**Reimbursement Guidelines**

* **Personal Account Reimbursements**
  + - Due Date: First of the Month, midnight (MTN)
    - Processed by the 10th business day after the due date.
* **City/Special/ESCROW/Regional Account Reimbursements**
  + - Due Date: Wednesdays by 12 Noon (MTN)
    - Processed within 2-3 business days.
* **Non-Sufficient Fund**
  + When there are not enough 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.
* **Best Practices for Reimbursement Submissions**
* Provide complete addresses for start and end points for mileage and only include one trip per line
* Make sure all ministry purposes are clear and provide enough detail for an auditor unfamiliar with your ministry to understand
* Review the gift guide before considering purchasing gifts and include recipient names on the form
* Fill out all required fields on the summary page before continuing
* Get all pre-approvals for professional development and check requests before committing any funds and make sure contracts or agreements are signed by the home office first
* Professional development and personal spiritual enrichment are different, so please ask if you are unsure. Personal spiritual enrichment cannot be reimbursed in most cases
* Get pre-approvals for special accounts from the account holder and if you are the approver of that account, get your supervisor’s approval before committing funds
* Get the trip pre-approved by the home office for all travel outside of your home country
* Attach all receipts for all lodging and all other expenses $75+ and make sure all receipts are legible and give itemized details
* Provide names for all meal recipients
* Do not include personal expenses for reimbursement
* When in doubt…ask us, we are here to help!

**Mileage – Please submit a statement to Finance which confirms your administrative and managerial duties in connection with your employment or involvement with ISI are done out of your home and at no other business location. If we have this statement on file, we can be absolved of needing to consider travel to and from your home as commuting miles and therefore not reimburseable.**

The Finance Team

[Reimbursements@isionline.org](mailto:Reimbursements@isionline.org)