

ISSUE & ANSWER

The Cost Object has insufficient funds

Review the Cumulative Account Balance Report in Atlas for details

Incorrect funding cost object

Please see the Engage website for the Club's correct Funding cost object

Missing itemized receipt

Itemized receipt needs to show a list of what was purchased or what services were provide attach a scan of the original physical itemized receipt(s) or invoice to your RFP through atlas

Missing w9, tax form for business

Because your student group has requested payment for professional services, attach a W-9 to the RFP

Missing social security number for services provided

Please have the payee call Mary Mango (617-253-2091) to provide the social security number, it is against MIT policy to email Social Security number, ask the Payee to reference the RFP# when calling

Missing social security number for a prize payment

Please have the payee call Mary Mango (617-253-2091) to provide the social security number, it is against MIT policy to email Social Security number ask the prize winner to reference the RFP# when calling

The attached receipt is not in english

Attach a scan of the translation for all Non-English receipts for the RFP through atlas

Cost object is out of cycle

The cost object is from a previous funding cycle that is closed. Please recall the RFP to your inbox and change the cost object to your Club's Main account, or contact Mary Mango (mmango@mit.edu) to delete.

Funding cost object funds not released

Finboard/GSC has not released the funds for this cycle yet. Please contact Mary Mango (mmango@mit.edu) if you have any questions.

Missing proof of payment

Proof of payment may include zero balance on the invoice, a debit or credit card statement, etc. Please note VENMO is not a valid form of payment attach a scan of the proof of payment for the expense(s) to your RFP through atlas

Missing amazon final details for order showing shipped date

Attach the “Final Details for order” for your purchase from Amazon to your RFP through atlas. Final order shows the shipping date of the items purchased.

The Payee cannot approve their own expenses

Go to your RFP inbox in atlas, recall the RFP then forward it to another Financial Signatory in your club please check the Engage website for Financial Signatories in your club. The new Signatory will need to electronically forward the RFP to SOLE (Mary Mango) for approval

The expense is considered travel

Your request for reimbursement is considered Travel and needs to be submitted through the Concur travel system the RFP will be deleted.

The person who sent the rfp to sole is not an authorized financial signatory in engage or roles data base

In order to process the request for payment, an Engage listed Financial Signatory must send the RFP to SOLE. Please recall the RFP then send it to an authorized Financial Signatory, and they will need to forward it to the sole for approval.

STUDENTS CAN EMAIL ENGAGE@MIT.EDU TO CHANGE PRIMARY CONTACT OVER TO A STUDENT. THIS WAY THE PRIMARY CONTACT CAN GO IN AND ASSIGN SIGNATORIES, ADD OFFICERS, MEMBERS, ETC.

Untraceable-the RFP has no cost object

In atlas, access your RFP inbox from the “Manage Reimbursements” section

Click the RFP number stated above, recall the RFP to your inbox and type in your group's Account number into the "Cost Object" text box.

*after you have input the Account number, please send the RFP on to Mary Mango)

***Please note that if this rfp is not in your inbox, you should contact the person whom you've sent it to so that they can enter the cost object and forward it.**

The purchase of Gift Cards

MIT will no longer reimburse for the purchase of gift cards due to the tax implications. Please contact Mary Mango if you have any questions.

There are no receipts attached to the rfp

Recall the RFP to your inbox. Electronically attach the receipts to the RFP in a PDF format

Missing Alcohol form

Alcohol is not reimbursable without written approval from a Dean. An Alcohol form found on Engage must be completed and signed by the Dean Graduate groups or the Dean of Undergraduate groups. An electronic copy of this form must be attached to any RFP or Requisition in order for payment to be made.

-ATTACH A SCAN OR COPY OF THE ALCOHOL FORM

