detailed information about that payment.
This is a screen shot from Payment History page that shows what details are available for each payment.

For additional help with claims or payment information call the SED reimbursement office at (518) 474-3926.