Tips for Using ClassWallet

NCSEAA
North Carolina State Education
Assistance Authority

PRODUCTS

- Make sure the expense is <u>allowable</u>

- For multiple orders, one unallowable item will cause whole order to be rejected (program staff can't approve individual items)

- All items in an order must be in the same category. If they're from different categories please submit separately

- Accessories for educational technology devices (i.e, computer, tablet, interactive whiteboard) should be ordered around the same time as the device (does not have to be purchased in the same order or from the same vendor)

- Headphones are not allowable but there are <u>exceptions for specialized devices</u>

- Three-year limitation with purchasing a computer/tablet/interactive whiteboard (can purchase one of each every three years)

- Items over $600 can only be purchased once every three years

- Curriculum must be grade appropriate. If student is learning below grade level, include a comment when ordering

- Curriculum must be related to one of the following academic subjects: math, science, social studies, English/language arts, foreign languages

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SERVICES

- Check that provider is <u>approved</u>; Invoices will be rejected if they are for a non-approved provider
- Student and parent names must match what is on record, no nicknames
- Check that the service is <u>allowable</u>
- Families cannot prepay for the entire year, but can pay ahead for services that will occur in the current semester
- Payment amount requested must be equal to or less than amount due on invoice
- Don't add the 2.5% transaction fee to the payment amount unless the provider has included it as a line item on the invoice

WHAT IF MY ORDER WAS REJECTED?

Read the reviewer comments in the automated rejection email from ClassWallet. If you still have a question, email the program and include the order number and a description of the item.

Don't email CW with questions because they won't be able to help. Program staff review orders.

WHAT IF I NEED TO REORDER AN ITEM BECAUSE IT WAS CANCELED OR RETURNED?

Email the program before reordering so we can make sure that the funds are returned to your account.