



## FAQs for Teachers

### About ClassWallet

ClassWallet is currently used in approximately 2,500 schools across 18 states. About 85,000 teachers receive district and other funding through the ClassWallet platform.

ClassWallet puts more power in the hands of teachers to make classroom purchasing decisions.

In Florida, approximately 50% of teachers will receive Classroom Supply Assistance funding through ClassWallet in FY20. Florida districts currently using ClassWallet include: Miami-Dade, Hillsborough, Polk, Osceola, Putnam, Lake, Levy, Columbia, Martin, Flagler, Holmes, Gilchrest, Desoto, Alachua, and Broward.

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### 1. How do teachers receive the classroom supply money?

*Teachers will receive a ClassWallet account that provides them with access to spend the funds. A welcome email from ClassWallet providing first-time login instructions and information on how to access customer support will be sent from ClassWallet. The funds will be accessible to **eligible** teachers once they log in.*

### 2. When will teachers receive their funded ClassWallet account?

*Access to funds will be made on or before September 30, 2020.*

### 3. How long will the teachers have to spend the classroom supply funds?

*The time frame allotted will be from July 1, 2020 until the cutoff date of March 31, 2021.*

### 4. How can the funds be spent/accessed through ClassWallet?

*ClassWallet provides two options for teachers to spend funds:*

- a. **ClassWallet online marketplace** – *When teachers log in to their account, they will see an online marketplace with over 35 leading vendors including Lakeshore Learning, ACE Educational, Staples, Office Depot, Scholastic, Really Good Stuff, Teachers Exchange, US Games, West Music and more. Full list of vendors can be found here: [https://classwallet.groovehq.com/knowledge\\_base/topics/vendors-in-marketplace](https://classwallet.groovehq.com/knowledge_base/topics/vendors-in-marketplace)*
- b. **ClassWallet Reimbursement tool** – *When teachers log in to their account they will be able to upload receipts for a direct deposit reimbursement. There is also a free app located in the iTunes app store and Google Play (search for ClassWallet) that allows the teacher to take a picture of the receipt with their cell phone and submit through the app. File types accepted are pdf, png, jpeg. These receipts will be reviewed by District staff.*

### 5. Are teachers required to provide bank account information?

*No. Teachers are not required to provide bank account information **if they will not be requesting reimbursements for out of pocket purchases.***

**6. How do I get reimbursed for my items not purchased through ClassWallet? Does ClassWallet need my banking information?**

*For a teacher to be able to file for reimbursement they will need to enter their banking information. ClassWallet does not have access to teacher banking information, as the input is done through our banking partner (the same type of back end as PayPal). They will do a penny test with the teacher prior to allowing a reimbursement. The information stays between ClassWallet's bank (Bank United) and the teacher's bank. The set up process takes up to 4-5 business days. The information only needs to be entered on the first reimbursement.*

**7. What if a teacher wants to purchase something over the summer or with a vendor that is not a ClassWallet partner?**

*Teachers may purchase products at a vendor of their choice and submit the receipts. Purchases made over the summer can be submitted. They will be reimbursed according to district policy on date ranges. The teacher will receive the reimbursement via ACH direct deposit into their checking account within 3 - 5 business days after district approval of the receipt.*

**8. When can teachers submit receipts and is there a minimum for receipt submission?**

*Teachers may submit any number of receipts for any dollar amount throughout the spending period anytime between their account going live and the cutoff date.*

**9. How is sales tax handled?**

*In the ClassWallet marketplace, teachers will not be charged sales tax. When using the reimbursement tool sales tax will be reimbursed according to district policy.*

**10. How do teachers receive items that they purchase in the ClassWallet marketplace?**

*Items will be sent from the vendor directly to the teacher at the school. Boxes arrive to the school office with the teacher's name on the box, **if teachers are working remotely they will have to make arrangements to pick items up at their assigned school the delivery was made.***

**11. What about shipping costs in the marketplace?**

*Most vendors have free shipping within certain thresholds, i.e.: Staples provides free shipping on orders of \$50 or more. This information is available inside the ClassWallet Marketplace.*

**12. How long does it take to get items that were purchased through ClassWallet's marketplace?**

*Unless an item is out of stock, the orders are typically shipped standard ground the same or next business day.*

**13. How are marketplace item returns and exchanges handled?**

*Teachers may either contact the vendor that they ordered from directly or contact ClassWallet for assistance. Returned items are credited back to the teacher's ClassWallet account.*

**14. What happens to funds that are not spent?**

*All unspent funds are returned to the district. Unspent funds are remitted to the school advisory council of the school where the teacher is employed per state statute.*

**15. Does ClassWallet provide training?**

*ClassWallet provides 2 virtual trainings for teachers on days and times as suggested by the district. All trainings are recorded and provided to teachers together with pre-recorded How To videos for teachers to view at their own convenience.*

***\*Please see attached flyer with training video links.***

**16. What is a teacher responsible for with respect to receipts?**

- a. When a teacher purchases through the ClassWallet online marketplace, receipts are managed for them. Teachers may access reports of their own purchases and remaining balance within their ClassWallet account anytime.*
- b. When a teacher submits a receipt for reimbursement, the receipt is automatically saved within the teacher's reports. They can access these at any time.*

**17. How does a teacher access ClassWallet customer support?**

*There are three ways to contact ClassWallet support:*

- a. ClassWallet website [www.classwallet.com](http://www.classwallet.com) has a type and chat box that is managed by live support persons. 8 a.m. to 8 p.m. Monday – Friday 8 a.m. – 12 p.m. Saturday*
- b. Email: [help@classwallet.com](mailto:help@classwallet.com)*
- c. Call 877-969-5536 8 a.m. to 8 p.m. Monday – Friday 8 a.m. – 12 p.m. Saturday*

**18. Are all items available for purchase on ClassWallet allowable?**

*NO. Items that are available on ClassWallet do not automatically qualify for eligibility. It is the employee's responsibility to ascertain that items purchased meet the district stated criteria for eligible supplies.*

**19. What if I purchase ineligible items?**

*The District will monitor the purchases made with these funds. Ineligible purchases, and personal items would require reimbursement. Employees that submit duplicate or fraudulent receipts will be addressed according to district policy.*

**20. What if my purchases exceed the amount/balance allocated in ClassWallet?**

*If a teacher desires to spend more than the available funds in the online marketplace, they will be asked to enter a credit/debit card to pay the difference.*