

School Nutrition Programs CRRS.NET Application Questions and Answers

The Ohio Department of Education, Office of Child Nutrition utilizes the Claims Reimbursement and Reporting System (CRRS) for access to applications and claim forms for the School Nutrition Programs.

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 the favorites bar for easy access.

2. Q: What is my username and password?

A: CRRS.NET usernames are set up as the first initial and last name (for example, a person named Mary Smith would have a username of MSmith). Usernames and passwords are emailed in separate emails to users for security purposes. New users must have a Certificate of Authority completed by the school administrator granting access. Forms can be provided by and returned to the Program Specialist.

3. Q: How do I get a new password?

A: To receive a password reset, email your Program Specialist with the 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 <https://oh.cnpus.com/crrs/Splash.aspx>. in the top toolbar of the School Nutrition Program page, select Applications, Download Forms, Manuals and CRRS.NET Sponsor 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 a new school year application?

A: Upon logging into the CRRS.NET program, in the top toolbar of the School Nutrition Program page, select Applications and Application Packet. Select the current year. If it is the first time working on the application, you will click “Enroll” to start the new program year application.

7. Q: Where do I go to complete my site applications?

A: In the top toolbar of the School Nutrition Program page, select Applications, Application Packet, select School Nutrition Program under the gray Site Applications section. The next screen will list your current sites. Click Modify beside the site name to access the Site Application.

8. Q: How do I sign up for the U.S. Foods Distribution Program in CRRS.NET? A: There is no online U.S. Foods Distribution Program selection box in CRRS.NET. Schools elect their U.S. Food Distribution Program participation one school year in advance, so the 2023-2024 school year selection was made early in the 2022-20123 school year. 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 of 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 (school food authority name) immediately under the Sponsor section. The required forms will be listed and hyperlinked. Click on the form name to download the form template. Click on the blue paperclip to the right of each form name, to 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, do not mail or email 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 required to be completed on 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 the application to the Office of Child Nutrition for approval.
13. **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 then Food Safety Inspections. Click Modify beside the previous school year option. For example, even though you are working on the application for school year 2023-24, the report is for the prior year's Food Safety Inspection information of 2022-2023.
14. **Q: What is the difference between a warning message and errors that sometimes appear on the application?**
A: A warning message is 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. The information will need to be corrected to remove the errors before the application can be submitted.
15. **Q: How do I find my Program Specialist?** In the top toolbar of the School Nutrition Program page, select Applications, Application Packet. In the first grey section on the right-hand side, it will read 'Packet Assigned To' and the Program Specialist's name will be listed.
16. **Q: How do I contact the Office of Nutrition with additional questions?** The Office of Nutrition can be reached via: (614) 466-2945 or child.nutrition@education.ohio.gov

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