

## **FREQUENTLY ASKED FLEXIBLE CREDIT (FLEX CREDITS) QUESTIONS**

- Q. How can I use flex credits?
- A. Flex credits can be used for registration/tuition fees for approved UWA programs and sponsored events. For a listing of these programs and events, please refer to the catalog on United Way Online at <https://online.unitedway.org/catalog>.
- A. Flex credits can be used for some travel costs such as airfare, rental car, **or** mileage for approved UWA programs and sponsored events. For a listing of these programs and events please refer to the catalog on United Way Online at <https://online.unitedway.org/catalog>. You can only choose one form of travel reimbursement (i.e., rental car, mileage or airfare).
- A. Flex credits can be used for daily per diem for hotel and meals for approved UWA programs and sponsored events. For a listing of these programs and events please refer to the catalog on United Way Online at <https://online.unitedway.org/catalog>.
- Q. If I would like to use flex credits for a program or event that is not listed in the catalog, what do I need to do?
- A. In order to request flex credit usage for non-UWA program/events, a [Flex Credit Usage Request Form](#) needs to be completed and submitted to the Flex Credit Advisory Committee for review and approval. This form must be received by the quarter previous to the date of the program/event.
- Q. How do I know how many flex credits I have?
- A. Go to <https://online.unitedway.org/flexcredits> for your United Way's flex credit report.
- Q. Where do I find my flex credit report?
- A. Go to <https://online.unitedway.org/flexcredits>.
- Q. How do I use flex credits to pay for a class?
- A. When you get to the payment screen of your registration, choose "**Flex Credits**" from the drop down box.
- Q. How can I change my payment option after I registered?
- A. For any *program*, please contact the UWA Registrar at 800-892-2757, ext. 237 before the program ends to change your payment option.
- A. For any *event*, please contact Blue Ridge Management Group at 800-279-3244 before the event ends to change your payment option.
- Q. What is the amount of the hotel and meal per diem?
- A. Please refer to the catalog page on United Way Online for your specific program/event at <https://online.unitedway.org/catalog>.
- Q. Where can I find the Travel Reimbursement Form?
- A. Approximately 5 -10 days after the program/event ends, the registrar will email you a link to submit the form electronically.
- Q. When will I receive the link to the Travel Reimbursement Form?
- A. Approximately 5 -10 days after the program/event ends, the registrar will email you a link to submit the form electronically.
- Q. How much time do I have to submit the Travel Reimbursement Form?
- A. The Travel Reimbursement Forum must be submitted 10 business days from the day the link has been sent to you via email.

- Q. What do I do when I click on the Travel Reimbursement Form link and it says:
- *"At least you or someone at your local United Way organization must be registered for this course before you can complete a Travel Reimbursement Form."*
  - *"Either no one at your UW is currently registered for this course, or the registration has not been updated in our system."*
  - *"If you are certain that you (or someone at your UW) have already registered for this course, please check back within 24-hours to complete the form, or contact Marcia Struniak."*
- A. Please contact the UWA Registrar at 800-892-2757, ext. 237.
- Q. Can I submit for rental car, mileage and/or airfare on the Travel Reimbursement Form?
- A. You can only choose one form of travel reimbursement. (i.e., rental car, mileage or airfare).
- Q. Do I have to submit receipts?
- A. It is not required to submit receipts. We do recommend you keep copies for your records.
- Q. How can I make a change on my Travel Reimbursement Form?
- A. Please contact the UWA Finance Department at 800-892-2757, ext. 417.
- Q. Can I submit my Travel Reimbursement Form after the deadline?
- A. Once the reimbursement deadline has been reached, the link is de-activated and you can no longer submit a form.
- Q. When will I receive my reimbursement?
- A. You will receive reimbursement within 30 days from the Travel Reimbursement Form deadline.
- Q. Does the reimbursement come to me or my United Way?
- A. The reimbursement will be made via check made payable to your United Way.