

Introduction

- Who am I?

Can't answer for finance / legal / audit departments

Can't answer "why?"

Can address Portal "nuts and bolts" of reimbursements

Early chance to ask questions

Your roles for reimbursements

- Individual – submitting your own requests
- Supervisor – Instructing, reviewing, approving/rejecting
- SC – set state cap; approve some pre-approvals; use reports; set expectations for compliance with Tax-Aide policy

Agenda

- Basics
- Review / Approve / Reject
- Pre-Approvals
- Reimbursement Reports



Throughout the presentation, this icon indicates common questions, submitted requests, and errors

Reimbursement Basics

References

- Policy and Procedures Manual – finance section
- Portal tip Sheets – Section 9



Reimbursement basics

- Program Year is October 1 – September 30
- Volunteer must work at least 40 hours
- Volunteer can choose 1) no reimbursement; 2) flat rate (\$50 non-leader/\$80 leader); 3) itemized reimbursement
- Flat-rate / Itemized is EITHER/OR for entire program year
- Funds are paid by check or direct deposit. Direct deposit information entered by volunteer on contact record.



Flat Rate

- Can be submitted by volunteer. Many fields pre-filled once Flat Rate is selected.

The screenshot displays the 'Expense Details' form. The 'Reimbursement Type' dropdown menu is highlighted with a red circle and contains the text 'Flat Rate'. Other fields include 'Pre-Approval' (with a search icon), 'Funding Code' (Counselor - Federal Grants 23-24), and 'Description'. Below this is the 'Line Items' section, which includes an 'Add New Line Item' button and a table with the following data:

* Expense Date	* Program	* Expense Type	Funding Code	Amount
Sep 22, 2024	Tax Aide	Tax Assistance/Counseling Activities()	Counselor - Federal Grants 23-24	\$50.00

Below the table, there is a 'Mileage' section with fields for 'Mileage Rate' (\$0), 'Miles' (0), and 'Mileage Amount' (\$0.00). An 'Actions' dropdown menu is located to the right of the Mileage section.

- Can also be submitted by direct supervisor using Mass Approval Form. Confirm address. Volunteer signatures required.

Flat Rate & Mass Approval FAQs



- I did not receive my check
Verify address, especially apartment or unit number
- Why doesn't Joe Volunteer show on my Mass Approval form?
Mass Approval form only shows direct reports. OR Joe might have already submitted a flat rate or itemized request.
- My Mass Approval form for my large site won't go through
Recommend submitting no more than 15 at one time

Itemized Reimbursements



- Funding code pre-filled (can be changed, ie. Regional funds)
- Expense types offered vary by position. Counselors have only “T” and “I”. Leaders do not have “I”
- One request per regularly worked site per season
- State mileage cap applies **only to “I” expenses**
- All expenses except mileage require receipts

Itemized Reimbursements



- Funding code pre-filled (can be changed, ie. Regional funds) SCO, ADS, AC will have to start typing
- Expense types offered vary by position. Counselors have only “T” and “I”. Leaders do not have “I”
- One request per regularly worked site per season For non-leaders. For leaders, suggest quarterly (“B”)
- State mileage cap applies **only to “I” expenses (Not “T” or “B”)**
- All expenses except mileage require receipts

Itemized Reimbursements (cont.)

New guidance this year on itemized mileage requests:

Show the exact date, purpose, location, and roundtrip mileage for each day mileage was incurred for that site/assignment. This information can be shown by either:

- a) Individual lines on the reimbursement request for each separate day*,
- b) a detailed attachment**, or
- c) a detailed explanation in the description area of the reimbursement request.**

*Using Clone simplifies entry

**These methods cannot generate “Duplicate” warnings

Request Status

Status of reimbursement requests :

Not Submitted – Created and saved

Submitted – Reimbursement has been saved and submitted to their volunteer leader for approval.

Pending - Reimbursements awaiting approval by the volunteer leader.

Further Action Required – Reimbursement has been rejected by approver and is awaiting correction from the submitter (i.e., receipt missing, no daily details, wrong code).

Approved by Program - Volunteer leader has approved the reimbursement request.
Last status for pre-approvals.

Scheduled for Payment – This is the **final status of reimbursement requests**, meaning that the status will not update to indicate when payment is sent.



Review / Approve / Reject

Review / Approve /Reject

- Supervisor receives email that a request is awaiting approval
- Also listed on Supervisor Dashboard in Pending Approvals
- If no action, request will be escalated in 5 days
- If request complies with Policy and Procedures manual and is properly filled out, Approve. Otherwise, reject and communicate reason to volunteer

Email Notification of waiting request

Hello,

You have an expense approval request from [redacted] amounting to \$[redacted] that requires your response.

To view the record below:

- 1) Volunteer Supervisor: Click [here](#) to log in to the Volunteer Portal.
- 2) Staff: Click [here](#) to log in to Salesforce
- 3) Return to this email and click on the link below.

Please select the Reimbursement ID here [RE009!](#) [redacted] to view the expense reimbursement.

If you have any questions, please contact your volunteer supervisor or Program staff.

Thank you.

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graph TD; Step1[1. Click to sign in] --> Link1[here]; Step2[2. Click to see request] --> Link2[RE009!];
```

Email escalated pending request

Hello,

A reimbursement request from [REDACTED] (TA-R05-[REDACTED] [REDACTED] Counselor) in the amount of \$[REDACTED] is escalated to you for review. No action has been taken on this request since its submission on 4/1 [REDACTED] PM.

If the reimbursement amount is greater than your state's "I" expense limit and you are not a State Coordinator, DO NOT approve the request; it must be escalated to your State Coordinator. Please alert your State Coordinator to take the necessary action.

To view the record, you must be logged into the Volunteer Portal.

- If you are not logged into the portal, [click here](#) to login. Enter the email address and password you used to register with AARP.org

Once logged in click here

[https://aarpvolunteer.my.site.com/\[REDACTED\]](https://aarpvolunteer.my.site.com/[REDACTED]) review the record.

Thank you.

Pre-Approvals



Pre-Approvals

A Pre-approval is needed when:

- ❖ Exceeding the state cap for “I” expenses (Tax Assistance/Counseling Activities)
- ❖ Spending for additional expenses
 - Supplies purchased by non-leader
 - Itemized request after Flat Rate claimed
 - To attend meetings as non-leader
- ❖ Using regional funds (RF-Z)
 - Purchase of items not covered by grants
 - Requires Regional Coordinator approval

There are Tip Sheets to cover each situation.

Pre-Approvals: Situations When A Pre-approval is NOT needed

- ❖ Total mileage expense (“I”) below state cap; any pre-approval submitted for these expenses should be rejected
- ❖ For flat rate. These pre-approvals should be rejected
- ❖ For “B” Coordinating Expenses for LCs / DCs / SCOs

Pre-Approval References


Tip Sheets -> Section VP09:


State mileage caps are found in Reports – **“TA - Split-State Mileage Cap”** The state cap is set by the Regional Coordinator and approved by staff. Find by using Global search for “mile” or “cap”

System tries to prevent errors

Select a Method to Create your Expense Reimbursement

Name: _____
Volunteer ID: _____

 **Classic Form**
Use the classic form to create a reimbursement.

 **Wizard**
Use the wizard to guide you in creating a reimbursement.

Red for Reimbursement Request
Green for Pre-Approvals

Select Assignment for Expense Reimbursement

New Pre-Approval


Name: _____
Volunteer ID: _____


You are about to create a request for a PRE-APPROVAL of future expenditures. This will not be an actual request for reimbursement. Do you wish to continue?

Warning Dialog box

Select a Method to Create your Expense Pre-Approval

Name: _____
Volunteer ID: _____

 **Classic Form**
Use the classic form to create a reimbursement.

 **Wizard**
Use the wizard to guide you in creating a reimbursement.

Select Assignment for Expense Pre-Approval

Sequence of Events

- reimbursement with pre-approval

1. Pre-approval submitted
2. Pre-approval approved/rejectedd
3. If pre-approval approved, submitter spends funds
4. Reimbursement request submitted, connected to pre-approval by
RE#####
5. Reimbursement approved and paid



Pre-Approvals for Exceeding State Mileage Cap



- Applies to (I) Counseling mileage expense type only, Not (B) Coordinating or (T) Training
- Pre-approval request(s) must be for **Total** estimated mileage for **all** assignments incurring (I) mileage expense
- Each pre-approval can only be used once, and only on the assignment where it was created
- The State Coordinator receives and approves the Pre-Approval Request, but the reimbursement request will go to the immediate supervisor for the assignment (usually Local Coordinator)
- Leaders should not approve Pre-Approvals for “I” mileage below state cap or for Flat Rate

Pre-Approvals for Exceeding State Mileage Cap

General approach – submit reimbursement requests for “I” mileage that do not exceed the state cap (total). Then use pre-approval process for the assignment that will exceed the cap.

Example: Volunteer regularly works as a counselor at three sites. State cap for mileage expenses is \$400. Expected mileage expenses are:

Site A - \$100

Site B - \$200

Site C - \$300

Total expense is \$600. Normal reimbursement requests can be submitted for Site A and Site B. Volunteer should create a pre-approval request from Site C assignment for (at least) \$600. The Site C reimbursement request must reference the pre-approval but will only include Site C mileage.

Pre-Approvals for Using Regional Funds



- Pre-approval request will go to the Regional Coordinator
- The reimbursement request using the approved pre-approval will go to the volunteer's direct supervisor

Pre-Approvals for Additional Expenses



- ❖ Supplies purchased by non-leader
 - ❖ Itemized request after Flat Rate claimed (sometimes in error)
 - ❖ To attend meetings as non-leader
-
- Pre-approval request goes to immediate supervisor
 - Reimbursement request will also go to the immediate supervisor
 - Pre-approval for expenses after Flat rate: Pre-approval Amount should be expenses plus the Flat Rate. Reimbursement request should be for expenses minus the flat rate amount already received.

QUESTIONS?

Reports

Regional Funds Report

Search “R## Funds”, go to Reports section of results

- *R## Regional Funds Cumulative*
- *R## Regional Funds Current Year*

Filter options are available

Most Useful Report – Improved

Split State All Reimbursement - Current

Find: Use Global Search for “SS# Reimb”. Within Reports section of results, find and click *SS# All Reimbursement – Current*

OR

Reports -> All Folders -> Tax-Aide Reimbursement (Current year) -> Click top of “Name” field -> Find your split state

Split State All Reimbursement – Current

Fields

<input type="checkbox"/> Status ↑ ▼	Reimbursement ID ▼	Volunteer: Full Name ▼	Position
<input type="checkbox"/> Not Submitted <input type="checkbox"/> Submitted <input type="checkbox"/> Approved by Program <input type="checkbox"/> Further Action Required <input type="checkbox"/> Scheduled for Payment	Live links	Live links	
Record Type (Text) ▼	Reimbursement Type ▼	Reimbursement Amount ▼	Description
Expense Reimbursement Expense Pre-Approval	Flat Rate Itemized		
		Created Date ▼	Last Modified Date ▼

Split State All Reimbursement - Current Filtering Options

Buttons: Add Chart, Filter, Refresh, Export

Filters Close Filter Panel

- Show Me: All programs
- Created Date: Current CY (Jan 1, 2024 - Dec 31, 2024)
- Status: equals Approved by Program, Further Action Required, Not Submitted, Pending Finance Approval, Scheduled for Payment, Submitted
- Position: Position starts with TA
- Position: starts with TA-R05-OH1
- Record Type (Text): contains Reimbursement, pre-approval

Date

Status

District / State

Reimbursement or Pre-Approval

Reports

Examples of using report “tips and tricks”
with split state All Reimbursement reports

Example 1: Limit to one district

- Start with *SS# All Reimbursement – Current* report
- Select Filter icon
- Filter using Position field. Starts with ... add “D##”
- Apply

Filter By

Field
Position

Operator
starts with

Use relative value

TA-R05-OH1-D06

Cancel Apply

Add Chart Filter Export

Close Filter Panel

Filters

Show Me
All programs

Created Date
Current CY (Jan 1, 2024 - Dec 31, 2024)

Status
equals Approved by Program,
Further Action Required, Not
Submitted, Pending Finance
Approval, Scheduled for
Payment, Submitted

Position: Position
starts with TA

Position
starts with TA-R05-OH1

Example 2: Find all requests in a Program Year (or filter by specific dates)

Start from *SS#: All Reimbursement* report (Not Current)

- Select Filter icon
- Click on “Created Date”
- Choose Created or Last Modified Date
- Choose Custom Range
- Set dates
- APPLY

Filter by Created Date

Date
Created Date

Range
Custom

Start Date
10/1/2023

End Date
9/30/2024

Cancel Apply

Add Chart Filter Export

Filters Close Filter Panel

Show Me All programs

Created Date Current CY (Jan 1, 2024 - Dec 31, 2024)

Status equals Approved by Program, Further Action Required, Not Submitted, Pending Finance Approval, Scheduled for Payment, Submitted

Position: Position starts with TA

Position starts with TA-R05-OH1

Example 3: Limit to one status

- Start with SS# All Reimbursement – Current report
- Select Filter icon
- Filter using Status field. Check desired field(s)
- Apply

Filter By

Field: Status

Operator: equals

Value:

Show Selected (1)

- Approved by Program
- Further Action Required
- Not Submitted
- Pending Finance Approval
- Scheduled for Payment

Cancel Apply

Add Chart Filter Export

Close Filter Panel

Filters

Show Me All programs

Created Date Current CY (Jan 1, 2024 - Dec 31, 2024)

Status equals Approved by Program, Further Action Required, Not Submitted, Pending Finance Approval, Scheduled for Payment, Submitted

Position: Position starts with TA

Position starts with TA-R05-OH1

Example 4: View All Requests from one volunteer

- Start with *SS# All Reimbursement – Current* report
- Status column – Make a Detail Column
- Volunteer: Full name - Group Rows by this Field
- Could group by status; sort by date or amount

Example 4: View All Requests from one volunteer

1. Make STATUS a detail column

2. Group rows by Volunteer: Full Name

Result
Could be sorted by status, amount, date, ...

Volunteer: Full Na...	Status	Reimburs...	Position	Record Type (Text)	Reimb...	Reimb...	Description
[Redacted]	Scheduled for Payment	RE...		Expense Reimbursement	Itemized	\$158.12	Mileage as ADS
	Scheduled for Payment			Expense Reimbursement	Itemized	\$93.40	Attending SMT planning meetings
	Scheduled for Payment			Expense Reimbursement	Itemized	\$267.00	Lunch for training sessions - two ident attended one or the other
	Scheduled for Payment			Expense Reimbursement	Itemized	\$149.41	Mileage for D06 training.
	Scheduled for Payment			Expense Reimbursement	Itemized	\$108.54	Site visits as DC
	Not Submitted			Expense Reimbursement	Itemized	\$0.00	-
	Not Submitted			Expense Reimbursement	Itemized	\$0.00	-
	Not Submitted			Expense Reimbursement	Itemized	\$0.00	-
	Approved by Program	R...		Expense Reimbursement	Itemized	\$48.24	Trips to Laurel Lake Retirement commu
	Scheduled for Payment	RE00937417		Tracy D...	Expense Reimbursement	Itemized	\$61.24

Example 5: Group All Pre-Approval

- Start with *SS# All Reimbursement – Current* report
- Status column – Make Detail column
- Record Type column – Group rows by this Field
- Could sort by Volunteer name, Amount, Date

Note: if using All Reimbursement report (need different dates), find Pre-Approvals by looking for requests with status of “Approved by Program”

Example 5: Group All Pre-Approvals

1. Make STATUS a detail column

2. Group rows by Record Type

Result
Could be sorted by
amount, date, , ...

<input type="checkbox"/> Record Type (Text) ↑	Status	Reimburseme...	Volunteer: Full Na...	Reimb...	Reimb...	Created Date	Last Modified Date
<input type="checkbox"/> Expense Pre-Approval (15)	Approved by Program	RE		Itemized	\$265.32	4/22/2024	4/22/2024
	Approved by Program			Itemized	\$450.24	5/1/2024	5/1/2024
	Approved by Program			Itemized	\$381.90	2/21/2024	4/9/2024
	Approved by Program			Itemized	\$700.00	3/12/2024	3/13/2024
	Approved by Program			Itemized	\$700.00	3/12/2024	3/13/2024
	Approved by Program			Itemized	\$509.20	2/6/2024	2/7/2024
	Not Submitted	RE		Flat Rate	\$50.00	4/17/2024	4/17/2024

QUESTIONS?