HOW TO SUBMIT REIMBURSEMENT

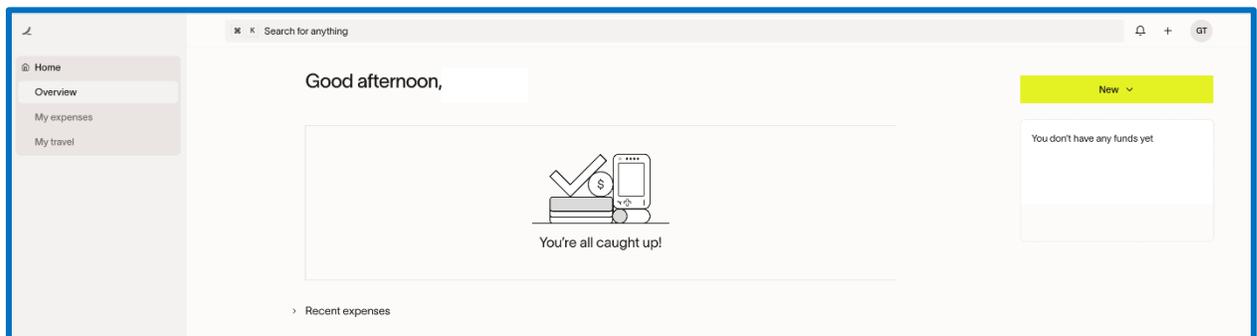*Prior to this process, volunteers must have an active Ramp account.*

DESKTOP OPTION

1. Log into your Ramp account.
   - Home screen should look similar to this:

2. Select 'New' → 'Reimbursement' in the top right-hand corner of the Home Screen.

   - For the first reimbursement, the location must be set. Please select Illinois, US.

3. Submit Receipt(s) via one of the following methods:
   - Upload a receipt from a folder on your computer
   - Drag-and-drop a receipt
   - Email (reimbursements@ramp.com) or Text (447-267) a copy of your receipt
     - ✓ This will create a Draft reimbursement that you can complete within your account.
   - **Reminder that all receipts uploaded should include:**
     - ✓ Vendor name
     - ✓ Date of purchase
     - ✓ Total amount
     - ✓ Proof of payment
4. Enter reimbursement details for each receipt submitted.
   - Required fields include:
     - ✓ **Merchant** (should auto fill)
     - ✓ **Amount** (will auto fill with receipt total, if amount is different, you will need to adjust manually)
     - ✓ **Transaction date** (should auto fill based on date on receipt)
     - ✓ **Memo** (enter items purchase and reason for purchase; i.e. Wish Boost/Enhancement – Toys, Snacks, T-Shirt).
     - ✓ **Accounting Wish Child Name** (free text field, please type wish child's full name)

   - If you have multiple receipts, the system will group them together (if submitted together or added within the same group).
     - ✓ You can name your reimbursement group (not required).

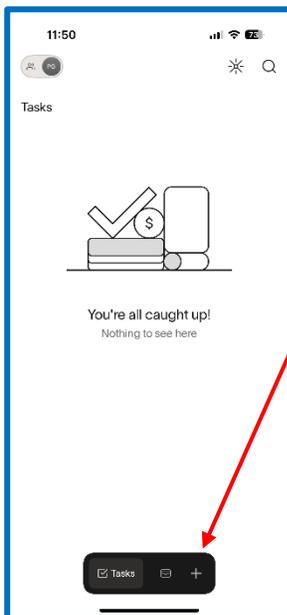✓ Ramp will group your receipts for review before submission:
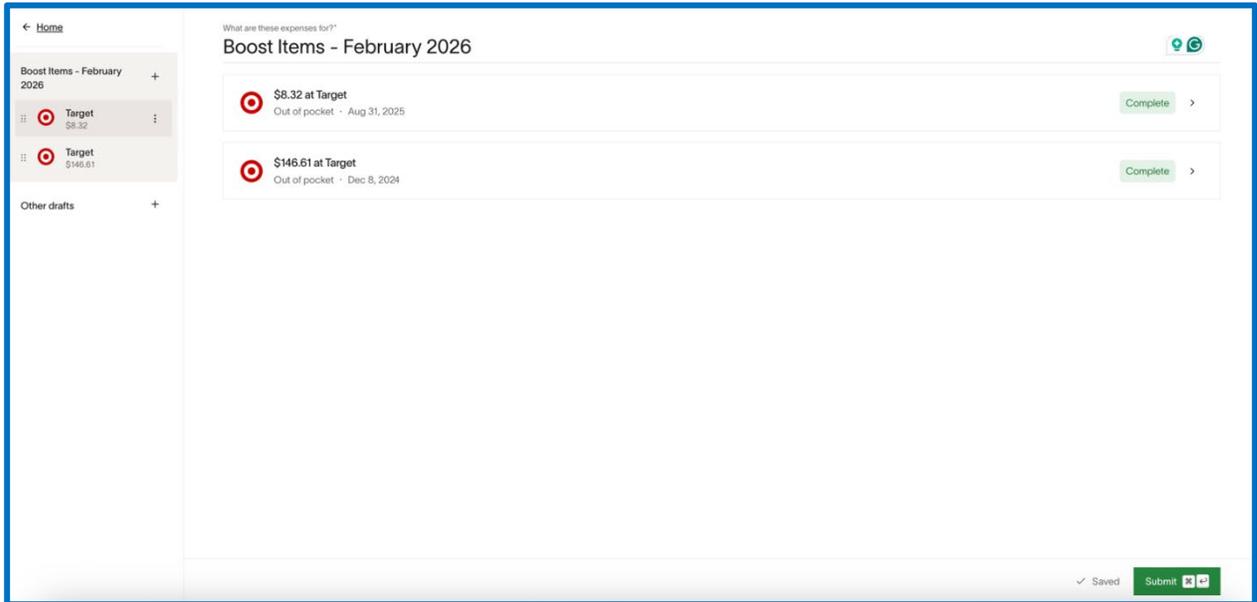
5. Once all receipts are uploaded & all required information is completed, Select 'Submit'.
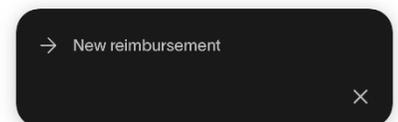
MOBILE APP OPTION
1. Open Ramp App.
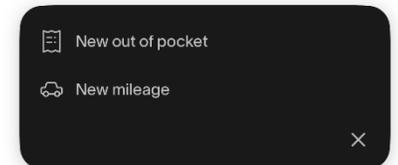   ▪ Home screen should look similar to this:

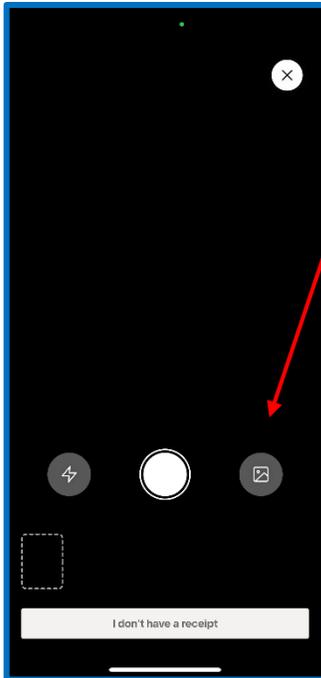2. Select '+' in the bottom right-hand corner of the Home screen.

3. Select 'New reimbursement' option

4. Select 'New out of pocket' option

NOTE: Wish Granters are not eligible for mileage reimbursement – any mileage reimbursement requests will be rejected.

5. Select '' in the bottom right-hand corner to see options for uploading receipts.

- Take a photo of your receipt
- Upload a file attachment
- Upload a photo attachment
- Email (reimbursements@ramp.com) or Text (447-267) a copy of your receipt
  - This will create a Draft reimbursement that you can complete within your account.

Reminder that all receipts uploaded should include:

✓ Vendor name
✓ Date of purchase
✓ Total amount
✓ Proof of payment

6. Enter reimbursement details for each receipt submitted.
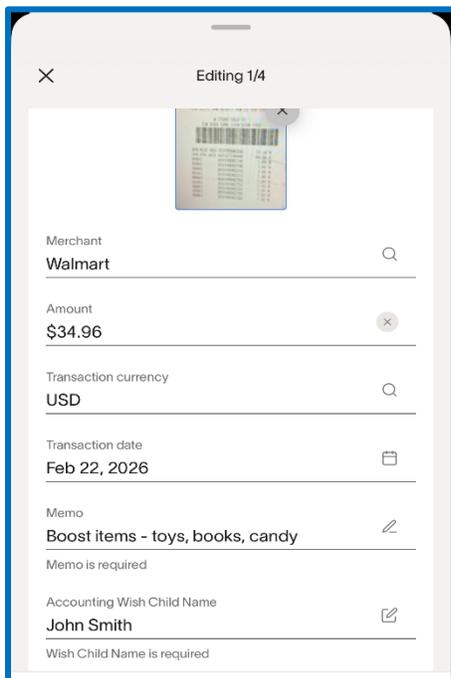
- Required fields include:
  ✓ **Merchant** (should auto fill)
  ✓ **Amount** (will auto fill with receipt total, if amount is different, you will need to adjust manually)
  ✓ **Transaction date** (should auto fill based on date on receipt)
  ✓ **Memo** (enter items purchase and reason for purchase; i.e. Wish Boost/Enhancement – Toys, Snacks, T-Shirt).
  ✓ **Accounting Wish Child Name** (free text field, please type wish child's full name)

- If you have multiple receipts, the system will group them together (if submitted together or added within the same group).
7. Once all receipts are uploaded & all required information is completed, Select 'Submit'.

After reimbursement request has been submit via Desktop or Mobile App, what happens next?

Once submitted, the reimbursement requests are routed to the Accounting & Wish Team for review, approval, and payment.

Reimbursement Payment
- Approved expenses are reimbursed via:

  o **ACH direct deposit** to your bank account on file

  o **If not set up upon account creation, the first time you submit a reimbursement request Ramp will ask you to enter your banking information.**

- Typical reimbursement timing:

  o Reimbursements are paid **weekly on Fridays** once approval has been completed

  o It will take about 2 business days for payment to appear in your bank account

- Track the status of current requests and historical (paid) reimbursements in **My expenses → Reimbursements**