

## Reimbursement Procedures

In order to continue to provide you with the best possible processing for expense reimbursements, please note the following new procedures:

- **Minimum Amount - \$50.00**
  - All reimbursement requests will be subject to a \$50.00 minimum per request. If you have an expense for less than the minimum amount, please wait until you reach the minimum before submitting a request.
    - Exception: Remember that ISI provides up to 60-days to submit an expense for reimbursement. If expense is nearing the 60-day limit and you have not yet reached the minimum amount, please submit your request so it can be processed as an exception.
- **Personal Account Reimbursements**
  - Due Date: First of the Month, 5 pm (MTN) [Exception: Due the last workday of the month when the first falls on a weekend.]
  - Limits:
    - **Only** one submission per month. Please combine all expenses in the month and submit one (1) reimbursement by the due date.
    - \$50 minimum
  - Processing Timeline:
    - Within 10 business days after the due date (subject to approvals). In most cases, you will receive your funds in less than 10 business days, but some months may take up to 10 business days.
- **City/Special/ESCROW/Regional Account Reimbursements**
  - Due Date: 12 Noon (MTN) one request on the 2<sup>nd</sup> and one request on the 4<sup>th</sup> Wednesdays of the month.
  - Limits:
    - Limited to two (2) reimbursements per month one on the 2<sup>nd</sup> and one on the 4<sup>th</sup> weeks of the month.
    - Please combine all expenses in a two-week period and submit a maximum of two (2) reimbursement requests per month only on the specified weeks.
    - \$50.00 minimum
  - Processing Timeline:
    - Within 2-3 business days. In most cases, you will receive your expense reimbursement funds (subject to approvals) on the Friday following the due date.
- **Non-Sufficient Funds**
  - When there are non-sufficient funds to cover a reimbursement request on a personal ministry account, ISI will hold the request for payment for up to six (6) months.
  - Note: Exception—reimbursement requests from new staff in initial partnership development will be held for up to one (1) year.

As per standard procedure, when you believe there is good reason for an exception, please submit your request with a clear explanation to [reimbursements@isionline.org](mailto:reimbursements@isionline.org) for consideration.

**Got Questions?** Please contact [finance@isionline.org](mailto:finance@isionline.org).

We greatly appreciate your understanding and cooperation regarding these new procedures.

The Finance Team