



## Where is my check?

**If it has been more than three weeks since you submitted a claim please contact us and we can investigate the status of the claim. If it has been less than three weeks you should assume your claim is being processed normally. For more specific information about the payment process please see below...**

**How does the payment process start?** Payments T.E.A.C.H. makes to scholars and sponsors are initiated in a few different ways:

- We receive a “claim” from a scholar or sponsor. The claim is a form B or form C. The form B is for a book claim and the form C is a Release Time claim. These claims can be received by mail, fax, or email.
- We receive a college bill. The college bill allows us to see how much tuition each scholar owes. With this information we can apply the Travel Stipend to the account.
- You successfully complete a contract and are due a bonus. We will verify you are still employed (per your contract) and then generate a claim for your bonus payment.

### **What happens after the claim is produced/received?**

1. The claim must be reviewed by our counselors. If there are questions they will followup before entering the claim in our database for payment. Here are some examples of situation that might delay claims being entered for payment:
  - If a form B is submitted without book receipts, we will call and request the receipts from the scholar. The claim will not be paid without receipts.
  - A form C is submitted but is not signed by center director and the scholar
2. The claim is entered in our database.

3. Once per week, the claims are reviewed for approval by the T.E.A.C.H. Director. This normally happens on Tuesday's in the afternoon. We only review claims once per week because we only print payment checks once per week. Claims received by T.E.A.C.H. after noon on Tuesday will be reviewed for payment the following Tuesday. The noon cutoff is necessary to ensure that claims received before noon make their way through the rest of the approval process in time to get printed for that week's check run.
4. Check requests are produced after the claims are reviewed. Check requests are only produced if the balance in scholar or sponsor account is positive (meaning we owe you money), and greater than \$25. We also do not pay out claims for Books or Travel until the amount of tuition owed for the term is known (since it must be subtracted from the Book or Travel claim before being paid).
5. The check requests are then signed by the T.E.A.C.H. Director and OCCRRA Executive Director.
6. The signed check requests are given to accounting to be included in the next check run, which normally happens on Thursday.
7. Checks then are normally mailed on Friday.

**How long from the time I mail a claim in can I expect to receive a check back?** Let us look at the following example. You mail a form C for release time into T.E.A.C.H. on Wednesday December 1<sup>st</sup>. We receive it Saturday December 4<sup>th</sup>. There is no one in the office on Saturday, so the mail is opened on Monday the 5<sup>th</sup>. The claim is then given to our counselors, reviewed, and entered for payment. The payment is then approved on Tuesday the 6<sup>th</sup>. The check is then cut Thursday the 8<sup>th</sup> and mailed Friday the 9<sup>th</sup>. You receive payment back on Tuesday the 13<sup>th</sup>.

In the above example you received payment back within two weeks. This example is typical. Sometimes payments are processed faster, sometimes slower, depending on when they are received, since we only approve claims and cut checks once per week. Other factors that affect payment are staff vacations, sick time, holidays and technology programs (computer or database problems).

Our expectation is that payments will be received by scholars and sponsors within 3 weeks of the time they send the claim to T.E.A.C.H. **If it has been more than three weeks since you submitted a claim please contact us and we can investigate the status of the claim. If it has been less than three weeks you should assume your claim is being processed normally.**

**Do I always receive a check after I submit a claim?** No not always. Below are some examples where you would not immediately receive a check paying your claim.

1. If we do not know what your current tuition owed for the term you are currently attending is, we will not pay your Book or Travel claim. When we have confirmed what you owe for the current term, we will then pay your Book or Travel claim (if the amount of the claim exceeds what you owe for tuition, see example 2 below).
2. If you owe us money for tuition we will not cut you a check until you submit enough claims to exceed the amount of money you owe for tuition. All contracts require you to pay at least 10% of tuition.
3. We will not pay claims under \$25, until you submit another claim and we owe you more than \$25. \$25 is the minimum amount we will cut a check for.