

Child Nutrition Management System

Frequently Asked Questions

1. What is the Child Nutrition Management System?

The Child Nutrition Management System (CNMS) is a web-based system for the management of the Lunch, Snack, Breakfast, Milk and Summer Food Service Programs. It features on-line submittal of claims for reimbursement and annual renewal information. School food authorities (SFAs) can access claim and payment history, program policies, procedural memoranda and various reports.

2. What is the web address?

The CNMS web address is <http://www.nysed.gov/cn/cnms.htm>

3. How do I sign up?

An application for a password must be submitted. This form is to only be used by an administrator when applying for a password or to replace an administrator whose name is currently on the system. Please note SFA's can only have one administrator; however SFA's can have more than one user. Since administrators can assign passwords to users or Management Company staff, it is not necessary to complete this form for a new user. You can print a copy from our website by clicking on **Forms** (Blue Column), then Child Nutrition Management System Password Application, or by calling our office at (518) 473-8781, (518) 473-1525 or (518) 474-3279. Complete the form, and then fax it to our office (518) 473-0018. A user name and temporary password will be assigned to you and sent via e-mail to the address provided on the application within 1-2 days.

4. Can our school have more than one password?

Each SFA is assigned an administrator role, who in turn is able to assign passwords to other users at the SFA, including management company staff. The password will limit access to only the SFA's data and will serve as the certification in claim processing. Management company passwords will permit completion and storage of claims on-line; however, the SFA will be required to transmit the claim for processing.

5. Do I have to file for another password if the primary user leaves the SFA and/ or is no longer directly involved with CNMS?

Yes, a replacement password application must be completed and submitted to our office. The application must be signed by the Chief School Officer.

6. Are there minimum requirements for my computer?

You can use any computer with web-based access. However, CNMS requires Internet Explorer 5.5 or better browser

7. Will I be required to use CNMS for filing reimbursement claims?

No. Paper submittals will still be accepted but if you file a claim on-line, there is no need to send in a paper claim.

8. What are the advantages of using CNMS?

Faster claim processing. It usually takes only 4-5 business days from transmittal of a Claim payment.

Immediate claim validation. Valid claims are immediately processed and the reimbursement amount is indicated. If your claim fails an edit check, you will receive a violation notice and will be able to correct the problem immediately.

Immediate Annual Renewal approval. An SFA can review, update, submit and receive approval on-line, all within a matter of minutes. However, certain changes such as the addition of a new recipient agency and/or program still require submittal of a paper application to our office for approval.

Claim history. SFAs have access to the history of individual claims, including payment amounts, dates and check or fund transfer numbers.

Information access. Policies and procedures are readily available and searchable on-line and provide SFA's with immediate access to information. We maintain a Message Board that provides SFAs with current directives, upcoming meetings, reminders, and other general information. Be sure and check it frequently.

Reports. A limited number of standard reports are available on-line and customized reports can be developed based on user needs and availability of tracked data.

9. Is the claim information required on CNMS the same as paper claims?

Yes. Enrollment, days, eligible counts and meal counts are still required. For Provision 2, only enrollment, days and total meals are required. The system calculates the breakdown of meals by category.

10. If I sign up for CNMS and encounter problems, where do I go for help?

You can access information by clicking on **Help** which is located at the top of the page on the menu bar. Also, on the home page, there is a CNMS Help Line phone number and an automatic e-mail you can use for additional assistance.