

RSO FINANCIAL SERVICES

FREQUENTLY ASKED QUESTIONS

- ✧ **We were given \$500 to put towards our program. When do we pick up the check?**

All money funded through the fee process is kept in a University account. The money is not actually distributed to the organization. Approved expenses will be paid by University check when properly submitted. Please refer to the RSO Fiscal Agent Guide for further information.

- ✧ **How do we get money out of our account?**

Money granted from the program / opportunity fund is granted to pay specific expenses related to approved programs. All expenses must be paid for following University policy. Please submit invoices to be paid or reimbursed.

- ✧ **I paid for supplies for our program. How do I get reimbursed?**

The first thing to do is fill out a request for payment form. Then have the organizations fiscal agent / advisor sign the bill / invoice or the request for payment form. Bring the invoice / receipt to RSO Financial Services for processing. Please refer to the RSO Fiscal Agent guide for more information.

- ✧ **Why I am not being reimbursed for the full amount of the receipt?**

This could have happened for one of two reasons:

 1. Sales tax was charged. ISU can not reimburse sales tax that has been paid by an individual. Please contact the vendor with the ISU tax exempt information if you would like to have the tax amount refunded to you.
 2. The budgeted amount allocated by the program fund is less than what you are submitting for reimbursement. The organization can choose to deposit self generated money into the account to cover the difference, ask that the program line items be reallocated or can choose to reimburse from an off campus account.

- ✧ **We need to pay for our T-Shirts when we pick them up. How can we do this?**

We understand paying for a large order and then being reimbursed is not realistic for many students. If the vendor will not bill for the items, have the vendor prepare a quote of what is being purchased and the cost. Please submit this to RSO Financial Services at least one week prior to the check being needed. The organization can then pick up a check and take with them.

- ✧ **The businesses giving us donations or we are fundraising through says we need to be non-profit. Are we non profit because we are an RSO?**

Illinois State University is not non-profit. Therefore, the accounts underneath ISU are not considered non profit.