ClassWallet User FAQ

Q: Who do I contact if I have questions about the ClassWallet platform?
- Call 877.969.5536
- Email help@classwallet.com
- Visit https://kleo.force.com/classwallet/s/ and use the “Chat with Us” feature

Q: What is the expected turnaround time when a teacher reaches out to ClassWallet at help@classwallet.com, CFE’s Class Wallet rep?
- Turnaround time is 24-48 business hours.
- Please copy Kayla Valenti on all correspondence (KValenti@CFEgrants.org).

Q: Do teachers need to pay shipping costs when using Class Wallet?
- Yes, shipping rules are shown on the store tile when visiting the ClassWallet marketplace.

Q: How do teachers shop using Amazon?
- Login to your ClassWallet account and select “Start Shopping” to access the ClassWallet Marketplace. Select “View all Stores” and then click “Amazon” to begin shopping.

Q: If teachers do not see their preferred vendor or product, how do they use the Reimbursement Feature?
- See Reimbursement Info for information on how to link your bank account and submit receipts for reimbursement. CFE will be notified once your reimbursement request is submitted and it will be up to them to approve it. Once it is approved, a transfer will be initiated to your bank account.

Q: How long does it take to process a reimbursement?
- You will generally receive your reimbursement within two days of its approval. Most are processed within 2 days, but the general timeframe is 3-10 business days.

Q: Can teachers use grant funds for field trips?
- Yes, teachers can use the Reimbursement Feature for field trip purchases.

Q: What are the shipping address options? Can teachers have their CW account linked to their home address, but request that materials are shipped to their schools? And vice versa?
- As part of CW’s policy, they prefer to ship to the school address (but exceptions can always be made).
Q: How do teachers make returns on products purchased through ClassWallet?

- Teachers should contact ClassWallet at help@classwallet.com with the following details: PO number, item info and qty you wish to return; if possible, please provide phone number and best time to reach you.

Q: Is ClassWallet planning on going mobile-friendly with their website?

- Good news! CW can be used on any mobile browser. You can log into the site from any mobile browser to check your balance and process reimbursements. The login is the same as if you were logging in via a PC.

Q: Is ClassWallet planning on adding any vendors to their Approved List this year?

- Yes, they add vendors throughout the year and many of those have national interest. Scholastic is now available on the ClassWallet vendor marketplace.

Q: Is ClassWallet planning on adding a “universal search” feature, where teachers can search all Approved Vendors for a product, instead of having to look under each vendor separately?

- Unfortunately, there cannot be a universal search because CW simply can't access all the SKU’s (stock keeping units) of all the vendors in the network.