



Frequently Asked Questions

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Submitting a Request

Q. Who can submit a request?

A. Any educator that is a current Washington Education Association member: counselors, paras, teachers, etc. This is a benefit that the WEA provides. See your local UniServ representative for information on how to become a member.

Q. Can I submit a request for any student?

A. Yes, any student in grades Preschool-12th is eligible.

Q. Does the student have to be in my class?

A. No. We just ask if the student is at your worksite. *Note: the student **CAN NOT** be a relative (child, niece/nephew, grandchild, etc.).*

Q. How many students can I support?

A. You may submit requests for up to five (5) students per school year.

Q. I don't know my WEA Member number. Can I still submit a request?

A. Yes, we can find it.

Q. Why do you ask for my home address? Can I give you my worksite address instead?

A. We need your home address so we know where to mail your reimbursement check. They sometimes do not get delivered correctly when sent to schools/worksites. Your address remains confidential and is not used for any other purpose.

Q. How long until you approve my request?

A. We try to have all requests approved within 48-72 hours (2-3 days). However, if you submitted a request right before, or during, a holiday break, it may take longer. For example, WEA is closed for two weeks at the end of December.

Q. I submitted a request a week ago but didn't get an approval email.

A. Check your junk mail folder. You will have an email from weachildrensfund@washingtonea.org with "WEA Children's Fund request - Receipt Link" in the subject if approved, or "Your WEA Children's Fund request was declined" in the subject if declined.

Q. My request was declined. Why?

A. Your decline email will let you know. Usually, it's because another educator has already submitted a request for that student or because you indicated you wanted to purchase items that are not eligible for reimbursement. Guidelines on what is approved are found [here](#).

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Shopping for Students

Q. Can I make my purchases online?

A. Yes, be sure you upload a copy of the invoice showing all the [required information](#). Tax paid, for example, MUST be visible.

Q. May I purchase clothes from the Goodwill or Salvation Army?

A. Yes. You can buy items from any store other than Wal-Mart.

Q. How long do I have to shop?

A. Your request is open for 30 days from the date it was approved.

Q. Can I purchase winter clothing for my students?

A. Yes. Winter coats, hats, gloves, and boots are always approved. We will also authorize snow bibs/suits as needed for those in Eastern Washington due to harsher winter conditions.

Q. My student needs clothing for a class camp trip/competition/conference. Is that allowed?

A. Yes. Clothing for any [required and/or graded](#) class or school activity is allowed (including choir and band). Clothing for extracurricular activities (such as sports) is not.

Q. Can I use the Children's Fund to purchase toiletries or food?

A. Not currently. The guidelines on what is approved can be found [here](#). If we make any changes to these guidelines, we will send out a communication to let our members know.

Q. Can I use the Children's Fund to buy my students Christmas gifts? Or use it for Adopt-A-Family?

A. Generally, no. The Children's Fund is for use by students in your school for essential items (clothing, required school supplies, shoes, glasses). Toys, leisure books, and the like are not approved items.

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Uploading/Submitting a Receipt

Q. I can't find my request approval email with the receipt upload link. Can I just email my receipts to you?

A. No. For tracking purposes, all receipts must be submitted online. If you cannot find your email, [contact us](#), and we can resend it.

Q. The upload link doesn't work! It's not letting me select the correct student to upload receipts.

A. Your request may be expired. Receipts must be uploaded within 30 days of your request being approved. Please submit your request again. If you are still experiencing problems, you can [contact us](#).

Q. How will I know you received my receipts?

A. You will get a confirmation email letting you know that we have received them, and they are awaiting processing. Another email will be sent when we approve or reject your receipts.

Q. I uploaded my receipt a couple of days ago. When will it be approved?

A. We try to have all receipts approved within one week (5-7 days). However, if you submitted them right before, or during, a holiday break, it may take longer. For example, WEA is closed for two weeks at the end of December.

Q. My receipt was rejected. Why?

A. We may reject receipts for several reasons. Please see the reimbursement guidelines [here](#). In general, all receipts MUST have the name of the student, the name of the store, the total cost (including sales tax), and show the method of payment (cash, card, etc.). If any of those things are missing, or if the receipt image is illegible, it will be rejected, and we will include a note letting you know what is needed.

Q. My receipt was approved, but a note says I am not going to get the full amount. Why?

A. We will subtract any item that is not approved from your receipt total. If the sales tax is not visible, we will only credit the base cost of the items on the receipt. Guidelines on what items are approved are listed [here](#).

Q. I received an email saying my request is about to expire. Why am I seeing this? Is there a problem? I already submitted my receipts.

A. This email is automatically generated by the system. At the top of the email, it says you may disregard the message if you have already submitted receipts online and received a confirmation email.

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Receiving Reimbursement

Q. I haven't received my check. Where is it?

A. It takes 4-6 weeks to process reimbursements after your receipts were *approved*, not from the date you submitted them. Checks are sent to the address on your request form, which is why we ask that it is your home address and not your work site. If you still haven't received a check after the 6-week period, please [contact us](#).

Q. I put another staff member's name on the request form, but I did the shopping for the student. Can I get the check sent to me?

A. No. Reimbursements go to the staff member whose name is on the request.

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General Questions

Q. When is the Children's Fund open?

A. The WEA Children's Fund accepts requests from September 1st – June 15th every year, or until funding runs out. Whichever comes first. We will send out communication if we run out of funding or will be closing before the June 15th date.

Q. I still have questions. Who should I ask?

A. Contact us! We are here to help. You can [email us](#) or call 253-765-7033. We will get back to you as soon as we can.

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