



WISH GRANTER REIMBURSEMENT FAQs

Make-A-Wish® Illinois uses Ramp to process wish granter reimbursements. This document will help address any questions about the reimbursement process within Ramp. If you have questions about the budget guidelines or other wish granter activities, please visit [WishNet](#).

Do I have to add my bank details into Ramp?

Yes, Ramp only allows reimbursement via electronic payment. Bank details are required for Make-A-Wish® Illinois to issue reimbursement to our wish granting community.

Why did my reimbursement get rejected?

Common reasons for reimbursements include spend being outside of wish granter reimbursement policy or issues with the receipt (blurry images, missing totals or dates on the receipt, bank screenshots instead of receipts, non-itemized receipts).

Can I submit multiple receipts at a time?

Yes, Ramp allows multiple receipts to be submitted at one time. Wish granters are required to complete all expense detail fields for each receipt submitted.

What do I do if my receipt has purchases for multiple wish children?

Please submit the receipt for each wish child. The amount of the receipt will need to be updated to reflect the amount that was spent for each wish child. Make-A-Wish® Illinois recommends making purchases individually to avoid having to submit the receipt multiple times for different wish children.

How long will it take for my reimbursement to be processed and paid?

Reimbursements are immediately sent for review by the Wish and Accounting teams at Make-A-Wish® Illinois; therefore, we anticipate approval to happen within 5 business days of submission. Approved reimbursements are paid weekly on Fridays and take approximately 2 business days to appear in your bank.

Is mileage reimbursable?

No. Make-A-Wish® Illinois does not reimbursement mileage for wish granters. Unfortunately, the Ramp system doesn't allow this option to be removed so it will appear when submitting reimbursements. Please note that any mileage reimbursement requests will be rejected.

What if I lost my receipt?

Itemized receipts are required for reimbursement. If you misplace a receipt, please reach out to the Accounting team (accountspayable@illinois.wish.org) for assistance/guidance.