School Nutrition Programs
CRRS.NET Application Questions and Answers

The Ohio Department of Education, Office for Child Nutrition is upgrading its Claims Reimbursement and Reporting System (CRRS). The new system is referred to as CRRS.NET. This means that school food authorities now have easier access to application and claim forms for the School Nutrition Programs. The new system will be used for school food authorities to complete the 2015-2016 CRRS application and all claims for the 2015-2016 school year and beyond.

1. Q: What is the CRRS.NET web address?
   A: The CRRS.NET web address is https://oh.cnpus.com/crrs/Splash.aspx. Save this to your favorites bar for easy access.

2. Q: What is my user name and password?
   A: Your CRRS.NET user name is your first initial and your last name (for example, a person named Mary Smith would have a user name of MSmith). The temporary password for CRRS.NET is the same for all users. It is CRR$2015 (the "s" in CRRS is a dollar sign and not an S). If this user name and password combination does not work for you, complete a Certificate of Authority (available here: http://education.ohio.gov/getattachment/Topics/Other-Resources/Food-and-Nutrition/National-School-Lunch-and-Breakfast/Documents-and-Forms-NSLP/Certificate-of-Authority_NSLP.pdf.aspx) and email it to Vicky Wallace at vicky.wallace@education.ohio.gov.

3. Q: How do I get a new password?
   A: If you need your password reset, email Vicky Wallace at vicky.wallace@education.ohio.gov and include your school food authority name and IRN number in your email.

4. Q: Where can I get a copy of the CRRS.NET user manual?
   A: Go to http://education.ohio.gov/Topics/Other-Resources/Food-and-Nutrition/National-School-Lunch-and-Breakfast/Documents-and-Forms-NSLP. Under CRRS.NET Training Materials, select CRRS.NET School Nutrition Program User Manual.

5. When I log into CRRS.NET, I see a "Welcome to the Claims Reimbursement and Reporting System" message. My friend at a different school sees colorful tiles with different options listed. Why don't I see the colorful tiles?
   A: Only schools that participate in multiple Child Nutrition Program will see the colorful tiles (for example, schools that participate in the Summer Food Service Program and/or the Child and Adult Care Food Program). If your school only participates in the School Nutrition Programs (such as lunch and breakfast) you will not see the colorful tiles.

6. Q: How do I start my 2015-2016 CRRS.NET application?
   A: Upon logging into the CRRS.NET program, in the top toolbar of the School Nutrition Program page, select Applications and then select Application Packet. Be sure to select 2015-2016 for the school year. If it is the first time working on the application, you will click "Enroll" to start the 2015-2016 CRRS.NET application.

7. Q: Where do I go to complete my site applications?
   A: In the 2015-2016 CRRS.NET Application Packet, select School Nutrition Program under the gray Site Applications section. The next screen will list your current sites. Click Modify beside a site name to complete its Site Application.

8. Q: How do I sign up for the Commodity Food Program in CRRS.NET for school year 2015-2016?
   A: There is no online Commodity Foods Program selection box in CRRS.NET. Schools elect their Commodity Food Program participation one school year in advance, so the 2015-2016 school year selection was made early in the 2014-2015 school year. All school food authorities will begin as participants in the state Commodity Food Program for school year 2016-2017 in CRRS.NET. School food authorities interested in commodity co-op participation must contact the commodity co-op administrator.

9. Q: My school charges more than one paid lunch price. Where can I enter the additional paid lunch price amounts?
   A: The Office for Child Nutrition must collect and report to USDA the most frequently charged paid lunch price for schools. This is the meal price you should enter on the Site Application. You should track other paid lunch prices at the school food authority level, but will not report this in CRRS.NET.

10. Q: Where in the CRRS.NET application do I complete my supporting documents as I have in the past?
    A: In the CRRS.NET Application Packet, click on Details to the left of Checklist Summary. Click on the hyperlink (your school food authority name) immediately under the Sponsor section. Your required forms will be listed and hyperlinked. Click on the form name to download the form template. If you click the blue paperclip to the right of each form name, you can upload the completed form from your computer into the application for review by your Program Specialist. After uploading the completed form, click the checkmark box named "Document Submitted to State Agency" beside the form name and enter the date that you uploaded that form to CRRS.NET. Please upload all required forms into CRRS.NET. Please do not fax or mail the forms.

11. Q: I see red arrows and green checkmarks on my application. What do these symbols mean?
    A: Red arrows mean additional information is needed from you to complete that application section. After each section is completed and error free, you will see a green checkmark beside it.

12. Q: How do I submit the application for approval?
    A: Once each application section is completed and error free, you will see all green check marks and no red arrows. The Submit for Approval button will be illuminated in red at the bottom of the Application Packet page. Click this option to submit your application to the Office for Child Nutrition for approval.

13. Q: My application was returned because I answered "yes" to Question #56 in the Sponsor Application. Why should I answer "no" if I claim the meals I sell?
    A: This question refers to sponsors that sell meals to other sponsors. If you sell meals to other sponsors and claim them, your answer to #56 would be "yes." For all other sponsors, the answer should be "no."

14. Q: I am getting a warning message that says my application is not complete until the prior year's Food Safety Inspection Report is entered. How do I enter this report?
    A: In the CRRS.NET tool bar, click Applications and then click Food Safety Inspections. Click Modify beside the school year 2014-2015 option. Even though you are working on your 2015-2016 application, you should report the prior year's Food Safety Inspection report information.

15. Q: What is the difference between a warning message and errors that sometimes appears on the application?
    A: A warning message is like a reminder that additional information still needs to be completed in other sections of the application. An error message indicates that some information was entered but did not meet the response criteria. You need to correct the errors before the application can be submitted.