



Invoicing Frequently Asked Questions as of October 5, 2020

1. What does the invoicing process look like?

- Gather documentation.
- Complete your invoice template.
- Submit your invoice to: TCTXThrive-Funding@traviscountytexas.gov
- Your invoice will be reviewed and submitted for payment unless corrections or clarification is needed
- Your County Point of Contact (Caroline, Joe or Yaira) will contact you with any questions or corrections.
- If you have invoicing questions prior to submitting your invoice, contact your County point of contact not BCL.
- Once a correct invoice is approved, it should take about 7-10 business days for payment.

2. How or will the grant reimburse me for lost income beginning March 2020-forward due to the effect of COVID-19?

This program does not reimburse for lost income, but for expenses paid since March 1, 2020.

3. What does reimbursement grant mean?

You do not have to pay back the funds which makes it a grant, but you do have to pay for the costs first, prove you paid and then get reimbursed. The financial assistance is from March 1, 2020 – November 30, 2020. Requests for reimbursement must be submitted by December 10, 2020.

4. Do I have to submit receipts, or do I just get the money?

You must submit receipts and the Travis County invoice to request reimbursement of expenses.

5. What documentation do I need to submit?

It depends upon the type of expense, but generally speaking you provide a copy of the invoice and proof of payment (cancelled check, bank statement showing withdrawal, etc.)

6. Can I pay myself a salary?

Yes, but we would need to understand your salary history to make sure that the costs were reasonable to what you had been paid previously.

7. Do I lump my costs together on the invoice form or itemize by month?

It depends upon how you paid them. If you paid them in one lump sum, then you can submit the receipts and place on the invoice that way. If you paid each month, then they should be listed on the invoice template that way. Essentially, you should like the expenses on the invoice template based on your proof of payment.

8. Some of my costs are for more than one location or include personal and business costs. How do I request reimbursement?

When submitting expenses, please provide an explanation of the expense, how many locations it covers or the personal/business use issue along with how you determined the estimated use percentage to be charged to this grant.

9. If I finance equipment, pay for it with a business credit card or pay for it outright, will the grant be able to reimburse me?

Yes, with appropriate supporting documentation.

10. Will the grant be able to recover any of my mortgage/household obligations?

If this home is not a residence and is used solely for business purposes, then it is eligible except for property taxes. If you also live at this address, meaning you are a home-based business, those expenses are not eligible.

11. Can I get reimbursed for money that was loaned to me due to the effect of COVID-19?

Maybe. It would depend upon the purpose of the loan, who provided the loan and other details. Please contact your Travis County Point of Contact.

12. Can I get reimbursed for paid repairs to equipment?

Yes, with appropriate supporting documentation.

13. Can I pay for improvements/construction costs for my business?

Yes, if those improvements will allow for the long-term economic recovery of the business. All expenses must be paid by November 30, 2020.

14. If my business has fully paid the mortgage, utilities, insurance, property taxes and repair expenses for the home from which it operates, can those be considered eligible expenses?

If this home is not a residence and is used solely for business purposes, then it is eligible except for property taxes. If you also live at this address, meaning you are a home-based business, those expenses are not eligible.

15. Are communications expenses (cell phone, fax) eligible expenses?

Yes, proportional to your business use. We would require documentation of how you are coming that to the estimated use percentage.

16. Internet and WiFi services are provided by Spectrum. These are bundled with cable/programming services. The internet and WiFi are primarily used for the business. If I break-out the internet/Wifi expenses from the Spectrum bill, are these eligible expenses?

Yes, proportional to your business use. We would require documentation of how you are coming that to the estimated use percentage.

17. Is the use of an automobile for the purposes of the business an eligible expense? If so, do you prefer that I show it as mileage or actual expenses (gas, auto repairs, etc.)

If the vehicle is not business only, then IRS allowable business expenses for vehicles are not allowable.

18. Is the purchase of a computer, considered an eligible expense?

Yes, if it was purchased solely for the business and is connected to long term economic recovery or in response to tech needs due to COVID.

19. I am in the process of designing a new website for my business. Is the expense of building the website and hosting it an eligible expense?

Yes, if it was purchased solely for the business and is connected to long term economic recovery or in response to tech needs due to COVID.

20. Are health insurance payments for me considered an eligible expense?

Yes, if your health insurance plan is through your business and then only the employer contribution.

21. Are wages that I pay myself considered an eligible expense?

Yes, but we would need to understand your salary history to make sure that the costs were reasonable to what you had been paid previously.

22. I sent in my documentation to one of the email accounts provided. When will I get my money?

If you submitted receipts to Travis County without using your invoice template, it will not be reviewed or processed. You will need to complete your invoice template and submit documentation in order for the County to review your expenses for reimbursement.

23. I received assistance from another source due to COVID. What do I need to provide?

You will need to reflect the assistance you provided on the disclosure tab of the invoice and submit copies of the expenses you paid for with those funds.

24. I can't make the October 10th deadline for the first invoice. What do I do?

Please work to get your invoice in by October 15th. If you do not think you can meet that deadline, please let your Travis County Point of Contact know.

25. Who should I contact if I have questions about the budget form?

BCL at info@traviscountythrive.com

26. Who should I contact if I have questions about invoicing?

Contact your Travis County Point of Contact through their direct email.

27. What email address should I use to submit my invoice?

TCTXThrive-Funding@traviscountytx.gov

28. Why is someone from Travis County contacting me about the ACH Form I submitted? Is this a legitimate call?

Yes, it is a legitimate call and necessary step in setting you up in the County's process. A person from the Travis County Auditor's Office will contact you to confirm details about the form you submitted.

29. I have many emails and people's names associated with this program. Should I contact all the emails when I have a question?

Please do not as it will slow down our work. Please discontinue use of EDSi2@traviscountytx.gov . If you have a invoicing question, contact your Travis County Point of Contact (Caroline, Joe or Yaira) and submit your invoice to TCTXThrive-Funding@traviscountytx.gov.

30. I have invoicing questions and I haven't received a response. Should I reach out again?

We have 4 staff working as quickly as possible to process invoices and support questions for 225 businesses. Please give us at least 48 hours before you submit another email.

31. As I was reading the contract, I need some additional explanation for this paragraph (Page 2, TERM) "Although expenditures made on and after March 1, 2020 and on or before November 30, 2020 are reimbursable under this Contract, the term begins on the day this Contract is last executed by the Parties and continues until the latest of one year after the date this Contract is signed and all audits and reviews of the expenditures of CRF Funding by the federal government are completed, unless terminated earlier under any provision of it."

A. Does this mean If I engage with service providers before Nov 30, I can show the commitment of funds, even if they will not be paid in full until some months later?
No.

B. Does it mean I have to prepay service providers by Nov 30 and trust the project is completed to my satisfaction?

This is a reimbursable grant for funds expended from March 1, 2020 – November 30, 2020.

32. I really want to be sure that my expenditures are all eligible. The description in Paragraph 2.4 is broad. How can I get clarification on my planned expenditures?

The categories are intended to be broad on purpose to provide coverage for a variety of items. If the costs are business related and will help either with the hardship of COVID and/or the necessary expenses to support the businesses long term recovery, they are most likely allowable, but we won't know for certain until an invoice is submitted and supporting documentation is reviewed.