

## Tuition Assistance Program FAQ | Guideline User | US Based Employees

Date: 03/11.2021

### Submitting an Application

1. Go to <https://gannett.tap.edcor.com>.
2. This is what you will see:

User ID

Forgot your User ID? [User ID Help](#).

Password

Forgot your password? Enter your User ID and click [Password Reset](#)

3. Enter your Gannett Employee ID into the User ID field and Password (5-digit home zip code). After logging into the site for the first time, you will be asked to change your password.
4. If you do not have an email address on file, you will be asked to enter one.
5. After you read and agree to the site's Terms and Conditions, select "Start a New Application Here" from the Home page to begin the application process.

#### Services Available through the online Tuition Assistance site

Apply for tuition assistance pre-approval	Go to <a href="https://gannett.tap.edcor.com">https://gannett.tap.edcor.com</a> Under New Application Tab or Start a New Application Here button on the Welcome Page
Track the status of your application	Go to <a href="http://www.trackmystatus.com">www.trackmystatus.com</a> And enter the 16-digit tracking number of the application you want to check
Submit your payment request online	Go to <a href="https://gannett.tap.edcor.com">https://gannett.tap.edcor.com</a> Under Request Payment & Application Status tab
New Customer Service Line for Employees	Call <b>877.835.8057</b> to speak with an Edcor representative. They are available Monday – Friday from 8:00 a.m. to 8:00 p.m. ET.

## Online Application System FAQ's

### What school information will I need in order to submit my application?

The information you need to apply online will be the similar to what was required when you applied by paper. You *may* need to provide the following:

- Student Identifier (Student ID)
- Degree type (if applicable)
- Major field of study
- School name and address
- Term start and end date
- Course number
- Course name
- Course credit hours
- Course tuition amount
- Course related fee amount

### Is there a deadline for submission of my application?

Yes. Applications must be received no sooner than 120 days before and no later than 30 days after the start of the class. Failure to submit your application within this timeframe will result in the rejection of your application.

### Can I register for more than one class at a time?

Yes. You can apply for up to four (4) classes per application. This is recommended if they are all being taken during the same semester.

### How will I know when my application is approved?

When you submit your online application, Employee Services and then your manager will be sent an email informing him/her that a request for pre-approval of tuition assistance has been submitted. This email prompts the approver to review your application request and approve or deny your request for tuition assistance approval. You will then be notified by via email from Edcor with the approval.

**NOTE:** There is a limited availability of funds allocated to Tuition Reimbursement for Gannett employees within any given year. If the Program Cap has been reached prior to your application submission, your application will be rejected due to the reason: "Program Cap has been Reached". If that is the case for your application, there is no further action that can take place for tuition benefit within that year.

### Can I track the status of my application?

Yes. Through [www.trackmystatus.com](http://www.trackmystatus.com), you can track the status of your application. To access the site, you will need the 16-digit tracking number assigned to your application. If you need additional assistance, you can call **877.835.8057** to speak with an Edcor representative.

**Do I still need to submit grades once the class is complete?**

Yes. You must submit your report card/transcript with grades and an itemized receipt by using payment request/grade submission form from Edcor's website as the coversheet. Grades must be submitted within 60 days of your course completion date noted in your application.

Your coversheet can be found in two areas on the tuition website:

- From the Home page under the "Actions Needed" tab, click on the appropriate 16-digit Tracking Number link, or
- From Request Payment & Application Status page, you can select "View" to review the application or use the "Request Payment" quick link icon.

If you need help, select "Need Help?"

Grades and receipts should indicate the student's name and either appear on school letterhead or from a screenshot/printout clearly listing the school's URL. We suggest uploading these documents directly through the tuition website or, alternatively, these documents can be faxed to Edcor at **248.283.8723**, using the coversheet generated on the website.

**How do I know you received my documents/fax?**

You can verify receipt within 24 hours by accessing [www.trackmystatus.com](http://www.trackmystatus.com) using the 16-digit tracking number assigned to the application.

**How do I minimize the chance of rejected documentation?**

Follow a few simple suggestions regarding document submission:

- **Be sure to use the proper payment request/grade submission form as the coversheet**  
(Our system uses this coversheet to route your documents)
- **Upload/fax all documentation in one package**  
(We look at your payment request as one claim using the bundle of paperwork provided)
- **Upload/fax dark, clean copies of materials**  
(Neatness counts! Illegible documents cannot be processed)
- **Upload/fax documents in portrait (8.5" wide x 11" long) format**

**Is there a deadline for submission of my payment request?**

Yes. All requests and appropriate documentation must be submitted within 60 days after the course has ended for your request to be considered for reimbursement. Visit [www.trackmystatus.com](http://www.trackmystatus.com) anytime to check the status of your tuition reimbursement request.

**How do I know if my school is accredited?**

Accreditation is a status granted to educational institutions found to either meet or exceed academic quality standards established by an accrediting agency through an assessment process. In accordance with the Tuition Assistance Policy, all courses must be taken at a regionally or nationally accredited educational institution. Schools listed on the Tuition Assistance Website have been determined by the Department of Education to be accredited. If your school is not listed, or if you have questions about accreditation, contact your school directly or call Edcor at **877.835.8057**.

**What expenses are and are not covered?**

Gannett will cover all required course and school related fees; no other fees will be paid:

Duplicate tuition costs for classes that are repeated and have, at any time, been reimbursed under the program are not reimbursable.

**What am I required to do after I complete a course?**

Required documentation may include, but is not limited to, grade reports/proof of course completion, etc. All required documentation will need to be submitted by upload via the website or by fax along with your payment request/grade submission form as a coversheet, to **248.283.8723**. Documentation received without the proper coversheet or without the coversheet as the top/first document received, will not be processed. You can obtain the payment request/grade submission coversheet on the Tuition Assistance website at <https://gannett.tap.edcor.com>.

**Will Gannett still accept paper applications?**

No. Paper applications will not be accepted or processed. You must submit your application online through <https://gannett.tap.edcor.com>.

**Where can I view the Tuition Assistance policy?**

You can find the Gannett Tuition Assistance Policy under the Program Information tab as well as on [MyLife@Gannett](mailto:MyLife@Gannett).

**What if I have further questions?**

You can call Edcor's Customer Service Line at **877.835.8057**.