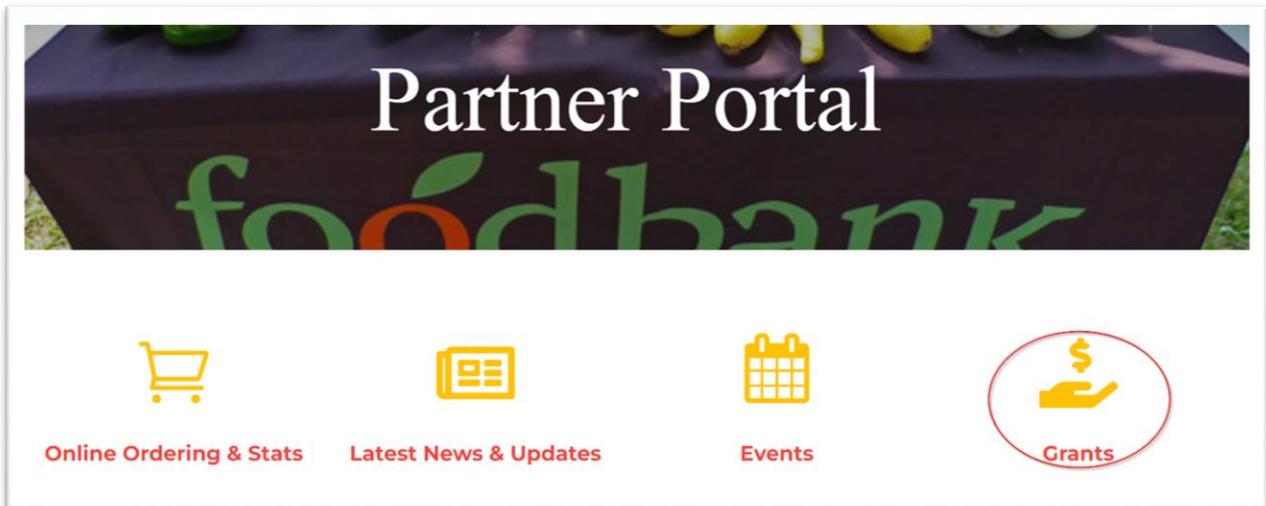


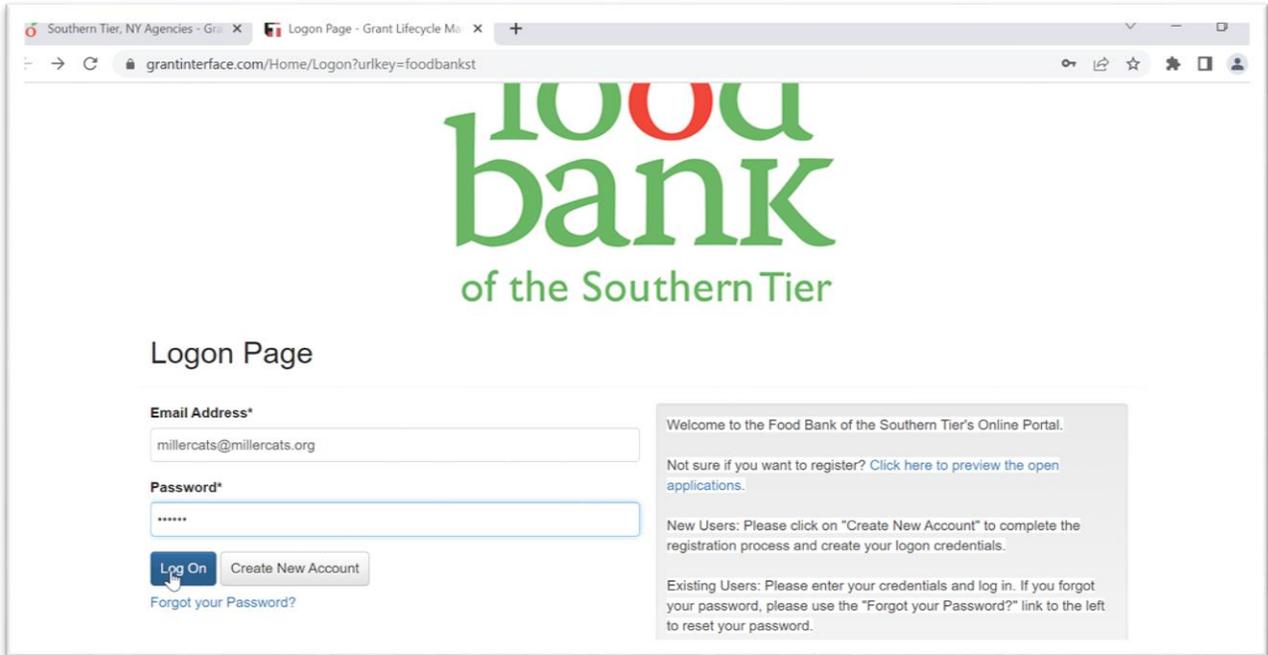
# Applying for the Service Insights Reimbursement Grant: Step-by-Step Instructions

## Step 1: Submit an Application

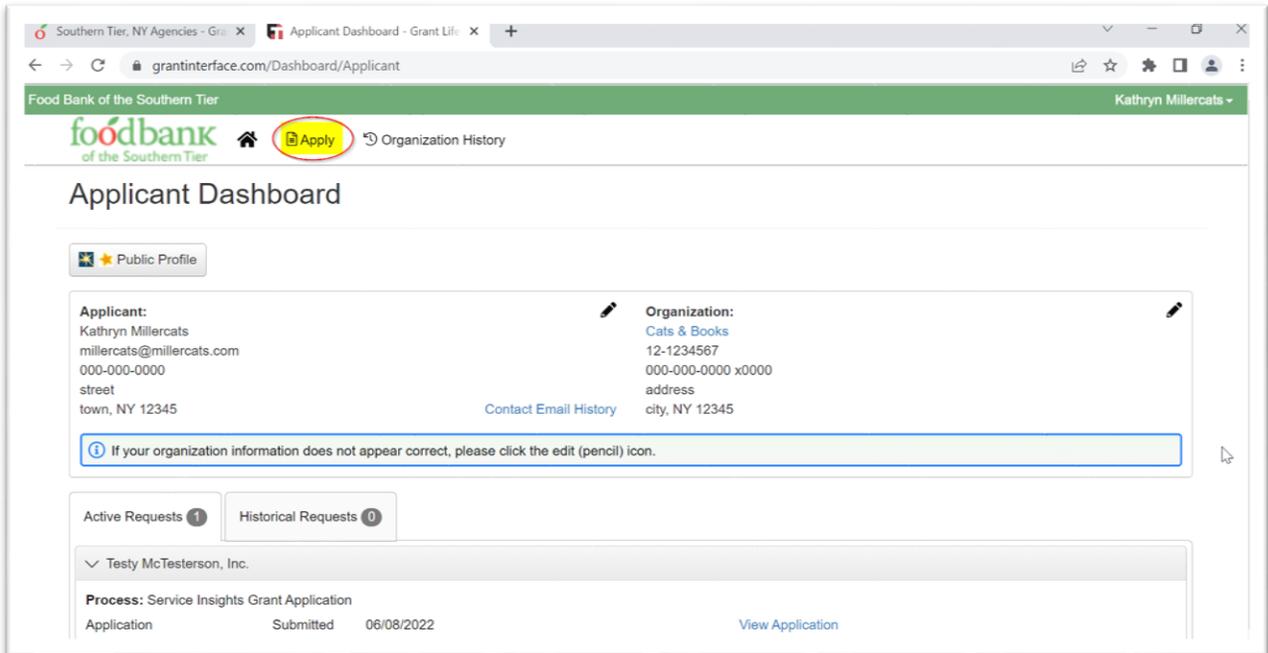
1. If you do not have the grants platform bookmarked, access it by going to our website ([www.foodbankst.org](http://www.foodbankst.org)), clicking on “For Partners” in the top right, and then the “Grants” icon. Then click “Link to Grants Management Platform.”



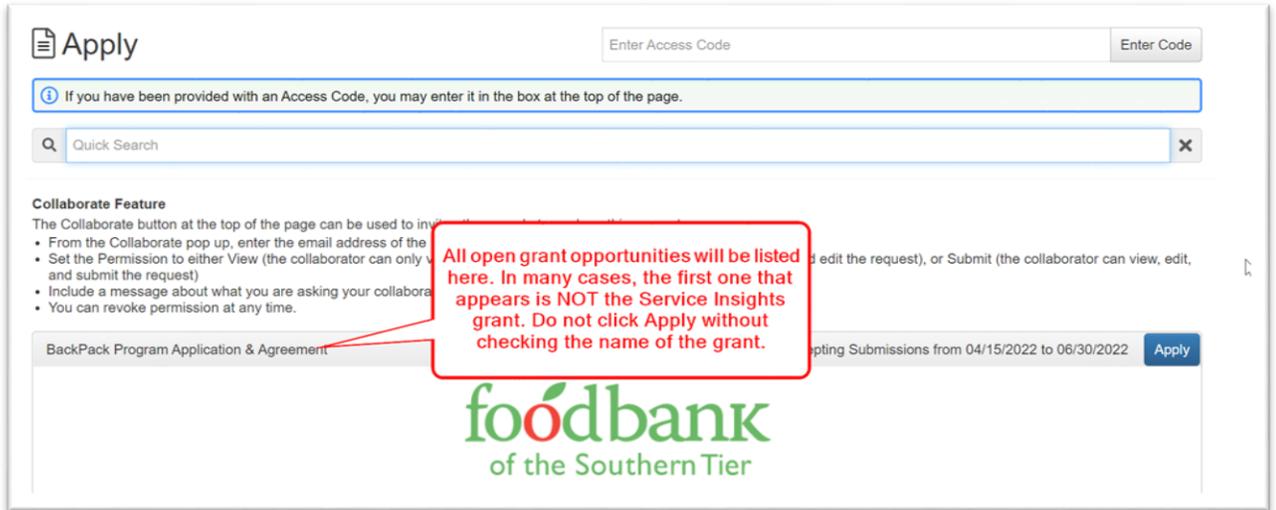
2. Log in OR create a new account if your agency doesn't have one. Most of your agencies should have accounts because you've already submitted the partner agency renewal application, HPNAP applications, and more.



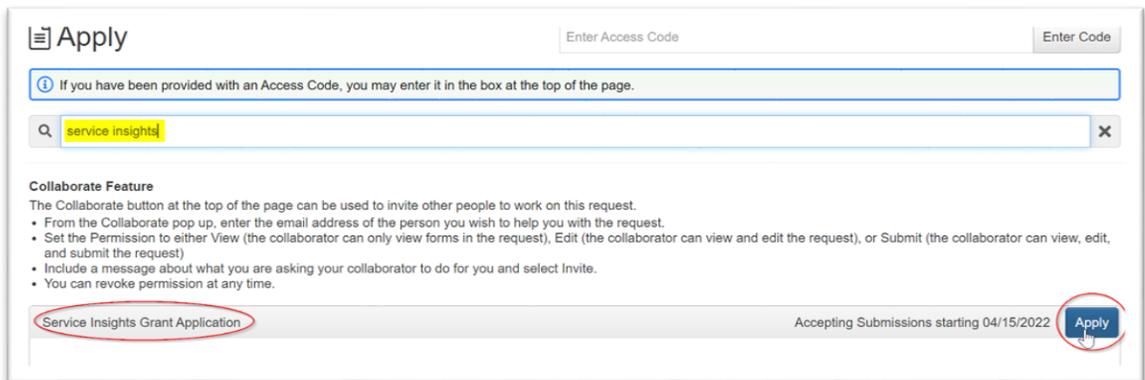
3. Click "Apply" at the top of your Applicant Dashboard.



4. Find the “Service Insights Reimbursement Grant.” NOTE: this will most likely NOT be the first grant that appears on your page.



Either search “service insights”...



...or scroll down until you see the correct grant.



5. Make sure you are in the correct grant application.

foodbank  
of the Southern Tier

Apply Organization History

Application

Public Profile Collaborate 0

Process: Service Insights Grant Application

Contact Info Request

**Applicant:**  
Kathryn Millercats  
millercats@millercats.com  
000-000-0000  
street  
town, NY 12345

**Organization:**  
Cats & Books  
12-1234567  
000-000-0000 x0000  
address  
city, NY 12345

Contact Email History

If your organization information does not appear correct, please click the edit (pencil) icon.

Application Question List

Fields with an asterisk (\*) are required.

6. Fill out the three pre-screening questions. After that, the rest of the application will appear.

7. Continue filling out the application until you get to the end, and then click "Submit Application."

Thank you!

You have completed your application requesting funds from the Service Insights Grant.

Please standby for further communications as we review applications.

Thank you!  
~Service Insights Team

Abandon Request Save Application Submit Application

If it won't let you submit the application, you probably missed a required field. Scroll back through the application and look for anything with a red box around it. Then try again.

Typing your name will serve as your "signature" and verifies that you understand the terms and conditions of the Service Insights grant.

Agency Representative Electronic Signature is Required

Today's Date\*

Today's Date is Required

Thank you!

You have completed your application requesting funds from the Service Insights Grant.

Please standby for further communications as we review applications.

Thank you!  
~Service Insights Team

**ⓘ Mailing Address for Award Check is Required**  
6. Equipment Preference is Required

Abandon Request Save Application Submit Application

Also, you may run into issues uploading quotes if the file size is too large. You are only allowed 3 MB per upload. If you have a file larger than this, are there any extra pages that could be cut out? You can always try to [resave the file with fewer pages](#).

8. Once you successfully submit, you'll see a page that says, "Your application has been submitted." Click **Continue**.

Confirmation Page

**✔ Your Application has been submitted.**

Continue

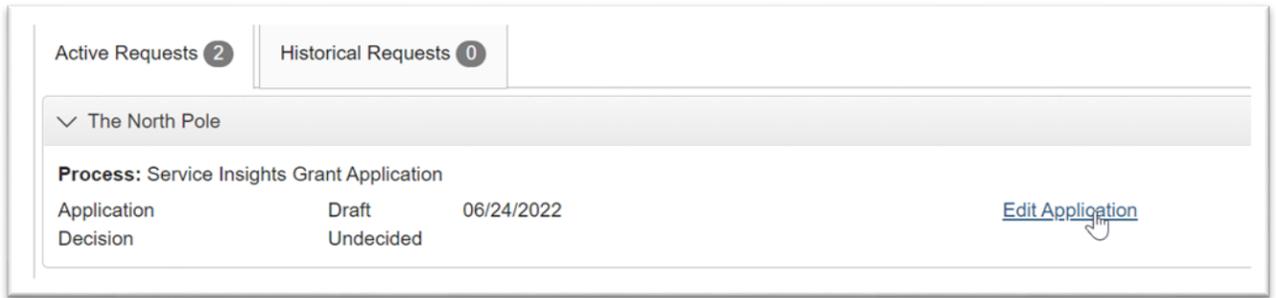
You'll be brought to your organization's homepage where you can see all the applications you have in process.

You will be unable to make edits at this point, so if you realize you forgot something, please reach out to [serviceinsights@foodbankst.org](mailto:serviceinsights@foodbankst.org) and we can reopen your application.

## Step 2: Provide Additional Information If Necessary

Now FBST will review your application. If it seems incomplete and/or we need additional information, we will add administrator comments and send you an email (from the system) with the subject line "Service Insights Grant Application Incomplete."

1. Log in and click “Edit Application” for the appropriate application.



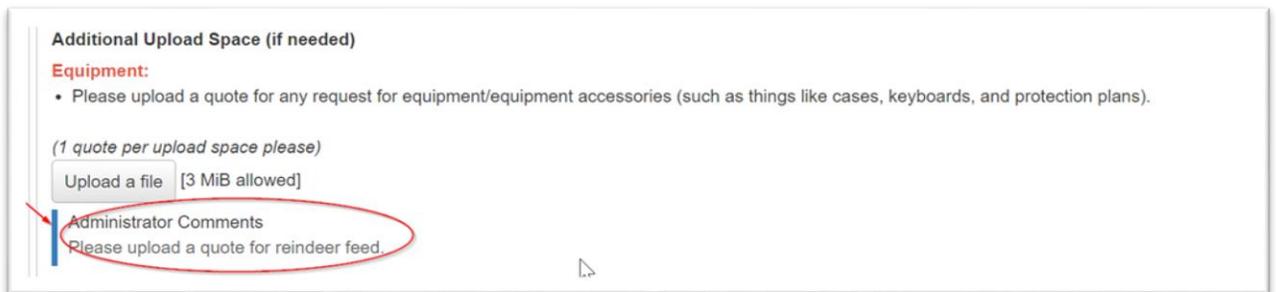
Active Requests **2** | Historical Requests **0**

▼ The North Pole

**Process:** Service Insights Grant Application

Application	Draft	06/24/2022	<a href="#">Edit Application</a>
Decision	Undecided		

2. Look for any administrator comments. They’ll have a blue bar on the left side. Make any requested edits/additions. If you’re having issues uploading files, you can always email [serviceinsights@foodbankst.org](mailto:serviceinsights@foodbankst.org) and we can upload them for you.



**Additional Upload Space (if needed)**

**Equipment:**

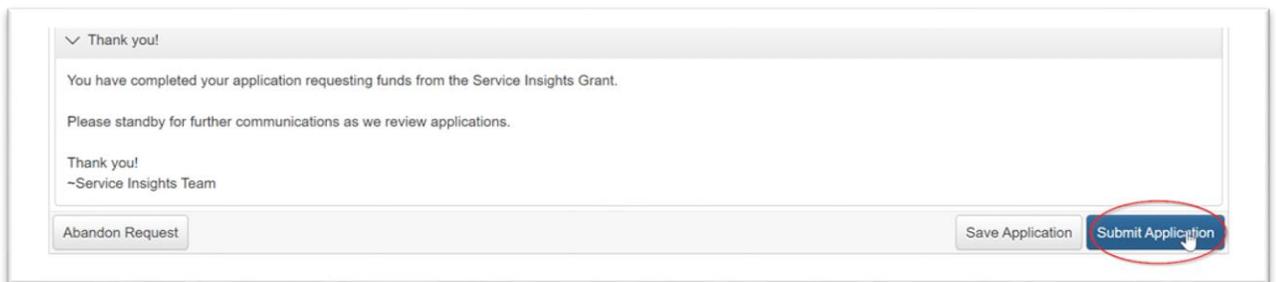
- Please upload a quote for any request for equipment/equipment accessories (such as things like cases, keyboards, and protection plans).

*(1 quote per upload space please)*

Upload a file [3 MiB allowed]

**Administrator Comments**  
Please upload a quote for reindeer feed.

3. When you are finished, submit the application again.



▼ Thank you!

You have completed your application requesting funds from the Service Insights Grant.

Please standby for further communications as we review applications.

Thank you!  
-Service Insights Team

Abandon Request | Save Application | **Submit Application**

### Step 3: Sign Your Award Letter

1. Once FBST has decided on your award, you will receive an email from the grants system with the subject “Service Insights Grant Award Letter.” Read it carefully because this is the only place where you will be able to see the **amount** you have been awarded (in total and for each item specifically).
2. Log into the grant platform and scroll down until you see the Service Insights Grant Application. It should have an Award Letter listed under Follow Up Forms.
3. Click “Edit” on the far right.

The North Pole  
**Process:** Service Insights Grant Application  
 Application Submitted 06/24/2022 [View Application](#)  
 Decision Approved 06/28/2022 [View Details](#)

**Follow Up Forms**

FORM NAME	ASSIGNED TO	AWARD / INSTALLMENT	DUE DATE	STATUS	EDIT/VIEW
Award Letter w/ Agreement - Service Insights Grant (Cycle 1)	Kathryn Millercats	Overall Award	07/05/2022 11:59 PM EDT	Assigned	<a href="#">Edit</a>

- Complete the form and click “Submit Follow Up” at the bottom of the page.

Due by 07/05/2022 11:59 PM EDT.

Save Follow Up [Submit Follow Up](#)

- Then click “Continue.”

Confirmation Page

✔ Your Follow Up has been submitted.

[Continue](#)

#### Step 4: Provide Equipment Documentation

\*If you were ONLY awarded monthly internet funding, you will not be assigned this step.

- If you were awarded equipment funding, you will receive an email from the grants system with the subject “Proof of Purchase (Equipment ONLY).”
- Log into the grant platform and scroll down until you see the Service Insights Grant Application. It should have Proof of Purchase listed under Follow Up Forms.
- Click “Edit” on the far right.

The North Pole  
**Process:** Service Insights Grant Application  
 Application Submitted 06/24/2022 [View Application](#)  
 Decision Approved 06/28/2022 [View Details](#)

**Follow Up Forms**

FORM NAME	ASSIGNED TO	AWARD / INSTALLMENT	DUE DATE	STATUS	EDIT/VIEW
Award Letter w/ Agreement - Service Insights Grant (Cycle 1)	Kathryn Millercats	Overall Award		Complete	<a href="#">View</a>
Proof of Purchase (Equipment ONLY) - Service Insights Grant	Kathryn Millercats	Overall Award	08/09/2022 11:59 PM EDT	Assigned	<a href="#">Edit</a>

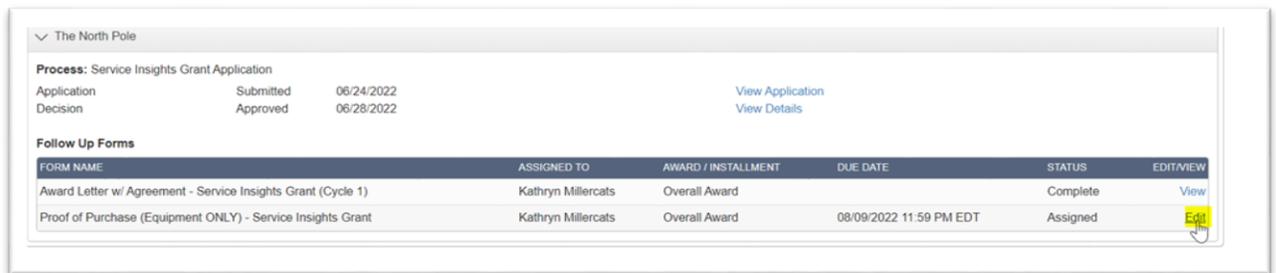
- Fill out the form, uploading at least one file. If you have issues with the files being too large, [follow these suggestions to reduce them](#). You can always email them to [serviceinsights@foodbankst.org](mailto:serviceinsights@foodbankst.org) if needed and we can upload them for you.
- Then click “Submit Follow Up,” and “Continue.”

If you did not receive funding for monthly internet fees, this is the end of your process. Expect to receive a check in the mail within the next few months. Thank you!

### Step 5: Provide Internet Documentation Twice Per Year

\*If you were ONLY awarded equipment funding, you will not be assigned this step.

1. At two times throughout the year, you will receive an email from the grants system with the subject "Service Insights Grant – 1<sup>st</sup>/2<sup>nd</sup> Half Documentation."
2. Log into the grant platform and scroll down until you see the Service Insights Grant Application. It should have the appropriate half's documentation form listed under Follow Up Forms.
3. Click "Edit" on the far right.



The screenshot shows a web interface for a grant application. At the top, it says 'The North Pole' with a dropdown arrow. Below that, the 'Process' is 'Service Insights Grant Application'. A table shows the application status: 'Submitted' on 08/24/2022 and 'Approved' on 06/28/2022. There are links for 'View Application' and 'View Details'. Below this is a section titled 'Follow Up Forms' which contains a table with the following data:

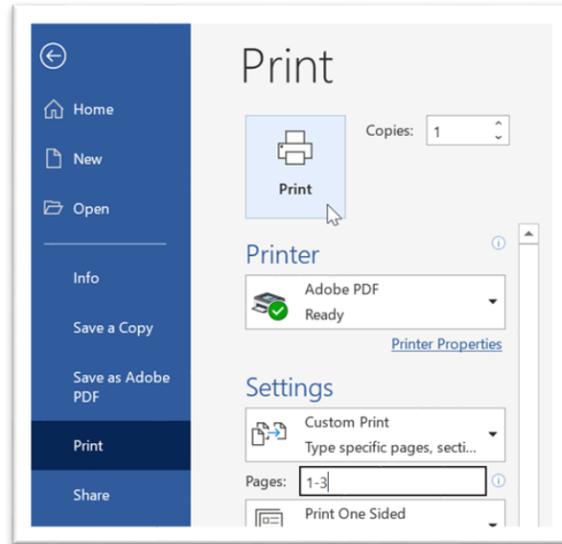
FORM NAME	ASSIGNED TO	AWARD / INSTALLMENT	DUE DATE	STATUS	EDIT/VIEW
Award Letter w/ Agreement - Service Insights Grant (Cycle 1)	Kathryn Millercats	Overall Award		Complete	<a href="#">View</a>
Proof of Purchase (Equipment ONLY) - Service Insights Grant	Kathryn Millercats	Overall Award	08/09/2022 11:59 PM EDT	Assigned	<a href="#">Edit</a>

4. Fill out the form, uploading at least one file. If you have issues with the files being too large, [follow these suggestions to reduce them](#). You can always email them to [serviceinsights@foodbankst.org](mailto:serviceinsights@foodbankst.org) if needed and we can upload them for you.
5. Then click "Submit Follow Up," and "Continue."

## Appendix

### Reducing File Size for Upload

1. If it is a Word document, go to “Print,” and then select “Adobe PDF” as the printer. Then specify which pages you want to include.



2. When you click “Print,” a “Save As” dialogue box will appear. You can choose what to call your document and where to save it, and then click “Save.” Now try reuploading it!

