



VOLUNTEER DRIVER MILEAGE REIMBURSEMENT SERVICE BUSINESS CONSIDERATIONS

Mailing Checks to Riders

Why mail checks?

1. Almost everyone has direct deposit but bankers can take fees from the rider account and then drivers won't get paid.
2. Mailing checks with a "do not forward" endorsement is a safeguard to know that the person has not moved out of service area and become ineligible.
3. There is psychological benefit to getting a check; receiving the check is often a "sharing" time that is exciting for rider and the rider's volunteers.
4. Mailing the check to the rider is a convenient way to send blank reimbursement forms to the rider for use in the next month.
5. Using mail service is also an effective to communicate program information or changes with riders and their volunteers, request survey feedback, or send pre-stamped, self addressed envelopes for riders to send in their next request for reimbursement.

When to mail checks?

1. Mail at the same time every month for everyone at the same time to eliminate constant phone inquiries – "have you mailed my checks yet"? Adhering to a regular schedule eliminates unnecessary work for employees.
2. It is most efficient to organize your program on a calendar month basis. Time is needed to review, input data and issue checks. TRIP Riverside has found mailing checks on the 25th of each month to be effective and eliminate unnecessary confusion.

Practical and safety considerations

1. Disguise mailing to hide fact is is a check.
2. Make the envelope strikingly recognizable.
3. Request "Do Not Forward" service and use the envelope to provide address change information.
4. Use a #10 window envelope to that a folded blank mileage reimbursement fits neatly in the address window eliminating the need for address labels or address retyping.

