EMPLOYEE - How to submit a Tuition Assistance Application or Request Reimbursement from the new HR ServiceNow Portal

Submitting Tuition Assistance Application/Reimbursement Requests

You can submit a new application or request reimbursement for tuition assistance in the HR ServiceNow portal in one of two ways:

 From your portal home page, type tuition in the search field underneath your Welcome Greeting and click the **Tuition Payment Request** form. (indicated by the folder icon



OR

- From your portal home page, click Connect With Us. (This opens the forms landing page in a new browser window). On the forms landing page under the Categories section, click Benefits. The benefits forms populate to the right of the screen.
- Click **Tuition Reimbursement**. An electronic Tuition reimbursement form opens.



• On the Tuition Reimbursement electronic form, in the **Tuition Reimbursement Type** field, click the drop-

down arrow to choose either **Tuition Assistance Application** (if you have never applied for the program or have applied and are changing programs) or **Tuition Reimbursement of Expenses** (if you have already applied and have been accepted into the program and are requesting reimbursement of expenses).

Home > HR Catalog > Benefits > Tuition Reimbursement	Search	
Tuition Reimbursement		
Use this form to apply for or request reimbursement for a course		
* Tuition reimbursement type?		
None		
None		
None		

Tuition Assistance Application Submission

If you click on tuition application, the electronic application form will automatically populate. Fill out all required fields on the application (marked with a **red** asterisk) by doing the following:

1. Click the **Tuition Assistance Agreement** link, download the PDF form, electronically or manually fill out all required fields on the agreement. Upload and attach completed, signed agreement to application

form by clicking the **Add attachments** icon *a*, browsing to your completed saved document and uploading the form.

- 2. Check the acknowledgement box that you have read the Tuition Assistance Agreement.
- 3. From the drop-down box choose whether you are a Lorain employee. (If you are a Lorain employee, you will receive an additional field that asks if the tuition reimbursement is part of the student loan repayment program).
- 4. Select the appropriate program.
- 5. Select the Type of Program.
- 6. Type your **Program Name/major**.
- 7. Type your **Educational Institution**.
- 8. Type or choose the **Start Date**.
- 9. Type or choose the End Date.
- 10. This field is to indicate that you have had a conversation with your manager. (**NOTE:** The Tuition Assistance program requires approval from your manager before you can be approved for the program).
- 11. Type your name in the **Employee Signature** field.
- 12. Clicking in the **Date** field will automatically populate today's date.
- 13. Click Submit.

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Tuition Assistance Application	
Tuition Assistance Agreement - Full Time	
Lacknowledge that I have read the Tuition Assis	istance Agreement above
Are you a Lorain Employee?	
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Select the appropriate program for your tuition assi	istant benefit 😈
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PROVISIONS OF THIS POLICY	*Date
Employee Signature	

NOTE: You will not be able to submit the form unless all required fields are filled out *and* the completed and signed Tuition Assistance Agreement has been attached to the form. Once the application has been approved, you will receive a notification via Outlook email as well as find any approvals under your To-Dos section of HR ServiceNow, and any updates to your case under My Requests on your portal home page.

Tuition Reimbursement of Expenses

To receive a reimbursement, you must have applied and been approved for Tuition Assistance for the program you for which you are submitting a request. If you click **Tuition Reimbursement of Expenses**, the electronic form will automatically populate. Fill out all required fields (marked by red asterisks) on the reimbursement form by doing the following:

- 1. Check the acknowledgement box that you have read the Tuition Assistance Agreement.
- 2. Type the name of the **Educational Institution**.
- 3. Type the Educational Institution that you have been approved to attend.
- 4. Type each Course Title, Course Number, Course hours, Course Grade and Total Paid in the Course &

Amount Paid table. NOTE: You must click the green plus sign 🖾 to add each entry.

- 5. Type any additional fees that you are requesting reimbursement for (Make sure to refer to your Tuition policy to be familiar with what fees are eligible for reimbursement).
- 6. Choose whether you received any grants/scholarships or any other educational assistance from the drop-down box.
- 7. Enter the amounts and types of grants (**NOTE:** You will need to attach all required documentation to form before submitting).
- 8. Type the total amounts of grants, scholarships or other educational assistance.
- 9. Choose what type of Tuition Payment you are requesting from the drop-down box (**NOTE:** Most requests will be for Payroll Reimbursement.
- 10. Type your name.
- 11. Click the Date field (the date will automatically populate to today's date).
- 12. Click Submit.

NOTE: You will not be able to submit the form unless all required fields are filled out and the required documentation (grades, itemized tuition statement and proof of payment) have been attached to the form using

the attachment icon at the bottom of the form. Once the reimbursement has been processed, you will receive a notification via Outlook email as well as find any approvals under your **To-Dos** section and any updates to your case under **My Requests** on your portal home page.

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NOTE: If there is any additional information or items required before your case can be processed, you will receive notification in the **To Dos** section of your home page on the portal or in your Outlook email. The status of your case can be found under **My Requests** on the portal homepage.

