

FREQUENTLY ASKED QUESTIONS

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SUBMITTING A REQUEST

- WHO CAN SUBMIT A REQUEST?**
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.
- WHY DO YOU ASK FOR MY HOME ADDRESS? CAN I GIVE YOU MY WORKSITE ADDRESS INSTEAD?**
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.
- DOES THE STUDENT HAVE TO BE IN MY CLASS?**
No. We just ask if the student is at your worksite. Note: the student CAN NOT be a relative (child, niece/nephew, grandchild, etc.).
- I SUBMITTED A REQUEST A WEEK AGO BUT DIDN'T GET AN APPROVAL EMAIL.**
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.
- I DON'T KNOW MY WEA MEMBER NUMBER. CAN I STILL SUBMIT A REQUEST?**
Yes, we are able to find it in our database.
- HOW LONG UNTIL YOU APPROVE MY REQUEST?**
We will try to approve all requests within 48-72 business 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.
- HOW MANY STUDENTS CAN I SUPPORT?**
You may submit requests for up to five (5) students per school year.
- MY REQUEST WAS DECLINED. WHY?**
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

- CAN I MAKE MY PURCHASES ONLINE?**
Yes, be sure you upload a copy of the invoice showing all the required information. Tax paid, for example, **MUST** be visible.
- MAY I PURCHASE CLOTHES FROM A THRIFT STORE?**
Yes. You can buy items from any store other than Walmart.
- HOW LONG DO I HAVE TO SHOP?**
Your request is open for 30 days from the date it was approved. Please **DO NOT** shop for the student before approval.
- CAN I PURCHASE WINTER CLOTHING FOR MY STUDENTS?**
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.
- CAN I USE THE CHILDREN'S FUND TO BUY MY STUDENTS CHRISTMAS GIFTS? OR USE IT FOR ADOPT-A-FAMILY?**
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.
- CAN I USE THE CHILDREN'S FUND TO PURCHASE TOILETRIES OR FOOD?**
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 inform our members.
- MY STUDENT NEEDS CLOTHING FOR A CLASS CAMP TRIP/COMPETITION/CONFERENCE. IS THAT ALLOWED?**
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.

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UPLOADING/SUBMITTING A RECEIPT

- I CAN'T FIND MY REQUEST APPROVAL EMAIL WITH THE RECEIPT UPLOAD LINK. CAN I JUST EMAIL MY RECEIPTS TO YOU?**

No. For tracking purposes, all receipts must be submitted online. If you cannot find your email, [contact us](#), and we can resend it.
- THE UPLOAD LINK DOESN'T WORK! IT'S NOT LETTING ME SELECT THE CORRECT STUDENT TO UPLOAD RECEIPTS.**

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](#).
- HOW WILL I KNOW YOU RECEIVED MY RECEIPTS?**

You will see a confirmation screen, and get an 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.
- I UPLOADED MY RECEIPT A COUPLE OF DAYS AGO. WHEN WILL IT BE APPROVED?**

We will try to approve all receipts within two weeks (10 business days). However, if you submitted them right before, or during, a holiday break, it may take longer. For example, typically, December receipts are not processed until January.
- 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.**

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.
- MY RECEIPT WAS APPROVED, BUT A NOTE SAYS I WILL NOT GET THE FULL AMOUNT. WHY?**

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](#).
- MY RECEIPT WAS REJECTED. WHY?**

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.

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RECEIVING REIMBURSEMENT

- I HAVEN'T RECEIVED MY CHECK. WHERE IS IT?**
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](#).
- 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?**
No. Reimbursements go to the staff member whose name is on the request.

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GENERAL QUESTIONS

- WHEN IS THE CHILDREN'S FUND OPEN?**
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.
- HOW DO I STAY UP-TO-DATE ON CHILDREN'S FUND CLOSURES OR OTHER NEWS?**
The best place to get information is on [Facebook](#) or [Instagram](#) (new!). June closures will also be posted on our [website](#).
- I STILL HAVE QUESTIONS. WHOM SHOULD I ASK?**
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 possible.

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