



## TRAVEL ON BEHALF OF NSF (NON-PANEL RELATED)

1

### I traveled on behalf of NSF and have submitted my expenses, when will I receive reimbursement?

Please contact the office for which you traveled to check on the status of your reimbursement. Once the reimbursement is fully approved by NSF in Concur, it is generally received within four business days.

## PANELS

1

### I served on a panel, when will I receive reimbursement?

Please contact the office that invited you to the panel. Once the reimbursement is fully approved by NSF in the Guest System, it is generally received within four business days.

2

### I am having trouble with completing the registration process, can I send my banking information directly to NSF?

No, panelists must provide their banking details during the Fastlane registration process. Please contact the Fastlane Help Desk at 1-800-673-6188 for assistance.

## INVOICE PROCESSING PLATFORM (IPP) VENDOR

1

### I do not have access to IPP, how do I get access?

If your organization does not yet have an IPP account, you will receive emails from IPP ([stls.ipphelpdesk@stls.frb.org](mailto:stls.ipphelpdesk@stls.frb.org)) to instruct you to create your IPP account. The vendor organization does not need to initiate an access request.

2

### Where do I access IPP?

Your IPP collector account can be accessed by going to <https://www.ipp.gov> and selecting **Sign in** as a: **Collector**.

3

### I submitted an invoice for payment, when will it be paid?

Please check your account online at <https://www.ipp.gov> for payment updates, if you have further questions contact the office for which you provided goods or services. Once an invoice is in an *Approved to Pay* status it is generally paid within four business days.

4

### I have submitted an incorrect invoice in IPP, but realize there is an error, what action can I take?

Contact the office for which you provided goods or service as soon as possible. If the invoice is still in a *Received* status, the invoice can be rejected by the NSF Invoice Approver. If the invoice has already been processed and/or paid, please see following question for refunds.

5

### I overbilled NSF, how can I issue a refund to the agency?

The vendor must navigate to <https://pay.gov/public/form/start/77366103> and complete the remittance form. You must reference the applicable purchase order and invoice number(s) in the Reason for Return dialogue box. If they have questions, they can contact [dfmpab@nsf.gov](mailto:dfmpab@nsf.gov).

6

### I do not see my NSF purchase order in IPP, who can I contact for assistance?

After consulting the IPP Collector guide (found [here](#)), if you are still unable to locate the purchase order, please contact the office for which you provided goods or services.

7

### I cannot log into my IPP account.

Contact IPP Customer Support for assistance including password resets:

- » Call – (866) 973-3131 8 am to 6 pm (ET) Monday through Friday (except federal holidays)
- » Email – [IPPCustomerSupport@fiscal.treasury.gov](mailto:IPPCustomerSupport@fiscal.treasury.gov)

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### General IPP Usage questions for Vendors/Collectors is managed by IPP, please see the following resources available to vendors for any other IPP related questions:

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- » Email – [IPPCustomerSupport@fiscal.treasury.gov](mailto:IPPCustomerSupport@fiscal.treasury.gov)
- » [Vendor Quick Reference Guide](#)
- » [IPP Vendor Page](#)



## MISCELLANEOUS BANKING AND PAYMENTS

**1**

### How do I submit/update my banking?

Please contact the NSF Office for which you are doing business, and they will initiate the process for you to submit your banking information via the Individual Banking portal on Research.gov. For additional information, please visit the Individual Banking site at: <https://www.research.gov/research-web/content/aboutib>

**2**

### How are funds returned to NSF?

Recipients should use the Department of Treasury's Pay.gov platform as the primary method to remit funds back to NSF online. Using Pay.gov will ensure timely processing of funds being returned to NSF.

Regardless of remittance method, recipients must also include an explanation regarding the reason for the remittance submitted to NSF to ensure proper credit to Foundation awards and/or accounts.

#### Online Remittance of Funds through Pay.gov

Submitting remittances to NSF online through Pay.gov is strongly preferred, as it allows remitters to make secure electronic payments to federal government.

The Pay.gov web address for NSF remittances is below:

<https://www.pay.gov/public/search/agencyforms?agencyFilters=National+Science+%20Foundation&searchCategory=PAYOUT&searchType=AGENCYPAYMENT&agencyId=1351>

For more general information on Pay.gov: <https://www.pay.gov/public/home>

If electronic remittances are not practical, contact the NSF Division of Financial Management at (703) 292-8280 or at [dfmpab@nsf.gov](mailto:dfmpab@nsf.gov) to discuss the specific circumstances. Exceptions to the electronic remittance requirement will only be considered under extraordinary or rare circumstances and will be considered on a case-by-case basis.



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Office of the Chief Financial Officer (OCFO)  
Payments, Monitoring and Travel Branch (PMT)

703.292.8280 | [Website](#)

Non-Grant FAQ | January 2026