



Nonprofit Reimbursement Assistance

Sanctioned by WV Governor's Office

Many elements contribute to the impact of delay of reimbursement on a nonprofit: context, efforts in communication, and severity of need. The below steps are recommended to determine where the delay is likely taking place:

I. Agency:

A. Grant Agreement

1. Was the required documentation submitted on-time?
2. Was the grant agreement **fully** completed and executed and properly dated so payments can be made?
3. If the agreement is not yet finalized, has the agency been contacted to determine the issue (i.e. funding not received by agency to pass through to grantee, missing/incomplete documentation, etc.).
4. If the delay is at the agency level, the nonprofit is advised to contact the grant program officer. If necessary, nonprofits should follow the chain of command to elevate the issue to management's attention.

B. Payment

1. Has the request for reimbursement passed out of the agency?
2. If the nonprofit does not know the answer to the above, it can be assessed by encouraging the nonprofit to check <https://vista.wvsao.gov> to see if it has been submitted for payment at the Auditor's Office. If not, it is still at the agency.
3. If the payment has not been submitted to the Auditor's Office, what communication has occurred with agency about the request?
4. If the delay is at the agency level, the nonprofit is advised to contact the grant program officer. If necessary, nonprofits should follow the chain of command to elevate the issue to management's attention.

II. Auditor:

- A. Has the request for payment reached the Auditor's Office? If the payment is showing on <https://vista.wvsao.gov>, it has.
- B. How long has the payment been at the Auditor's Office?

- C. If less than 2 weeks, the nonprofit is encouraged to wait (as possible) for a few more days.
- D. If greater than 2 weeks, the nonprofit should reach out to [Kent Hartsog](#) at 304-558-2251.

III. Treasurer:

- A. Has the payment cleared the office and been sent to the Treasurer's Office? Check on <https://vista.wvsao.gov>.
- B. Has the payment been rendered, per the VISTA website? If yes and the nonprofit has not received reimbursement, the nonprofit should contact [Josh Stowers](#) at the Treasurer's Office at 304-558-5000.

IV. EFT

- A. All nonprofits are encouraged to enroll in EFT (Electronic Funds Transfer) in lieu of a paper check.
- B. To sign up, visit the SAO Electronic Payments Division web site at <https://www.wvsao.gov/ElectronicPayments/Default>. Complete the form, Company eVendor agreement (setup) and fax to the number noted on the form.

V. Other Suggestions"

- A. If your reimbursement was rejected back to the Agency for some reason, when the issue is remedied, email the Auditor's office to let them know when this has been re-submitted (and your transaction will move back to the *front* of the line so you don't have to wait again).
- B. Plan ahead...our goal is to remit your reimbursement within 21 days of your submitting your invoice. Don't wait to the last minute and realize you have a crisis.
- C. Review your grant award contract and discuss with your Agency to determine if your organization can be put on a scheduled payments rather than grant reimbursements.