



ClassWallet User FAQ

Q: How do teachers contact ClassWallet?

- Call 877.969.5536
- Email help@classwallet.com

Q: What is the expected turnaround time when a teacher reaches out to Sujey at help@classwallet.com, CFE's Class Wallet rep?

- Turnaround time is 24-48 business hours.
- Caroline at CFE is cc'd on all correspondence.

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 connect their CW accounts with their Amazon Prime accounts?

- See [Amazon Household Info](#).

Q: If teachers don't see a vendor they want, how do they use the Concierge Service? Are they charged a fee for the service?

- See [Concierge Service Info](#) for vendor requests. No, teachers are not charged a fee.

Q: How do teachers link promotional codes to their orders (i.e. if they have a discount code or gift certificate for one of the Approved Vendors)?

- Teachers should request a quote from the vendor (especially if special pricing / discounts are applicable) and provide to ClassWallet via email at help@classwallet.com.
- Teachers should then submit a concierge request and provide the promo code and/or specific account information (if applicable) in the comment section.

Q: How long does it take to process a concierge request?

- Turnaround time is 48-72 business hours

Q: Can teachers use grant funds for field trips?

- Yes, teachers should request the bus transportation and/or venue to provide a quote / invoice **billable** to ClassWallet (6100 Hollywood Blvd, Suite 108, Hollywood, FL 33024) and email to help@classwallet.com.
- Teachers should then submit a concierge request and provide the promo code (if applicable) in the comment section.



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 Sujey 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 has a mobile app for users. You can find the app by searching for ClassWallet in the app marketplace. 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.