

After February 9, 2015, all cost share-related questions should be directed to the NSH

Call 1-800-942-2677 or visit <https://questions.nationalservice.gov>

You may already be familiar with the NSH, home of the experts who answer all of your technical questions regarding the AmeriCorps Portal and eGrants systems - including assistance with passwords, logging in, and getting past error messages.

Why this restructuring? In January 2014, the VISTA cost share program began providing individualized sponsor account statements containing comprehensive historical billing and payment information. As a result of this important information being available in one place for the first time, the volume of questions received by the cost share helpdesk grew significantly. The volume quickly exceeded the existing simple infrastructure and sponsors began to experience below standard customer service, including much delayed response times.

In response, CNCS has increased the size of the team that researches and resolves fiscal cost share questions for sponsors and entered in to the new partnership with the NSH, an established, formal ticketing system for managing sponsor’s technical questions.

Effective February 10, 2015, the NSH will be handling ALL VISTA cost share-related questions. After this date, we respectfully ask anyone with a cost share question to contact the NSH and not to use any other email addresses or phone numbers you have been provided or used in the past. Previously-submitted questions that have not yet been resolved are being transferred to the new system. Contact the NSH with addition information or to request an update on an existing question.

Sponsors will benefit from this new collaboration in the following ways:

- The NSH will respond directly to technical questions, freeing up CNCS accounting staff to focus on internal efforts to streamline and improve the financial component of the cost share program
- Instant acknowledgement of your question
- Assignment of a unique tracking number to your question
- Special reporting and management tools within the NSH ticketing system that will improve follow up with sponsors

Who should I contact with a cost share question?

Find answers to the most common cost share billing and payment questions at:

www.NationalService.gov/VISTACostShare or www.VISTACampus.gov

<p>National Service Hotline (NSH) Call 1-800-942-2677 or visit https://questions.nationalservice.gov for cost share questions concerning:</p>	<p>Contact your CNCS State Office for cost share questions concerning:</p>
<ul style="list-style-type: none"> • Payments made • Payment methods • Access to invoices/account statements in eGrants • eGrants technical requirements/problems • Refunds • Repayment agreements for delinquent accounts 	<ul style="list-style-type: none"> • Members listed/missing on an invoice • Member pay rates • Number of days billed on an invoice • Memorandum of Agreement terms