



AMA Reimbursement Policy

The following are excerpts specific to Reimbursements from the full Austin Mutual Aid Standard Operating Procedures document.

Reimbursements & Expense Allocations

AMA relies on the work of community member volunteers to distribute funds throughout the community. As such, reimbursements are the main method of fund disbursement, and an exacting record of expenses ensures transparency and proper stewardship of community donations. Examples of Acceptable Reimbursements are generally made for:

1. Payments to vendors for goods and services
2. Staff training and development
3. Memberships and subscriptions
4. Employee and member reimbursements
5. Marketing/promotional materials
6. Disaster relief
7. Short term Shelter Support
8. Crisis Relief
9. Rental Assistance up to security deposit and monthly rental assistance, based on application status of recipient (CHI program)
10. Community-based activities
11. Activism and advocacy work, including travel and meal expenses
12. Mileage and fuel reimbursement for volunteers
13. Volunteer Stipend during disaster relief
14. Harm reduction and health care services
15. Transportation and ride shares for clients
16. Outreach support
17. CAMP support

Prohibited uses of AMA funds include, but are not limited to:

1. Personal Enrichment
2. Cash reimbursements (ATM receipts, Venmo/CashApp or other money transfer app without an express purpose)
3. Illegal purposes

Reimbursements are processed weekly. Invoices submitted to the Operations Manager by Monday will be processed and paid by Friday of the same week.

Requests for cash disbursements are submitted to Accounting in three ways:

1. Original vendor invoice
2. Reimbursement request (submitted on approved Google Form)
3. Requests for reimbursements can be sent to amareimbursement@gmail.com

Every reimbursement or purchase request must be documented on the approved Google Form with receipts clearly demonstrating the name of the vendor, date of purchase and amount paid and nature of business, before approving for reimbursement as follows:

Lodging/Housing Expense - an itemized receipt from the hotel/housing accommodation detailing all charges, the person(s) for whom the lodging was provided, and the specific program purpose.

Meals - a receipt must be provided showing the cost of food, beverage, and gratuities, including the names of every person for whom food or beverage was provided, and the specific business purpose.

Other Expenditures - a receipt from the vendor detailing all goods or services purchased (including the class of service for transportation) and the specific programmatic purpose.

Good Standing Provision for Reimbursement

Any member requesting reimbursement must be in good standing with AMA, meaning all previous requests for reimbursement have been accompanied by proper documentation, submitted within a reasonable timeframe, and meet a standard for reasonableness. All reimbursement requests are open to further review and request for additional information, and failure to provide this information within a reasonable timeframe may result in rejection of reimbursement request.

Timeliness Provision

All requests for reimbursement must be made within the fiscal quarter in which the expense was incurred. No reimbursements will be considered outside of the fiscal year in which the expense was incurred.