

CC: National Office Staff  
From: Stan Marshall, Chair, National Operations Committee, Miho Kikujo, Senior Operations Analyst  
Date: March 12, 2013  
Subject: CyberTax 2013-08: Tax Season 2013 Reimbursement Request

The FAST Reimbursement System, now on the Volunteer Portal (<https://vounteers.aarp.org>), tested with a favorable response last year, is the preferred method of requesting tax season expense reimbursement. Instructions to log on to the Portal are attached.

### **Critical Dates for FAST Reimbursement System Availability**

#### **Portal - My Reimbursement**

<b>Function</b>	<b>Availability</b>	
Request Flat Rate reimbursement or Enter daily mileage entries	3/7 -5/31	
Mileage Submission		4
/1 - 5/31		
<i>(*Next* button to submit becomes available after 40 hours of I-Counseling &amp; B-Coordinating)</i>		

*As always, if you will forgo expense reimbursement the program very much appreciates your generous support.*

If you will request B-Coordinating, I-Counseling and T-Training mileage expense reimbursement, without a receipt, please login to the **“Portal-My Reimbursement”** application, select **“Mileage”** and start entering your activities.

2013 enhancements to the FAST Mileage reimbursement system include:

- A simple way to make multiple entries for daily travel and service at sites or for shut-in visits, Training or Coordinating.
- The mileage reimbursement rate can be selected in five-cent increments up to the maximum allowable reimbursement rate of \$0.565/mile, and
- In cases where a reimbursement request is more than the high-mileage reimbursement cap applicable for your state, approval by your SCs is required. The system now allows immediate escalation of the request.

If you will request a Flat Rate reimbursement, please wait until April and sign a Counselor Flat Rate Form provided by your supervisor. (Remember that *only one* reimbursement is allowed each year for Training and Counseling.)

\* Upon submitting a reimbursement request for mileage and/or approval status change, the system will generate an automatic confirmation email from [no-reply@aarp.org](mailto:no-reply@aarp.org). Your supervisor will also receive email notification.

**Available Trainings on the ShareNet** (Brainshark – narrated presentations & Power Point slides with script)

- ShareNet -- Portal Application Support -- Reimbursement

Reimbursement Submission for Flat Rate or Mileage reimbursement:

- FAST Reimbursement Flat Rate Submission 2013 – [Brainshark Link](#)
- FAST Reimbursement Mileage Submission 2013 – [Brainshark Link](#)

Portal Login and Troubleshooting:

- Portal Login and Troubleshooting Guide: A 6-page PDF document is posted on the Volunteer ShareNet in the Portal Application Support folder to assist with most Portal login issues. See attached.

**Live one-hour Q&A Webinars (Before joining a session, please review the training material prior to the call)**

Reimbursement Submission – March 15 & March 20 - 4 PM Eastern time

Conference call in #: 1-866-215-3402 Conference Code: 4346024

To view the video portion of the program during the webinar sign on to <https://join.me/>  
(A 9 digit code will be provided at the beginning of the call.)

**NOTE: Reimbursements are expedited by using Direct Deposit.** Direct Deposit arrangements can now be initiated by email by attaching photo of the application form with a blank check overlaid at the bottom of the photo. See the attached *Request for Direct Deposit Form*.