

VP09.01 – Reimbursements Overview

Overview

The Tax-Aide program allows volunteers to submit **flat-rate** or **itemized** expense reimbursement requests through the Volunteer Portal. Eligible expenses are documented in the Reimbursements section of the **Policy and Procedures Manual**, located in the Portal Libraries, Tax-Aide: General Information.

Reimbursements

Each season, Tax-Aide volunteers may elect one of the following:

- Receive a **one-time**, flat-rate, expense reimbursement for which non-leader volunteers receive \$50 and volunteer leaders receive \$80.
- Receive **itemized** reimbursements by submitting an itemized list of incurred expenses.
- Decline reimbursement.

Note: Volunteers may not request both a flat-rate and an itemized reimbursement during the same program year (October 1 – September 30)

Submitting Expenses when Volunteering at Multiple Sites

Volunteers who work at more than one Tax-Aide site should submit an itemized reimbursement for *each* site. Expenses related to temporary fill-ins at a site, other than their primary site(s), should be included in the reimbursement request for the volunteer's main site.

Note: Flat-rate reimbursements can only be received once a year, regardless of the number of positions held by a single volunteer. As such, a volunteer should request flat-rate reimbursements for their highest-ranked position.

Pre-Approvals

A **pre-approval** is a request that is submitted before expenses are incurred to seek approval for future expenditures. The pre-approval process consists of three steps: 1. The volunteer submits a pre-approval request. 2. The volunteer incurs the expense. 3. The volunteer then submits a reimbursement using the approved pre-approval.

Pre-Approvals are required for these scenarios: 1. When the split-state annual cap for "I" expenses (counseling mileage) will be exceeded, 2. To receive an additional reimbursement after having accepted a flat rate during the tax season, 3. To receive approval to purchase an item that is not normally purchased by your position, and 4. When reimbursement request will be submitted with a *Regional Funds* funding code.

There are tip sheets on how to prepare and submit each type of pre-approval request.

Line Item Entry Fields

When requesting an itemized reimbursement, volunteers must create a separate line item entry for each expense. Line item entry fields are pre-populated when requesting a flat-rate reimbursement. Definitions and explanations of each line item field are explained below. This section has tip sheets on preparing an itemized reimbursement request using the classic method and the Wizard.

Line Items

Add New Line Item

* Expense Date	* Program	* Expense Type	Funding Code	Amount
<input type="text"/>	Tax Aide	Select an Option	Counselor - Federal Grants	<input type="text"/>
Description		Mileage		
<input type="text"/>		Mileage Rate \$0	Miles 0	Mileage Amount \$0.00
				Actions ▼

- **Expense Date** - Date when the expense was incurred.
- **Program - Tax Aide.** (Will be pre-selected for you)
- **Expense Type** - Select the appropriate expense type. The position for which you are submitting a reimbursement determines the expense type options in this field.
- **Description** - Enter a description of the expense for each line item.
- **Mileage Rate** - Select a mileage rate.
- **Miles** - If a mileage rate was selected, enter the associated miles traveled.
- **Mileage Amt.** - A value will be calculated by the system when **Mileage Rate** and **Miles** fields have been populated. The amount will be the **Mileage Rate X Miles**.
- **Amount** - Enter the total amount for the single line item. This field is only used if the **Miles** and **Mileage Amt.** fields were left blank.
- **Funding Code** - The funding code that is associated with the position for which you are submitting a reimbursement request. This field will automatically populate based on the assignment.

Reimbursement Statuses

Reimbursement request statuses are shown within the **History** section located on the bottom of the reimbursement record.

- **Submitted** – Reimbursement has been saved and submitted to their volunteer leader for approval.
- **Further Action Required** – Reimbursement has been rejected by approver and is awaiting correction from the submitter (i.e., receipt missing).
- **Pending** - Reimbursements awaiting approval by the volunteer leader.
- **Approved by Program** - Volunteer leader has approved the reimbursement request. (This is the final status for a Pre-Approval Request) **Scheduled for Payment** – This is the final status of the reimbursement, meaning that the status will not update to indicate when the volunteer receives their reimbursement

Appearance of the Pre-Approval Record vs. Reimbursement Record

Expense **Pre-Approval** records are headed by green ribbons, and sections are labeled *Pre-Approval*, and expense pre-approval email notifications will appear with the AARP and AARP Foundation logos and will use the terminology *expense pre-approval request*.

Expense Pre-Approval RE00458280		
Volunteer Name: Susan Smith	Volunteer Id: 041	Status: Not Submitted
Assignment: AS00037733	Position: TA-R19-CA1-029-S71 0 Counselor	Amount: \$0.00

Expense **Reimbursement** records are divided by red ribbons and sections labeled *Reimbursement*. Expense approval email notifications will appear with the AARP Foundation Tax-Aide logo and will use the terminology *expense approval request*.

Who Approves Reimbursement and Pre-Approval Requests?

All reimbursement requests go to the volunteer's direct supervisor for review. When a volunteer has multiple assignments, he/she is often in a position of supervising himself/herself. For example, a Local Coordinator may also be a Counselor at the same site. In that case, the reimbursement request for counseling activity will bypass the Local Coordinator and be sent to the District Coordinator for approval.

When a pre-approval is submitted for expenses that exceed the split-state cap, the pre-approval request will go to the State Coordinator for approval. The reimbursement that is created with the approved pre-approval will, however, go to the volunteer's direct supervisor. Similarly, a pre-approval request submitted using a *Regional Funds funding code* will be sent to the volunteer's Regional Coordinator for approval. The reimbursement that is created with the approved pre-approval will, however, be sent to the volunteer's direct supervisor. Finally, pre-approvals submitted for additional expenses after the receipt of a flat-rate reimbursement will be sent to the volunteer's immediate supervisor for approval.

Reimbursement Cleanup Schedule

Reimbursements and pre-approvals in a **Not Submitted** status will be removed from the Portal on a quarterly basis (January 1, April 1, July 1, and October 1).

A Tax-Aide reimbursement or pre-approval will be deleted if:

- It is in a **Not Submitted** status, has a \$0 **Amount**, and has a **Created Date** greater than 30 days ago.
- If it is in a **Not Submitted** status, has an **Amount** greater than \$0, and was last modified greater than 150 days ago.