



Online Claiming FAQ's

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1. Should I send a Child Information Form to the 4C CACFP office?

Yes. The information you would ordinarily put on the Child Information Form (CIF) must be mailed to the 4C office. The CIF must be mailed before the claim deadline.

2. How can I learn how my claim was processed?

Go to CACFP.net, where you can print or view your claim summary using one of two ways:

At the top of the CACFP.net home page, click on My CACFP Info, select Summaries of processed claims from the drop-down list, and click on the month for which you want the claim summary.

At the top of the CACFP.net home page, under What Would You like to Do?, select Review The Information On My Claim Summary (red). Click on the month for which you want to view the claim summary.

3. How do I submit my claim?

The deadline for claim submission is always the 3rd of the following month. After you have entered and served all meals/snacks for the claim month, you can properly submit your claim. On the CACFP.net home page, scroll to the bottom of the page and locate the calendar page of the month/year for which you just completed service. Under Submit Claim, click directly on the name of the month/year; the line will turn red. You will be redirected to the Claim Submission page for the month you are claiming. Read the statements; click to cancel (will be in red) or to submit your claim (will be in green). If submitting, please do not click more than once.

After submitting your claim, you will be re-directed to a new page stating that your claim (for month/year) has been submitted. You may print this page for your records, by using your browser's print function. 4C is not able to acknowledge the receipt of your online claim.

4. How do I enroll a new child?

On the CACFP.net home page, scroll to the bottom of the Children List and click on Enter a Pre-enrolled Child. On the Pre-enrolled Child screen, enter child's name, date of birth and enrollment date. Online will automatically assign the next available ID number to the child. All fields are required.

Enter the date of birth and the date of enrollment either as mm/dd/yy (example: 07/12/07), as mm/dd/yyyy (example: 07/12/2007).

After clicking on Send, you will be re-directed to the main menu and your Children List. If you made a data entry error, that information can be corrected by the information on your Child Enrollment Form when it is scanned at the 4C office.

Remember that you must send a Child Enrollment Form (scanned form) for each new child to the 4C office so it is received before the claim deadline, whenever you pre-enroll a new child. Otherwise, the enrollment process will not be complete and you will not be paid for the child. Be sure to also send any other required forms and supporting documentation for the child by the claim deadline. Remember, Online will automatically assign the next available ID number to the child. This is the number you will bubble in on the Child Enrollment Form before submitting it to 4C.

5. When will I see the changes I have requested to my CIF?

As 4C processes claims, we are continually updating our database every Friday with information from providers, via postal mail or Internet. Additionally, when all claims have been processed, both paper and Internet claims, the updated information in our database is uploaded to the Internet. That is when you will see any final changes made to your information.

6. What's my PIN? I forgot/lost my PIN.

E-mail Charlene at colson@4cforchildren.org or call 513.758.1215.

7. Why did my monthly claim calendar disappear?

If you did not enter any attendance or menus for the previous claim month, the calendar will still appear on the first of the next month; but, you will only see two months at a time.

8. What are the browser requirements for CACFP.net?

Your browser must be Internet Explorer or Mozilla Firefox.

9. Can I use Master Menus with Online?

The programmer is currently working on implementing Master Menus to the online claim; we will keep you posted with further information regarding Master Menus as it develops.

Do not write in meals.

Please refer to the most currently updated CACFP Food Chart. Since many foods you may serve are already on the drop down list, but may be categorized differently.

(Ex: lunchmeat is listed under beef or chicken, as beef processed lunchmeat, or chicken processed lunchmeat). You must submit a written request prior to claiming any item not listed on the drop down list for 4C approval.

10. Why do I have problems logging in?

At certain times of the month, date is continually updated and exchanged on this site. You may need to be patient; try again in an hour, even late in the day.

Try the following tips. If you still cannot log in after trying two times, at least an hour apart, then e-mail the programmer: info@cacfp.net.

Be certain that 4C-Ohio is showing as your sponsor. Click on the Provider Area, under Log In To Your Provider Account, be sure 4C-Ohio is showing as your sponsor, not Sample Sponsor. Enter your 4-digit provider number; enter your PIN and click on login.