



The Shuttered Venue Operators Grant (SVOG) program was established in Section 324 of the Economic Aid to Hard-Hit Small Businesses, Nonprofits and Venues Act (Economic Aid Act) signed into law on Dec. 27, 2020, as part of [H.R. 133 Consolidated Appropriations Act, 2021](#) (Public Law No: 116-260). Section 324 of the Economic Aid Act was amended by Section 5005 of the [American Rescue Plan Act](#) (Public Law No.: 117-2) signed into law on March 11, 2021.

This list of Frequently Asked Questions (FAQs) answers common questions about SVOG program after your funding request is approved by SBA.

## FAQs for SVOG Awardees

### 1. I received my notice of award. When will I receive the funds?

You will need to sign and date the Notice of Award, initial and sign the Program Assurances, abide by any pre-disbursement conditions, and submit any other necessary documentation. After all documentation has been received and SBA receives a successful payment file, a disbursement would process the next business day via Automated Clearing House (ACH) (e.g. received Friday would go out Monday and the following business day after a federal holiday). Most banks show funds that day, although some may have a day or more delay.

### 2. I've received my funding. What do I do next?

Following your notification of SVOG approval, you will receive a link to the Post-Award Information Session. This video will provide the information that you will need as a grantee.

### 3. What do I need to do to stay in compliance?

You will need to review the allowable uses of funds and maintain documentation that you used grant funds for allowable purposes. You will also need to maintain any other documentation pertaining to your grant award, including employment records and eligibility records.

### 4. If I have holds listed as my status in the SVOG portal, what do I need to do to get those cleared?

If you log into the SVOG portal and see a hold status, you will soon receive an email from SBA. This email will provide further information on how to address your hold and the applicable timeline to clear the hold. Note that timelines to clear the holds will not begin until you receive the email.

### 5. Is there a user guide for uploading documents after receiving an award?

No. Requests for information will differ based on the application. Specific requests for uploading documents into the SVOG portal will come with instructions for uploading the requested documents.

### 6. Will there be supplemental funding?

If supplemental funding becomes available, SBA will make public announcements by press releases and on social media.

**7. Where can I get technical assistance with post award requirements?**

The SVOG Customer Service Center can assist you with your questions by calling 1-800-659-2955 or emailing [svogrant@sba.gov](mailto:svogrant@sba.gov). For more in-depth assistance, contact an [SBA District Office or SBA Resource Partners](#) ([www.sba.gov/local-assistance](http://www.sba.gov/local-assistance)).

**8. What documents or information will I need to submit to receive subsequent disbursements?**

In order to receive subsequent disbursements, you will need to upload a copy of your filed 2020 federal income taxes (if not already provided); a Form SF-425; a brief narrative describing your expenditures; and documents such as receipts, invoices, or statements to support your expenditures.

**9. What do I need to do after my final disbursement?**

Within 15 days of expending all of your SVOG funds, you will upload a Final Form SF-425; a brief narrative describing your expenditures; and documents such as receipts, invoices, or statements to support your expenditures. You will also answer 2-3 questions regarding the impact of your SVOG award. Grantees that expended \$750,000 or more in federal funds during the fiscal year will be required to obtain an external audit and submit information regarding this audit to SBA.

**10. How can I find data related to the SVOG program?**

SBA is providing information to the public at on our [website](http://www.sba.gov/svogrant) ([www.sba.gov/svogrant](http://www.sba.gov/svogrant)).

**11. Can I apply for the Restaurant Revitalization Fund?**

No. If you received an SVOG, you are not eligible to apply for the Restaurant Revitalization Fund.

**12. If I received an email from SVOG indicating that my tax transcript was returned with “No Record Found” what should I do? Follow these instructions:**

**Step 1:**

- Verify with the Internal Revenue Service (IRS) that your 2019 Federal Tax Return has been received and processed.
- The IRS provides a few toll-free numbers to assist you, depending on your circumstance:
  - For applicants who filed a Form 1040, call 800-829-1040, from 7 a.m. to 7 p.m. local time,
  - For applicants who filed Form 1065, 1120, or 1120-S, call 800-829-4933, from 7 a.m. to 7 p.m. local time, or
  - For applicants who filed Form 990 or 990-EZ, call 877-829-5500, from 8 a.m. to 5 p.m. local time.

**Step 2:**

- If the IRS tells you that your tax return has been received and processed, please follow the instructions to fill out another 4506-T and ensure that all information is correct.
- If the IRS indicates that your tax return has been received but not processed, proceed to step 3.

**Step 3:**

- Contact the Taxpayer Advocate Service (TAS). The TAS is an independent organization within the IRS designed to help if you have tax problems that you cannot resolve on your own ([Home - Taxpayer Advocate Service \(irs.gov\)](http://Home-Taxpayer Advocate Service (irs.gov))). In the interest of helping your tax return get processed, please contact the TAS to inquire if their services can assist you. Additionally, you can directly request assistance at [Submit a request for assistance - Taxpayer Advocate Service \(irs.gov\)](#).

### **13. Can I withdraw my SVOG application?**

Yes. However, an applicant who has withdrawn a SVOG application will not be permitted to reapply. An SVOG applicant may request withdrawal by sending an email to [svogrant@sba.gov](mailto:svogrant@sba.gov). The request must be sent from the email address associated with the SVOG application and must contain:

- a. "Request to Withdraw SVOG Application" in the subject line
- b. SVOG application number
- c. Email address associated with the SVOG account
- d. Entity name, address, and phone number
- e. The reason for the withdrawal request
- f. Name of requestor (should be the person who submitted the SVOG application or the designated representative)