

Frequently Asked Questions

1. [Program Timelines & Milestones](#)

Q: The presentation showed certain timelines. Are those fixed?

Timelines provide a structured framework for implementation, reporting, and fund disbursement. However, some flexibility may be possible depending on your grant agreement and circumstances. If you anticipate delays or need adjustments, communicate early with your program manager.

Q: Is planting supposed to begin in August or September?

Depending on your location, planting dates may vary slightly. However, the general plan is to target planting in the last quarter of 2026. If you are considering starting planting earlier, please reach out to our team for guidance.

Q: What happens if we fall behind schedule?

Proactive communication is key. Delays do not automatically jeopardize funding, but they must be documented and approved where relevant. Transparent updates build trust and keep the program on track.

2. [Reporting & Compliance](#)

Q: What are the reporting expectations?

Grantees are expected to submit timely narrative and financial reports according to the agreed schedule. Reports should clearly link activities to outcomes and demonstrate responsible fund management. Champions will receive detailed training on TerraMatch and reporting requirements in advance of any deliverables. *Please monitor your email and WhatsApp groups to make sure you are aware when these materials are shared.*

Q: If our organization isn't directly implementing activities, who is responsible?

The grantee organization remains responsible for compliance, reporting, and fund management – even if implementation is carried out by partners. Clear agreements with implementing partners are essential.

Q: If our organization partners with community groups (e.g., youth or women's cooperatives) for nursery management, do we still create a nursery profile?

Yes. Champions are encouraged to empower community groups to manage nurseries and procure seedlings. However, each project must have a nursery profile in TerraMatch. If you are sourcing from a youth cooperative or association, create a profile for that entity and include an explanation of the partnership. If your situation is complex or unusual, discuss it with your program manager to find the right approach.

Q: What happens if compliance requirements aren't met?

Non-compliance can delay disbursements or trigger additional review. Strong internal controls and consistent documentation will prevent most issues.

3. Technical Support & Tools

Q: What are the polygon requirements, and what tools will we use?

Polygons show exactly where restoration is happening. The TerraFund team will provide both virtual and in-person training for all polygon-related requirements - your team will also be trained on tools including Flority and Greenhouse. As an overview, polygons should be collected after planting and must include:

- Polygon ID
- Planting start date
- Restoration practice (e.g., assisted natural regeneration, tree planting, direct seeding)
- Target land use
- Three key numbers captured within each polygon

Field coordinators in each landscape are also available to support polygon collection. Full setup and training will be provided before this is required.

Q: Will TerraFund support include in-person site visits?

Yes, as part of the monitoring, reporting, and verification process and project management, we shall also undertake in-person field visits to the various restoration sites.

Q: When will TerraMatch training be available?

Dedicated TerraMatch trainings are planned throughout the year - not just a general platform overview, but step-by-step guidance for each stage of the process, including guidance on all profile creation, reporting, polygon collection, and field validation. Each of these trainings will be available prior to the associated deliverable for your project. Please see the deliverable and training overview for more specifics on the cadence of these trainings.

If there are additional training topics you need, please let the team know. In the meantime, reach out to info@terramatch.org with any questions.

Q: What if we need additional technical assistance?

Reach out early. TerraFund is designed not just as a funding mechanism, but as a support system. If you encounter challenges - technical, financial, or operational - ask for guidance before issues escalate.

4. Branding & Communications

Q: Can we use the TerraFund logo? Will there be a communications toolkit available to us?

Yes. Generally, Grantees are encouraged to acknowledge TerraFund support in communications, events, and publications related to funded activities, following brand guidelines. Official branding materials, including the TerraFund logo and guidelines, will be shared. Please follow provided branding standards when using logos or referencing the program publicly. Two important caveats:

- Please hold off on using our financial partners' logos, without explicit approval from the TerraFund team.
- In addition, please hold off on sharing anything about your participation in the program until the official public launch in late April. The communications toolkit and social media guide will be shared in advance of this event.

Q: Which logos should be used on community-facing materials such as reimbursement or participant forms?

Hold off on adding any logos to external documents until specific guidance is provided. The communications team is preparing a full communications protocol as part of the onboarding process - this will clarify exactly which logos to use in which contexts. This guidance will be shared in the coming months.

5. Financial Disbursement

Q: How are funds disbursed?

Funds are typically disbursed in tranches, tied to reporting and milestone completion. Timely reporting supports timely disbursement. You can find additional details about your funding structure and schedule in your project contract.

Q: What could delay a disbursement?

Common delays include incomplete reports, missing financial documentation, or unresolved compliance questions. Staying organized and submitting complete reports prevents bottlenecks.

6. Roles & Expectations

Q: What is expected of champions in this cohort?

Champions are expected to:

- Implement activities aligned with their approved proposal
- Track outcomes clearly
- Manage funds responsibly
- Communicate proactively
- Participate in cohort learning activities

This is both a funding opportunity and a capacity-building journey.

Q: How will performance be evaluated in the first year, especially regarding MRV and milestone-based disbursement?

For this cohort, Year 1 performance is primarily measured by engagement, communication, and foundational deliverables. Key performance indicators include:

- Creating your project, site, and nursery profiles in TerraMatch
- Submitting your first report on time

- Submitting polygons as required
- Attending webinars and reviewing training materials
- Communicating proactively, especially about any challenges in site preparation, species availability, or project setup

Impact metrics - trees planted, hectares under restoration, jobs created - will become the primary focus in subsequent years.

Q: Is a baseline survey required before starting project implementation?

A baseline survey is not a requirement from WRI, but it is good-to-have information. If you have budgeted for one and it aligns with your project objectives, you should conduct it. If it was included as part of your Year 1 deliverables in your project profile, it should be completed as planned.

7. Risk Management & Unexpected Challenges

Q: What are the most common challenges faced by previous cohorts, and how were they handled?

Previous cohorts have faced challenges both within and outside their control. Common issues have included:

- Natural disasters (drought, fire) affecting project sites
- Insufficient project staff on the ground to implement activities
- Poor reporting or delays in reporting, often linked to staffing gaps

In all cases, the TerraFund team works collaboratively to find solutions. The key is to communicate early when challenges arise rather than trying to resolve them silently.

Q: If trees are lost due to pests, disease, or fire, will that be considered a failure?

No - tree loss from external events is not automatically treated as a failure or evidence of due diligence issues. There is a system for tracking and reporting such incidents, and you will receive training on how to use it. If significant tree loss occurs:

- Report the incident through the designated process as soon as possible
- The TerraFund team will engage all relevant stakeholders to assess the situation
- Options for support will be discussed jointly - this could include adjusting targets or other mechanisms

The program is designed to share risk, not penalize champions for events outside their control.

Q: Is it permissible to adjust species mix, planting approaches or locations, in response to landscape changes?

Projects are expected to adhere to the targets and project model as defined in their contract and project profiles, as this will be important for the verification process. If you would like to make any changes, please discuss them with your dedicated TerraFund focal point before moving forward.

8. Communication & Escalation

Q: Who should we contact with questions?

Your assigned program manager is your first point of contact. For TerraMatch-specific questions or issues, please reach out to info@terramatch.org or visit the TerraMatch Help Center (<https://terramatchsupport.zendesk.com/hc/en-us>). Early communication is always better than late clarification.

Q: What if our circumstances change significantly?

Inform the TerraFund team as soon as possible. Structural changes (leadership shifts, financial disruptions, implementation challenges) should never be managed silently.

Core Takeaways for Cohort 3

- Communicate early and often.
- Document everything.
- Use the support offered.
- Treat this as a partnership, not just a grant.
- Report challenges promptly - the team is here to solve problems with you, not to penalize you for them.