

# AmeriCorps VISTA Cost Share Billing & Payment Sponsor Manual

Revised 03.13.2015



Welcome to the definitive resource on cost share billing and payments. Please send suggestions for improving this document to the National Service Hotline by calling 1-800-942-2677 or visiting <https://questions.nationalservice.gov>.

<b>Table of Contents</b>	<b>2</b>
1. The VISTA Cost Share Model	3
2. The VISTA Cost Share Fund and Invoicing a Cost Share Sponsor for Member Service	3
3. The Cost Share Account Statement	3
<i>Accessing the Account Statement</i>	4
<i>Reading the Account Statement</i>	5
4. The Cost Share Invoice	6
<i>Accessing an Invoice</i>	6
<i>Reading an Invoice</i>	7
5. Using the Cost Share Account Statement & Invoices	8
6. Questions about the Account Statement or a Specific Invoice	8
7. Cost Share Reimbursement Payment Options	9
8. Making Electronic Cost Share Reimbursement Payments	9
<i>Clicking on Pay Now</i>	10
<i>Electronic Payment Maximums and Rules Related to Multiple Payments</i>	19
9. Paying Manually by Paper Check for Approved Sponsors	19
10. Reimbursement Payment Solutions	20
<i>Missing Payments</i>	20
<i>Requests for Duplicate Invoices</i>	20
<i>Prepaying for Cost Share Members</i>	20
<i>Pre-Payment Alternative</i>	20
<i>Requesting a Refund for an Overpayment or a Credit Balance</i>	21
<i>Delinquent Balances and Repayment Plans</i>	21
Appendix A: Using the Pay Now Functionality: A One-Page Summary	22
Appendix B: VISTA Billing and Payment Action Schedule	23
Appendix C: VISTA Cost Share Reimbursement Payments Overview	24

## 1. The VISTA Cost Share Model

AmeriCorps VISTA (Volunteers in Service to America) is an anti-poverty program that provides full-time volunteers to nonprofit organizations, educational institutions, and local governmental agencies that serve low-income communities. VISTA is funded each year by an appropriation from the U.S. Congress that supports the work of VISTA projects across the country.

**VISTA uses cost sharing as a strategy to expand the number of VISTAs that can be supported each year.** Through cost sharing, a Sponsoring organization pays the living allowance for some or all of its VISTA Members (including VISTAs, Leaders, and/or Summer Associates). The VISTA program provides for all other costs for each VISTA Member, such as training, a health benefit, a Segal AmeriCorps Education Award/cash stipend upon successful completion of service, and travel or relocation costs.

## 2. The VISTA Cost Share Fund and Invoicing a Cost Share Sponsor for Member Service

In the standard program model, the Corporation for National and Community Service (CNCS) pays the living allowance directly to *all* VISTA Members on a bi-weekly basis, and then invoices the Sponsor, also bi-weekly, for reimbursement of the living allowance that was paid to the *cost share* VISTA Members.

Living allowances for regular (non-cost share) VISTA Members are funded by the VISTA program's annual Congressional appropriation, while the living allowances for cost share VISTA Members are paid from a special account called the VISTA Cost Share Fund (The Fund). The Fund received a one-time cash infusion from Congress in 2007 for the specific purpose of paying living allowances for cost share VISTA Members and is replenished by the reimbursement payments made to CNCS by Cost Share Sponsors. Since the value of The Fund is limited to the amount of the one-time cash infusion from Congress in 2007, submission of regular and timely reimbursement payments by Cost Share Sponsors is critical to The Fund's endurance.

## 3. The Cost Share Account Statement

An account statement represents a Sponsor's full billing and collections history as a Cost Share Sponsor. The account statement is also the access point for invoices. Available in eGrants since May 2014, the account statement provides a complete summary of invoice and payment amounts, sorted by agreement. Sponsors are responsible for accessing account statements themselves in eGrants.

Since account statements are accessed through eGrants, anyone who wants to view an account statement must have his/her own active eGrants account. Every Sponsoring organization has identified a staff person to serve as its eGrants "Grantee Administrator." Contact your organization's Grantee Administrator if you have questions about accessing eGrants.

## Accessing the Account Statement

Click here to [log in to eGrants](#). Once you are logged in, click on the Current Statement link on your homepage to access a real time version of the account statement:

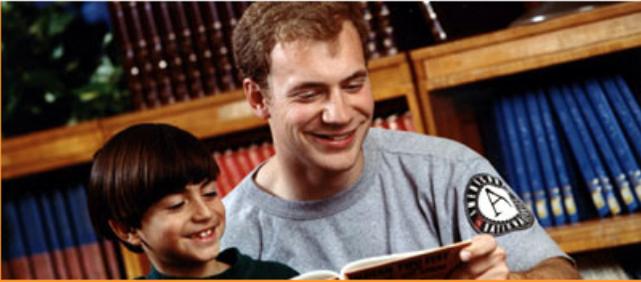


If you log in to eGrants but don't see a Current Statement link on your homepage, it means you do not have the necessary roles assigned to your eGrants account. A Sponsor staff person needs the 'Grantee Administrator' role or access to the grant information (i.e. either the 'Grantee' or 'Grantee without Budget' role), in conjunction with the 'View Cost Share Invoices' role.

This is what an account statement looks like:

**3/3/2015, 11:02 AM, EST**

[home](#) [my account](#) [help](#) [logout](#)



eGRANTS

VISTA COST SHARE ACCOUNT STATEMENT [Terms and Conditions](#) [Welcome Kira](#)

**Sponsor Information** Click on an agreement number to see an expanded list of payments and invoices. Invoices in green text and marked with an asterisk are paid in full.

Name	Address	EIN
------	---------	-----

[Redacted Name and Address]

**Agreement #14-046-S56381** [↗](#) **Project #10VSSAL004**

	Invoice Total	\$3,390.94	Payment Total	\$2,943.08	
			Balance	\$447.86	
02/27/2015			Pending Payment	\$447.86	2457081365508056381

**Agreement #13-046-S53782** [↗](#) **Project #10VSSAL004**

	Invoice Total	\$4,271.40	Payment Total	\$4,545.99	
			Balance	(\$274.59)	

**Agreement #12-046-S50488** [↗](#) **Project #10VSSAL004**

	Invoice Total	\$10,251.36	Payment Total	\$10,251.36	
			Balance	\$0.00	

**Unapplied Payments and Refunds** [↗](#)

	Refund Total	\$0.00	Payment Total	\$152.55	
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Sponsor Account Balance	Invoice Total	\$17,913.70	Payment Total	\$17,892.98	Sponsor EIN
			Balance	\$20.72	[Redacted]

[↗ Previous Statements](#)

508 Approved | [Contact Help Desk](#) | [disable the pictures](#)  
 Release version: 6.1.2

**Reading the Account Statement**

- There is an invoice total, payment total and overall balance for each individual agreement the Sponsor has had/has with CNCS.
- The invoice total, payment total and overall balance at the bottom of the account statement take into account all of the agreements and provide a bottom line balance for the account overall.

- If there is a section on the account statement called “Unapplied Payments & Refunds,” it will reflect one of two things:
  - A payment that was received but has not yet been tied to a specific invoice, or
  - A refund that has been paid by CNCS to the Sponsor (usually done by direct deposit)
- Any number in parenthesis is a credit amount.

If the account statement shows that an organization has a credit under one agreement and an amount due under another agreement, it is not necessary to request that the credit be moved in order to apply it to a balance due. **A credit anywhere on an account statement is always automatically applied to a Sponsor’s bottom line.**

#### 4. The Cost Share Invoice

An invoice summarizes the charges to a Sponsor for a particular period of time. Invoices have been available online since September 2012. Since December 2013, invoices have been aligned with the two-week Member pay periods (invoices used to be issued monthly). They are available in eGrants on the first Friday following the end of a Member pay period. Sponsors are responsible for accessing all invoices themselves in eGrants. See the **VISTA Billing and Payment Action Schedule**, which is found in the appendix of this document, for a list of the dates when invoices will be issued in 2015.

##### *Accessing an Invoice*

Invoices are accessed through the account statement. Simply click on an agreement number to expand the agreement level detail to include all invoice and payment amounts:

**3/2/2015, 2:40 PM, EST**

home my account help logout

Corporation for NATIONAL & COMMUNITY SERVICE

eGRANTS

VISTA COST SHARE ACCOUNT STATEMENT Terms and Conditions Welcome Kira

Sponsor Information Click on an agreement number to see an expanded list of payments and invoices. Invoices in green text and marked with an asterisk are paid in full.

Name	Address	EIN
[REDACTED]		

Agreement #14-046-A55120 Project #12VSANY007

Date	Invoice Number	Invoice Amount	Payment Number	Payment Amount	CNCS Reference
07/04/2014	*AT-14-201414-238	\$335.60			
07/18/2014	*AT-14-201415-202	\$587.30			
07/29/2014			0000002497	\$335.60	201407250023-1
08/01/2014	*AT-14-201416-200	\$587.30			
08/06/2014			0000002518	\$587.30	201408060012-1
08/15/2014	*AT-14-201417-176	\$587.30			

Invoices listed in green text and marked with an asterisk have been paid in full. Invoices listed in orange text have not been paid in full (i.e. they may not have been paid at all or they may have been paid in part).

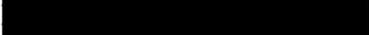
Click on a specific invoice number to open that invoice as a PDF:



**VISTA COST SHARE INVOICE**



Invoice Date: 09/12/2014  
 Invoice Number: SN-14-201419-140  
 Agreement Number: 14-046-S55001  
 Agreement Period: 04/20/2014 to 04/18/2015  
 Project: 14VSSTN004

	<u>Pay Period Dates</u>	<u>Daily Rate</u>	<u>Days</u>	<u>Charge*</u>
<b>Current Charges</b>				
	08/24/2014 - 09/06/2014	30.51	14	427.14
	08/24/2014 - 09/06/2014	30.51	14	427.14
			28	854.28
<b>Prior Adjustments</b>				
	08/10/2014 - 08/23/2014	30.51	2	61.02
			2	\$61.02
			30	
<b>Invoice Amount</b>				<b>\$915.30</b>

\*Subsistence is equal to the number of days times a daily rate that can vary by member.

For questions concerning members listed/missing, pay rates, and/or the number of days billed on an invoice, please contact your CNCS State Program Office. For all other questions concerning cost share invoices or payment, call 202-606-7519 or email [VISTAcostshare@cns.gov](mailto:VISTAcostshare@cns.gov).

**Pay Now**  
 Click the Pay Now link above to submit your payment electronically via Pay.Gov. EIN: 

To submit payment by check:  
 Send this payment slip with a check made payable to Agreement Number: 14-046-S55001

CNCS  
 AFMS/AR/Cost Share  
 1201 New York Avenue, N.W.  
 Washington, DC 20525

Invoice Number: SN-14-201419-140  
 Invoice Amount: \$915.30  
 Due Date: 10/12/2014

Note: Mail sent through the United States Postal Service to federal facilities may be delayed by the mail irradiation process.

[Terms and Conditions](#)

**Reading an Invoice**

- Under Current Charges, you will find each cost share VISTA Member who served during the previous pay period, along with the date range for the covered pay period, each Member’s daily rate, the number of days the Member served during the covered pay period, and the total charges for each Member.
- Prior Adjustments reflect updates to prior invoices that were processed during the covered pay period. The sum of current and Prior Adjustments is reflected under Invoice Amount.
- Credit amounts are shown on an invoice with a negative sign.

- An invoice number that is followed by –COR is the number for an invoice that has been corrected:

08/08/2014	PC-14-02-60826-COR	(\$904.68)		
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## 5. Using the Cost Share Account Statement & Invoices

The CNCS billing and payment system is a legacy system that has been used since the 1990s. It has undergone multiple upgrades over the years, each of which has required migrating data into a new environment. A main purpose of creating the account statement in 2014 and linking the invoices to it was to improve data transparency so that Sponsors would have more reliable and timely information against which to reconcile their own records.

- For Cost Share Sponsors with a billing and payment history that predates the account statement, expand each agreement the first time you review your account statement, and reconcile the full account statement against your internal records to ensure the account statement accurately reflects the totality of all the payments made by your organization over its complete history as a Sponsor. Remember that **a credit anywhere on an account statement is always automatically applied to a Sponsor’s bottom line**, so it is not necessary to request that a credit be moved in order to apply it to a balance due.
- Before paying any individual invoice, review it to ensure you agree with the charges.

## 6. Questions about the Account Statement or a Specific Invoice

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

Whether you are contacting the NSH or your CNCS State office, providing the following information will expedite a response to your inquiry:

- Sponsor name, exactly as it is stated on the memorandum of agreement
- EIN, Grant# or Application ID
- Simple statement of the issue/request and the resolution you seek
- Reference data (invoice/agreement number, copy of a pay.gov confirmation or copy of both sides of a cashed check)
- Your contact email address and phone number

## 7. Cost Share Reimbursement Payment Options

Pay Now is the special functionality in eGrants that makes it possible for a Sponsor to make a reimbursement payment electronically.

Effective April 30, 2015, CNCS is implementing a VISTA Cost Share No Paper Check Policy and will no longer accept reimbursement payments from Sponsors made manually with paper checks. **See the VISTA Cost Share Reimbursement Payments Overview**, which is found in the appendix of this document, for a description of current payment options:

- Electronic CREDIT/DEBIT CARD Payment
- Electronic ACH DEBIT Payment
- Electronic PAPER CHECK Payment (under consideration)
- Electronic PRE-AUTHORIZED CREDIT CARD Payment
- Electronic PRE-AUTHORIZED ACH DEBIT Payment
- Manual PAPER CHECK Payment

In the past, Cost Shares Sponsors were able to make reimbursement payments at the Cost Share Reimbursement page at Pay.gov. This page was de-activated on July 31, 2014, after the new, better Pay Now functionality in eGrants was launched.

Some Sponsors have asked about using Electronic Funds Transfer (EFT) to make cost share reimbursement payments. EFT requires that the entity to be paid has a financial institution, account number and bank routing number to provide to the entity making the payment. Unfortunately, the federal government only has one overall account (called the Treasury General Fund), so there is no financial institution/account structure that aligns with our cost share program, or even with CNCS as an agency, that we can provide to a Cost Share Sponsor who wants to use EFT.

Please note: CNCS is unable to accept payments by credit card or ACH over the telephone.

## 8. Making Electronic Cost Share Reimbursement Payments

The following hardware, software and settings are recommended in order to successfully make an electronic cost share payment in eGrants:

**Computer:** eGrants is designed to be used with Intel based x86 processors. Any Intel Pentium or newer x86 based PC computer is capable of successfully running eGrants. Faster Intel x86 processors results in better performance. Minimum memory requirement is 4GB, more than 4GB will improve performance.

**Internet Connection:** 'Broadband' internet, whether land based or mobile, is recommended for best performance with eGrants. While Internet service of T1 (1.5MB/S) or better is recommended, eGrants will function with slower connection speeds, with a corresponding drop in performance.

Browser: eGrants is designed and tested to work with Microsoft Internet Explorer v6.0 through v9.0. The web Browser 'popup blocker' MUST be turned off in order for you to edit or view some eGrants pages. It is not necessary to accept cookies or to have a Flash viewer loaded to view eGrants.

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*Sponsors who experience **technical** difficulties with making a payment using the Pay Now Functionality in eGrants should contact the National Service Hotline for assistance by calling 1-800-942-2677 or visiting <https://questions.nationalservice.gov>.*

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The Pay Now functionality in eGrants is actually a gateway to Pay.gov which is managed by the US Department of Treasury and the US Federal Reserve Bank system. Launched in October 2000, Pay.gov is a secure government-wide, web-based collection portal. Note that the U.S. Department of Treasury's Pay.gov system, the host of CNCS's Pay Now functionality in eGrants, requires that Cookies be turned on/enabled for optimal system performance.

The following information outlines Pay.gov's security features:

- Pay.gov's primary, fully redundant and replicated contingency, and test environments are hosted in the Treasury Web Application Infrastructure (TWA), a highly secure environment provided by the Federal Reserve Information Technology (FRIT) to support several enterprise-wide Treasury applications. The TWA is physically located at three Federal Reserve Banks. The TWA is built using a zone structure, with firewalls and routers separating each zone, and complies with the Federal Information Processing Standard (FIPS) 140-2.
- All communications between Pay.gov and federal agencies (such as CNCS) is conducted through dedicated lines, virtual private networks, or 128-bit, hardware-based (on Pay.gov's side), version 3-only Secure Sockets Layer (SSL) encryption. The scripts used for invocation of the collections services require encryption, can provide for authentication of the agency, allow the agency to authenticate Pay.gov, and facilitate the handling of collection and reporting information. All sensitive data stored within Pay.gov is encrypted.
- Pay.gov's security plan meets all FISMA requirements and the business risk assessment is reviewed annually. The U.S. Treasury conducts full certification and accreditation of Pay.gov including environmental and application penetration testing per FISMA requirements.
- For more information on Pay.gov security, contact Pay.gov customer service, Monday through Friday, 7:00 AM to 7:00 PM Eastern Time (closed US government holidays) at 800-624-1373 (select Option #2) or at [pay.gov.clev@clev.frb.org](mailto:pay.gov.clev@clev.frb.org).

### ***Clicking on Pay Now***

**For a one-page summary of how to use the Pay Now functionality in eGrants, see the appendix of this document.**

Since May 2014, Sponsors can access the electronic payment functionality in eGrants by clicking on the blue Pay Now link that can be found on:

- An individual invoice PDF on the payment slip (*recommended*):

**[Pay Now](#)**

Click the Pay Now link above to submit your payment electronically via Pay.Gov.

To submit payment by check:  
Send this payment slip with a check made payable to

CNCS  
AFMS/AR/Cost Share  
1201 New York Avenue, N.W.  
Washington, DC 20525

Note: Mail sent through the United States Postal Service to federal facilities may be delayed by the mail irradiation process.

[Terms and Conditions](#)

EIN: [REDACTED]

Agreement Number: 14-046-A55471

Invoice Number: AT-15-201425-245

Invoice Amount: \$1,170.61

Due Date: 01/04/2015

- Or, the current account statement page:

eGRANTS

VISTA COST SHARE ACCOUNT STATEMENT
[Terms and Conditions](#)
Welcome Julie

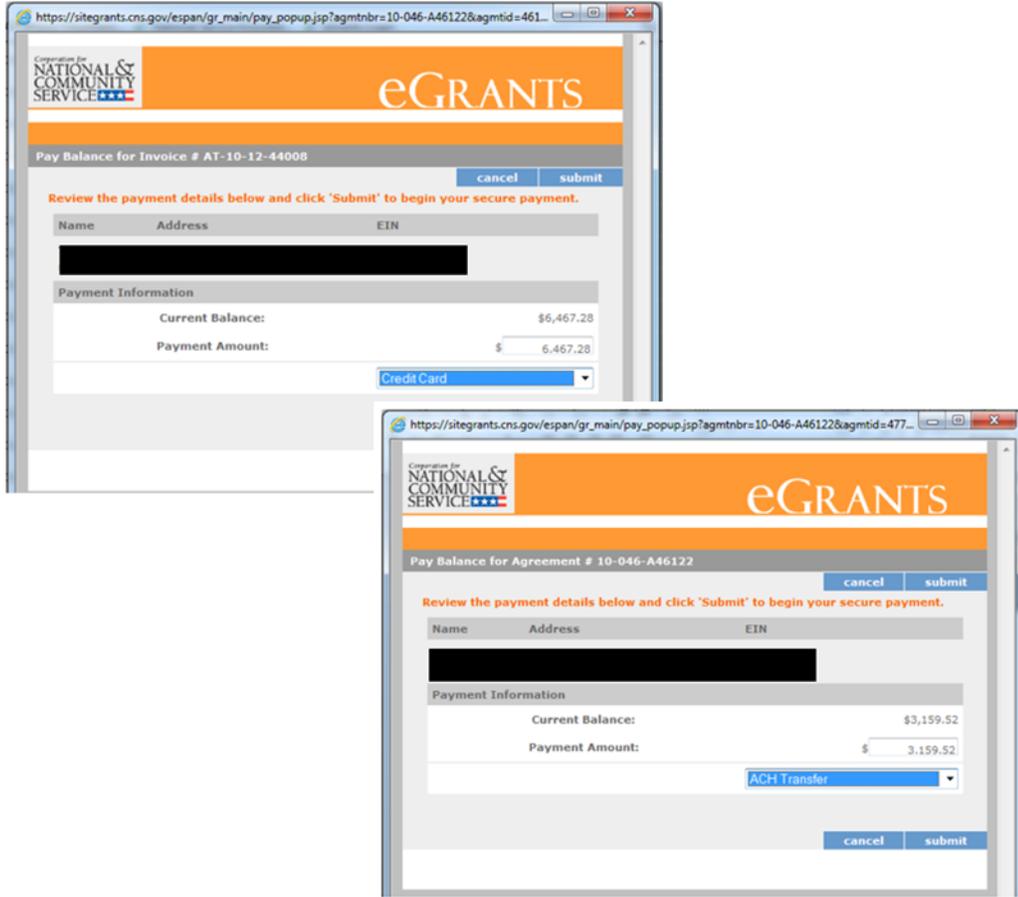
**Sponsor Information**

Name	Address	EIN	

Agreement #10-046-A46122				Project #09VSAMA004	
	Invoice Total	\$21,281.56	Payment Total	\$18,122.04	
			Balance	\$3,159.52	<b>Pay Now</b>
Agreement #09-046-A7225				Project #09VSAMA004	
	Invoice Total	\$18,765.20	Payment Total	\$18,765.20	
			Balance	\$0.00	<b>Pay Now</b>
Sponsor Account Balance					
	Invoice Total	\$40,046.76	Payment Total	\$36,887.24	Sponsor EIN
			Balance	\$3,159.52	

[Previous Statements](#)

Regardless of which Pay Now link you click on (again, CNCS highly recommends paying from the invoice PDF to ensure your payment is applied against the invoice you intend to pay), the following screen will come up, and you will be asked to choose between making a credit card payment or an ACH Transfer (making a payment using a checking or savings account):



The Payment Amount will be pre-populated, but you can change it.

Next, you will enter your payment information:

The screenshot shows a web browser window with the URL <https://qa.pay.gov/>. The page title is "Online Payment - Microsoft Internet Explorer provided by CNCS". A system message at the top states: "The system has populated the Payment Date with the next available payment date." Below this, the page is titled "Online Payment" with a link to "Return to your originating application". The current step is "Step 1: Enter Payment Information" (1 of 2 steps). The payment method is "Pay Via Plastic Card (PC) (ex: American Express, Discover, Mastercard, VISA)". A note indicates that required fields are marked with a red asterisk. The form includes the following fields: Account Holder Name (redacted), Payment Amount: \$6,467.28, Billing Address (redacted), Billing Address 2 (redacted), City (redacted), State / Province (dropdown menu), Zip / Postal Code (redacted), Country: United States (dropdown menu), Card Type: Visa (dropdown menu), Card Number (redacted), Security Code (redacted), Expiration Date: 05 / 2016, Agreement Number: 10-046-A46122, and Invoice Number: AT-10-12-44008. At the bottom, there is a button labeled "Continue with Plastic Card Payment" and a "Cancel" button.

The screenshot shows a web browser window with the URL <https://qa.pay.gov/>. The page title is "Online Payment - Microsoft Internet Explorer provided by CNCS". A system message at the top states: "The system has populated the Payment Date with the next available payment date." Below this, the page is titled "Online Payment" with a link to "Return to your originating application". The current step is "Step 1: Enter Payment Information" (1 of 2 steps). The payment method is "Pay Via Bank Account (ACH) About ACH Debit". A note indicates that required fields are marked with a red asterisk. The form includes the following fields: Account Holder Name (redacted), Payment Amount: \$3,159.52, Account Type: Business Checking (dropdown menu), Routing Number (redacted), Account Number (redacted), Confirm Account Number (redacted), and Check Number: 1015. Below the check number, there is a diagram showing the routing number (1026946763), account number (9243767390), and check number (1234). At the bottom, there is a button labeled "Continue with ACH Payment" and a "Cancel" button. A note at the bottom of the page reads: "Note: Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible."

On the next screen, you will:

- Review a summary of your payment information
- Enter an optional email address to which a payment confirmation email will be sent
- Authorize the payment by clicking the Submit Payment button

This is what the authorizing screen looks like for a credit card payment (the authorizing screen for a checking/savings account payment looks similar):

https://qa.pay.gov/ - Online Payment - Microsoft Internet Explorer provided by CNCS

[Return to your originating application](#)

### Online Payment

#### Step 2: Authorize Payment 1 | 2

Payment Summary [Edit this information](#)

Address Information	Account Information	Payment Information
Account Holder Name: [REDACTED]	Card Type: Visa	Payment Amount: \$6,467.28
Billing Address: [REDACTED]	Card Number: [REDACTED]	Transaction Date 06/12/2014 11:44 and Time: EDT
Billing Address 2: [REDACTED]	Agreement Number: 10-046-A46122	
City: [REDACTED]	Invoice Number: AT-10-12-44008	
State / Province: [REDACTED]		
Zip / Postal Code: [REDACTED]		
Country: USA		

#### Email Confirmation Receipt

To have a confirmation sent to you upon completion of this transaction, provide an email address and confirmation below.

Email Address:

Confirm Email Address:

CC:

Separate multiple email addresses with a comma

#### Authorization and Disclosure

Required fields are indicated with a red asterisk \*

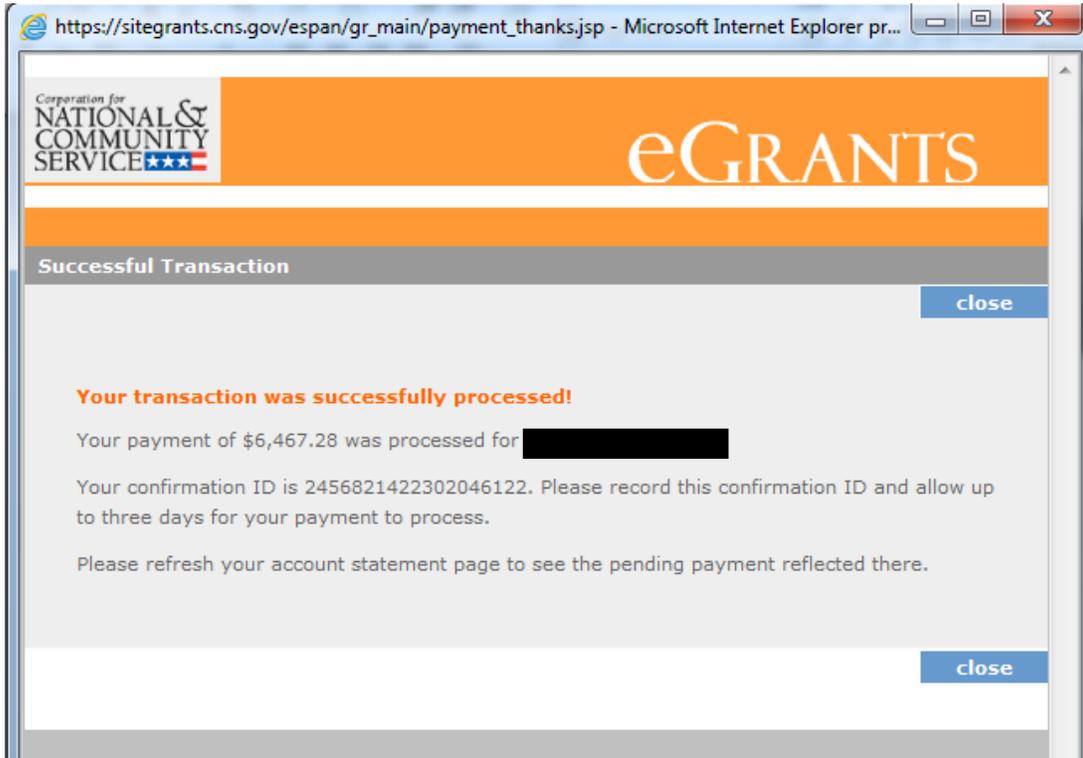
I authorize a charge to my card account for the above amount in accordance with my card issuer agreement  \*

Press the "Submit Payment" Button only once. Pressing the button more than once could result in multiple transactions.

**Note:** Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible.

100%

Regardless of which payment method you use, this is what the eGrants Successful Transaction confirmation screen will look like:

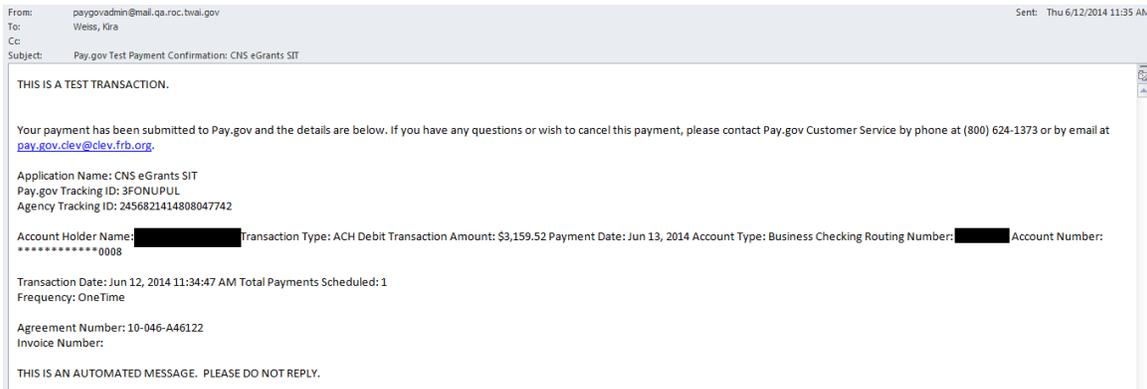


Note the last sentence on the message that says “Please refresh your account statement page to see the pending payment reflected.” When you click on the close button on the eGrants Successful Transaction screen, you will be taken back to the current account statement.

A new payment will be illustrated as a Pending Payment. Pending Payment amounts are not included in the Payment Total for an agreement or for the bottom line balance of the account statement.

Name		Address		EIN	
[REDACTED]					
<b>Agreement #10-046-A46122</b>				<b>Project #09VSAMA004</b>	
	Invoice Total	\$21,281.56	Payment Total	\$18,122.04	
			Balance	\$3,159.52	<b>Pay Now</b>
06/12/2014			Pending Payment	\$3,159.52	2456821402456047742
06/12/2014			Pending Payment	\$3,159.52	2456821414808047742
06/12/2014			Pending Payment	\$6,467.28	2456821422302046122
<b>Agreement #09-046-A7225</b>				<b>Project #09VSAMA004</b>	
	Invoice Total	\$18,765.20	Payment Total	\$18,765.20	
			Balance	\$0.00	<b>Pay Now</b>
<b>Sponsor Account Balance</b>					
	Invoice Total	\$40,046.76	Payment Total	\$36,887.24	Sponsor EIN
			Balance	\$3,159.52	[REDACTED]
<b>Previous Statements</b>					

Here is an example of the email confirmation you will receive from Pay.gov if you enter an email on the authorizing screen:



Sometimes electronic payments are rejected or declined. The most common reasons include:

- Wrong address information provided for a credit card payment
- Wrong security code provided for a credit card payment
- Insufficient funds
- Wrong account or routing number provided
- ACH Debit Block—Automatic debits to a business account may be blocked by a bank. This security feature is called an ACH Debit Block, ACH Positive Pay, or ACH Fraud Prevention Filters. A Sponsor enrolled in such a program provides a list of allowed company IDs to its bank, and the bank only allows automatic debits to

entities on the list. If the company ID accompanying a request for an automatic debit is not on the allowed list, the payment is rejected. A Sponsor enrolled in an ACH Debit Block program must contact its bank to have CNCS's company ID (9555000105) added to its "allowed" list prior to making any ACH payments to CNCS.

Payments that are rejected usually appear on the account statement twice: once as the payment and once as a credit that cancels out the payment.

On your bank or credit card statement, the payment will usually have the description "Payment" and text indicating which government agency you made the payment to, such as "CNCS." If you are not sure what a particular payment is, contact your bank or credit card issuer for help in identifying it.

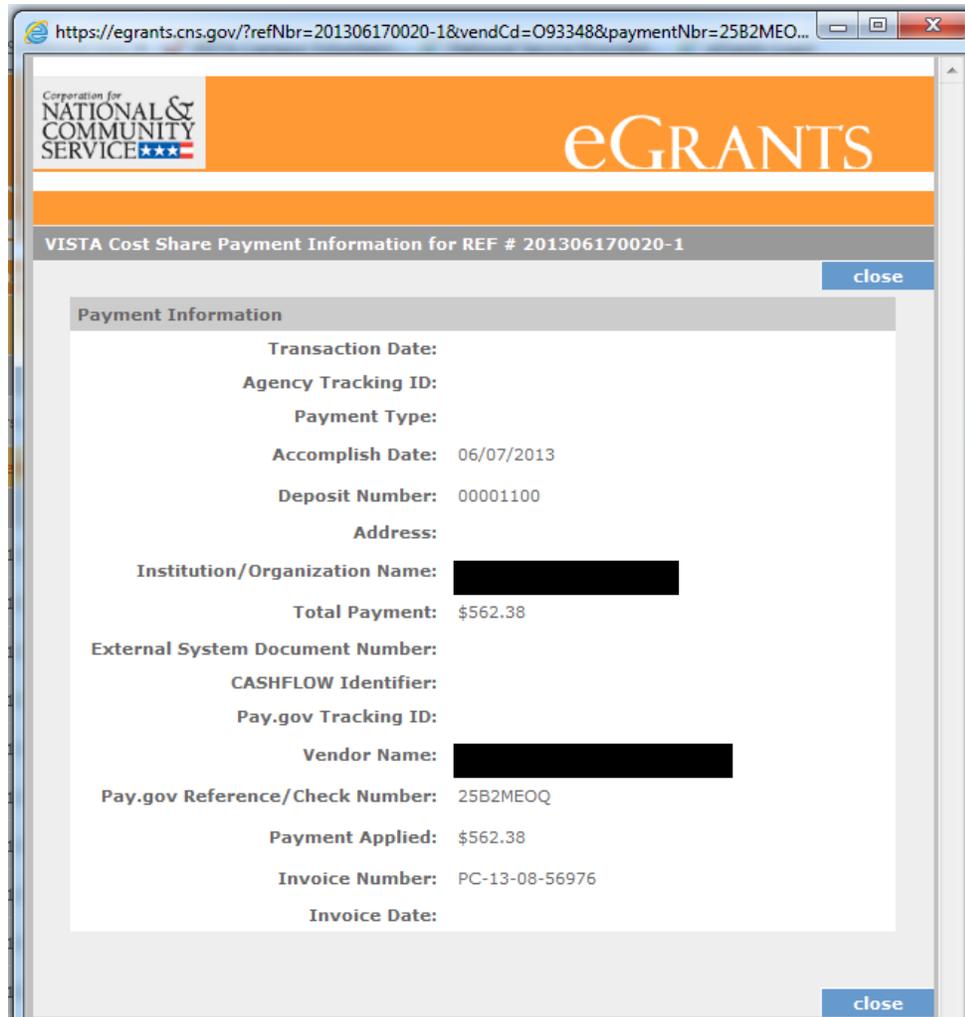
Payments from a bank account (checking or savings) will be charged to the account the next business day, while payments made with a credit or debit card will be charged to the account within twenty-four (24) hours.

Payments are generally settled and received by CNCS on the next business day after you make your payment, and then it takes a day or two for the payment to be processed in house. Weekends and holidays will affect when you see the payment on your account statement go from "pending" to complete.

Payments that have completed the posting process are listed on their own line on the account statement like this:

06/07/2013			25B2MEOQ	\$562.38	201306170020-1
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Clicking on the series of orange numbers at the far right of a posted payment (in the CNCS Reference column) will take you to a Payment Information popup that will tell you how the payment was applied:



### ***Electronic Payment Maximums and Rules Related to Multiple Payments***

The US Department of Treasury is in the process of developing a document with this information. It will be added here as soon as it is available.

## **9. Paying Manually by Paper Check for Approved Sponsors**

As stated above in the section titled "Cost Share Reimbursement Payment Options," effective April 30, 2015, CNCS is implementing a VISTA Cost Share No Paper Check Policy and will no longer accept reimbursement payments from Sponsors made manually with paper checks. Sponsors that can demonstrate that making a payment using the eGrants Pay Now functionality will be extremely difficult should complete and submit a Cost Share No Paper Check Policy Exception Request to [PaymentExceptionRequest@cns.gov](mailto:PaymentExceptionRequest@cns.gov).

The exception form will be available on the VISTA Campus by mid-March 2015. CNCS will respond to all exception requests in writing within 10 business days. Exceptions will not be approved based on the convenience or preference of the Sponsor.

Sponsors approved to send paper checks after April 30, 2015, should mail the checks to:

CNCS  
AFMS/AR/Cost Share  
1201 New York Avenue, N.W.  
Washington, DC 20525

Please send a copy of an invoice's payment slip along with the check to ensure the payment is posted to the correct invoice. If you are sending one check to cover multiple invoices, please include multiple payment slips.

## **10.Reimbursement Payment Solutions**

### ***Missing Payments***

If you make a payment that you do not see reflected on the account statement after waiting a reasonable amount of time for the payment to process (5 business days for an electronic payment and 20 business days for a paper check), contact the National Service Hotline by calling 1-800-942-2677 or visiting <https://questions.nationalservice.gov> and providing the following information to expedite the research and resolution process:

- If it was an electronic payment, the Sponsor should provide a copy of the payment confirmation page.
- If it was a payment made by check, the Sponsor should provide a copy of the front/back of the cancelled check.

### ***Requests for Duplicate Invoices***

Due to the way CNCS's invoicing system is set up, Sponsors may only be invoiced for a charge one time. Therefore, CNCS cannot re-invoice a Sponsor for any charges (in part or in whole) that are already represented on an existing invoice (all invoices are accessible to Sponsors in eGrants). A Sponsor's Current Account Statement, reconciled against a Sponsor's internal records, should serve as the basis for the Sponsor making a partial payment against an invoice.

### ***Prepaying for Cost Share Members***

Unfortunately, at this time, CNCS does not have the legal authority to solicit or recommend prepayment, nor can we issue an invoice based on an estimate. Invoices are always based on living allowance payments that have actually been made to assigned Members.

### ***Pre-Payment Alternative***

CNCS is piloting a pre-authorized payment option for qualifying Sponsors that would effectively reduce the administrative burden on an organization of making regular payments. The Cost Share Sponsor provides payment info to CNCS one time and authorizes CNCS to draw down the

amount due each time a new invoice is generated. A waiting period before the drawdown gives the Sponsor time to review the charges and notify CNCS of any charges with which it disagrees. If your organization is interested in learning more about this payment option, please contact your CNCS State Office.

### ***Requesting a Refund for an Overpayment or a Credit Balance***

- If the VISTA project is closed or will no longer be a cost shared project, CNCS will process a refund requested by the Sponsor through the National Service Hotline. Contact the National Service Hotline at 800-942-2677 or by visiting <https://questions.nationalservice.gov/app/ask>.
- All refunds are provided to Sponsors through direct deposit.
- If the VISTA project is currently an active project with Members serving and charges continuing to accrue, we cannot refund the credit. However, please remember that a credit is always automatically applied to a Sponsor's bottom line. To spend down a bottom line credit, do not make any additional payments until the bottom line credit balance has been exhausted. If a project ends before the Sponsor is able to do that fully, we will be happy to refund any remaining credit.

### ***Delinquent Balances and Repayment Plans***

Sponsors are required to pay CNCS the full reimbursement amount set forth on each invoice, by the date specified on the invoice. Any reimbursement amount unpaid by the date specified on the invoice becomes a delinquent debt. A Sponsor may propose to CNCS that the Sponsor be allowed to repay delinquent debt through a voluntary repayment agreement in lieu of CNCS taking other collection actions under its debt collection regulations, including but not limited to denying the continuation of the VISTA project or suspending/terminating the VISTA project prior to the conclusion of the last term of service date for all VISTA Members currently assigned to the Sponsor.

Please be aware that CNCS does not entertain requests for waivers or forgiveness of outstanding debt.

Submit initial requests for a repayment agreement to the National Service Hotline by calling 1-800-942-2677 or visiting <https://questions.nationalservice.gov>.

## Using the Pay Now Functionality: A One-Page Summary



### COST SHARE SPONSORS

*Expanding the Reach of VISTA Nationwide*

1. Log in to eGrants: <a href="https://egrants.cns.gov/espan/main/login.jsp">https://egrants.cns.gov/espan/main/login.jsp</a> → You will be taken to your Homepage
2. Click on “Current Statement” → The VISTA Cost Share Account Statement will open
3. Click on the most recent Agreement # → A list of all invoices for that particular agreement will open
4. Click on the most recent Invoice # → The invoice itself will open as a PDF
5. Click on the blue “Pay Now” link on the payment slip → The Pay Now functionality will launch
6. Select “Credit Card” or “ACH Transfer,” and click “Submit” → Step 1 of the Online Payment process will open
7. Enter required information, and click on the Continue button → Step 2 of the Online Payment process will open
8. Review payment information, enter an email address, click on authorization radio button, and click “Submit Payment” → Successful Transaction message opens
9. Click on “Close” on the Successful Transaction message → Successful Transaction message closes and you will be taken back to the VISTA Cost Share Account Statement
10. View the Pending Payment message on the VISTA Cost Share Account Statement
11. Open your email program to view the Payment Confirmation email

*Sponsors who experience technical difficulties with making a payment using the Pay Now Functionality in eGrants should contact the National Service Hotline for assistance by calling 1-800-942-2677 or visiting <https://questions.nationalservice.gov>.*

Corporation for  
**NATIONAL &  
COMMUNITY  
SERVICE** 



## 2015 VISTA Billing & Payment Action Schedule\*

<i>Pay Period</i>	<i>Covering the Period</i>			<i>Sponsor Verification Due in the Portal</i>	<i>Official Member Payday</i>	<i>Cost Share Invoice Available in eGrants</i>	<i>Payment Due No Later than (30 days after invoice is available)</i>
201501	1/11/2015	to	1/24/2015	1/22/2015	1/30/2015	1/30/2015	3/1/2015
201502	1/25/2015	to	2/7/2015	2/5/2015	2/13/2015	2/13/2015	3/15/2015
201503	2/8/2015	to	2/21/2015	2/19/2015	2/27/2015	2/27/2015	3/29/2015
201504	2/22/2015	to	3/7/2015	3/5/2015	3/13/2015	3/13/2015	4/12/2015
201505	3/8/2015	to	3/21/2015	3/19/2015	3/27/2015	3/27/2015	4/26/2015
201506	3/22/2015	to	4/4/2015	4/2/2015	4/10/2015	4/10/2015	5/10/2015
201507	4/5/2015	to	4/18/2015	4/16/2014	4/24/2015	4/24/2015	5/24/2015
201508	4/19/2015	to	5/2/2015	4/30/2015	5/8/2015	5/8/2015	6/7/2015
201509	5/3/2015	to	5/16/2015	5/14/2015	5/22/2015	5/22/2015	6/21/2015
201510	5/17/2015	to	5/30/2015	5/28/2015	6/5/2015	6/5/2015	7/5/2015
201511	5/31/2015	to	6/13/2015	6/11/2015	6/19/2015	6/19/2015	7/19/2015
201512	6/14/2015	to	6/27/2015	6/25/2015	7/3/2015	7/3/2015	8/2/2015
201513	6/28/2015	to	7/11/2015	7/9/2015	7/17/2015	7/17/2015	8/16/2015
201514	7/12/2015	to	7/25/2015	7/23/2015	7/31/2015	7/31/2015	8/30/2015
201515	7/26/2015	to	8/8/2015	8/6/2015	8/14/2015	8/14/2015	9/13/2015
201516	8/9/2015	to	8/22/2015	8/20/2015	8/28/2015	8/28/2015	9/27/2015
201517	8/23/2015	to	9/5/2015	9/3/2015	9/11/2015	9/11/2015	10/11/2015
201518	9/6/2015	to	9/19/2015	9/17/2015	9/25/2015	9/25/2015	10/25/2015
201519	9/20/2015	to	10/3/2015	10/1/2015	10/9/2015	10/9/2015	11/8/2015
201520	10/4/2015	to	10/17/2015	10/15/2015	10/23/2015	10/23/2015	11/22/2015
201521	10/18/2015	to	10/31/2015	10/29/2015	11/6/2015	11/6/2015	12/6/2015
201522	11/1/2015	to	11/14/2015	11/12/2015	11/20/2015	11/20/2015	12/20/2015
201523	11/15/2015	to	11/28/2015	11/16/2015	12/4/2015	12/4/2015	1/3/2016
201524	11/29/2015	to	12/12/2015	12/10/2015	12/18/2015	12/18/2015	1/17/2016
201525	12/13/2015	to	12/26/2015	12/24/2015	1/1/2016	1/1/2016	1/31/2016
201526	12/27/2015	to	1/9/2016	1/7/2016	1/15/2016	1/15/2016	2/14/2016

\*At the discretion of CNCS, dates may be moved up, if the pay period involved includes a federally-observed holiday

## VISTA Cost Share Reimbursement Payments Overview

	Electronic CREDIT/DEBIT CARD Payment	Electronic ACH DEBIT Payment	<i>*Under Consideration*</i> Electronic PAPER CHECK Payment	Electronic PRE-AUTHORIZED CREDIT CARD Payment	Electronic PRE-AUTHORIZED ACH DEBIT Payment	Manual PAPER CHECK Payment
<i>Who may use this payment method?</i>	Any Cost Share Sponsor			Sponsors approved by CNCS to participate in the pre-authorized payment pilot program		Only sponsors with an approved Exception Form on file with CNCS may pay by manual paper check
<i>How does this payment option work?</i>	The Sponsor enters payment info in eGrants		The Sponsor prints the paper check, enters the paper check info in eGrants, and destroys the paper check	The Sponsor provides payment info to CNCS one time and authorizes CNCS to draw down the amount due each time a new invoice is generated		The Sponsor mails a paper check to CNCS; the check is processed manually by CNCS
<i>Considerations</i>	Cards accepted: <ul style="list-style-type: none"> <li>• Visa credit or debit</li> <li>• MasterCard credit or debit</li> <li>• American Express credit</li> <li>• Discover and Discover-branded credit</li> </ul>	A Sponsor enrolled in an ACH Debit Block program must contact its bank to have CNCS's company ID added to its "allowed" list prior to making any ACH payments to CNCS	A Sponsor enrolled in an ACH Debit Block program must contact its bank to have CNCS's company ID added to its "allowed" list prior to making any electronic paper check payments	Cards accepted: <ul style="list-style-type: none"> <li>• Visa credit or debit</li> <li>• MasterCard credit or debit</li> <li>• American Express credit</li> <li>• Discover and Discover-branded credit</li> </ul>	A Sponsor enrolled in an ACH Debit Block program must contact its bank to have CNCS's company ID added to its "allowed" list prior to making any ACH payments to CNCS	It takes an average of 20 business days for a paper check to reach CNCS by mail, be irradiated, and be posted.
<i>Payment will immediately show as "Pending" on Account Statement</i>	Yes	Yes	Yes	Yes	Yes	No
<i>How do I sign up?</i>	It is not necessary to sign up, but it is necessary to have an active eGrants account with the correct roles			Contact your CNCS State Office for more information		Approved Waiver Required—contact your CNCS State Office for more information

Other Reimbursement Payment Options Pending/Under Consideration include PayPal, Dwolla and a mobile payment app.