

Payments to U.S. Grant Recipients

Drawdown

When your organization has enrolled in ASAP.gov you will be able to drawdown grant funds. There are tutorials on the ASAP.gov website, accessible to enrolled participants explaining how. ASAP help contact information can be found here: <http://www.fms.treas.gov/asap/contacts.html>.

If you encounter any issues with enrollment or access to funds, please send an email to ASAPEnrollment@fws.gov with the following information:

Recipient Name:

Person to Contact:

Phone Number:

ASAP ID:

FBMS Award Numbers (ask your FWS Grant Officer for this information):

Description of Error Message: Please be very specific. Provide a screen shot if possible.

Common System Issues and Solutions

1. You have not completed your enrollment in ASAP.

If you do not know the status of your ASAP enrollment, please send an email to ASAPEnrollment@fws.gov. In the subject line type "Checking Status." Provide your DUNS number, organization name (if applicable), and contact information (name, phone number, and State).

2. You are enrolled with another Department of the Interior bureau but not U.S. Fish and Wildlife Service.

There are other steps involved in linking your existing ASAP ID to our account. Please complete the [ASAP Participation Form](#) and email it to ASAPEnrollment@fws.gov so we can help you complete the process.

3. You completed your enrollment recently but cannot see your funds in ASAP.

It takes the U.S. Treasury up to 10 business days to validate your bank information. Only after this validation period can we send your funds to your ASAP account. Add 12 working days to the date that you completed enrollment to check your funds in ASAP.

4. You need training on how to draw funds in ASAP.

The [ASAP Initiating Payment PowerPoint](#) document will show you how.

5. You do not know what Account ID to use.

The ASAP account ID is the same as your grant number. Contact your FWS grant officer if you still need help.

6. You have an active registration but cannot access funds.

There was a U.S. Treasury system glitch in September that caused banking data to be unlinked from the Service's account. Here are the instructions to re-link the banking information for [existing recipients](#) and [new recipients](#).

7. You are getting ERROR 839: No accounts found matching criteria.

Your award has multiple lines of accounting in our financial system. Enter your FBMS award number followed by the wildcard % in the Account ID field.

8. You have over 90 days of inactivity in ASAP and your account is now locked.

If you do not log into ASAP every 90 days to change your password, ASAP will lock you out of the system. To regain access, please call one of the regional U.S. Treasury ASAP Help Desks. The representatives from U.S. Treasury will assess your unique situation and provide you with instructions on how to reactivate your ASAP account. The list of ASAP Help Desks is as follows:

- Philadelphia (215) 516-8021 (For the Eastern Time Zone and users in Colorado, Idaho, Montana, New Mexico, Utah, and Wyoming)
- Kansas City (816) 414-2100 (For the Central Time Zone and users in Alaska, Arizona, California, Nevada, Oregon, and Washington)
- San Francisco (510) 594-7182 (For users in Hawaii, Guam, Northern Mariana Islands, and the American Samoa)

Please have your ASAP Recipient ID ready when calling these help desks for faster service.