Date:	February 6, 2015
To:	All Tax-Aide Volunteers
From:	Stan Marshall, National Operation Committee & Miho Kikujo Sr. Operations Analyst
Subject: CyberTax TY2014-07: Tax Season 2014 Volunteer FAST Reimbursements, OneSupport

The FAST Reimbursement application is now available on the Portal for all volunteers to prepare either Flat Rate or Mileage Reimbursement requests for Training, Counseling, and for leaders, Coordinating activities.

Training – Counseling – Coordinating Expenses during the tax season

All volunteers who do not need to submit receipts for Training – T, Counseling – I, and Coordinating – B expenses during the tax season are expected to use the FAST Reimbursement system on the Volunteer Portal (http://volunteers.aarp.org). Beginning on April 1 the FAST Reimbursement system allows supervisors to approve reimbursement requests, or escalate them as policy requires, and allows the AARP National Office to process reimbursements automatically. Using the FAST Reimbursement system payment is ordinarily received within a few days compared to the submission of a paper reimbursement request which takes from four to six weeks from the date of supervisor approval.

FAST can be used by all volunteers to request either Flat Rate or Mileage reimbursement during the dates shown below.

Reimbursement Request Options	Active Dates
Flat Rate (non-leaders - $35, or leaders - $50): Portal→ Reimbursement→ My Reimbursement: Select Flat Rate	Selection: 2/1-5/31
Mileage without receipts (at a selected rate up to $0.575/mile): Portal→ Reimbursement→ My Reimbursement: Select Mileage	Selection and Data Entry: 2/1-5/31 Submit Approval Request: 4/1-5/31

Only one Flat Rate or Mileage request is allowed per tax season for Training and Counseling reimbursement. The FAST system is described pictorially at the bottom of this message.

If receipts are required to document transportation expenses in addition to mileage expense, it is preferred to use the Excel expense form available on the Portal/OneSupport Help Center. Search using the Content Search tab with Key Words "expense reimbursement" and the Title Filter. (Include the quote marks in the search box.)

Mileage rate

For 2015 the maximum allowed mileage reimbursement rate is 57.5 cents per mile. Thanks to all volunteers who take a lesser rate, flat rate, or no reimbursement at all. It is greatly appreciated!

Other Tax-Aide related expense reimbursements

Only leaders are allowed to submit reimbursement requests for items other than transportation related to Training and Counseling by using the Excel Leader expense form. The procedures for submitting reimbursement requests are described in the Policy and Operations manuals available on the ShareNet.

For Support

If you have not already visited **OneSupport Help Center (OSHC)** through the Portal, we highly recommend doing so. OSHC provides easy access to support materials such as FAQs, Training, Policy, Procedures and more. Please type in keyword of desired topic in Search box and related material will be presented for your review.

For additional help, please use **Submit a Request** link on OSHC. You can access the OneSupport Help Center through Portal following the instruction below. If you have a question on approval status of your submitted expense, please contact your supervisor.
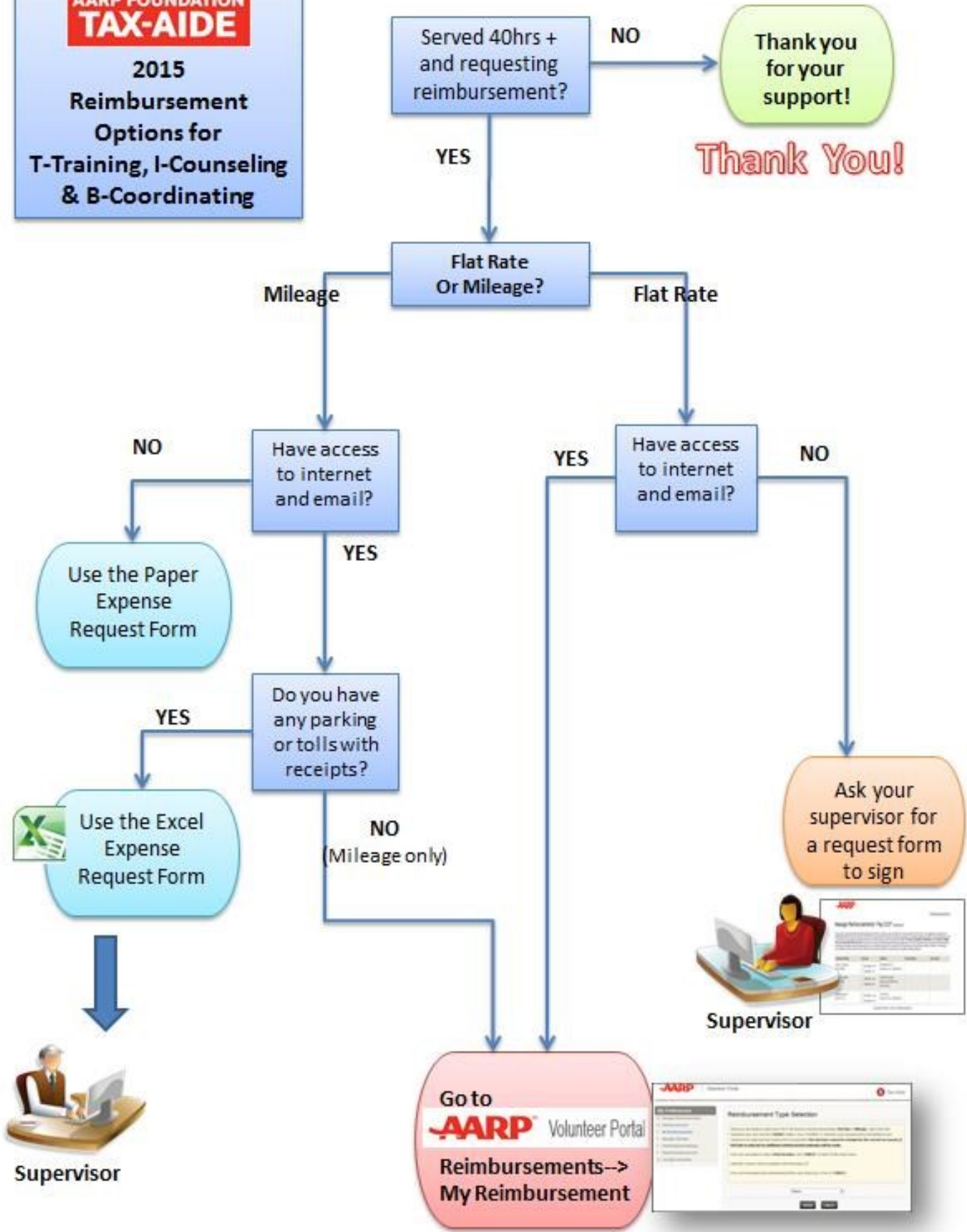
Direct Deposit

We recommend you setup a direct deposit for faster reimbursement. Click here to get a copy of the Direct Deposit Request form. This form can be submitted by email after photographing, or scanning, the completed form with a blank check included at the bottom of the form, covering the submission information.

When no receipts are required use FAST reimbursement. - It is FAST!

AARP FOUNDATION TAX-AIDE
2015 Reimbursement Options for T-Training, I-Counseling & B-Coordinating

Served 40hrs + and requesting reimbursement?

NO → Thank you for your support! Thank You!

YES ↓

Flat Rate Or Mileage?

Mileage ← / → Flat Rate

Mileage path:
Have access to internet and email?

NO → Use the Paper Expense Request Form

YES ↓

Do you have any parking or tolls with receipts?

YES → Use the Excel Expense Request Form → Supervisor

NO (Mileage only) → Go to AARP Volunteer Portal Reimbursements--> My Reimbursement

Flat Rate path:
Have access to internet and email?

YES → Go to AARP Volunteer Portal Reimbursements--> My Reimbursement

NO → Ask your supervisor for a request form to sign — Supervisor

To access the Volunteer Portal, please go to https://volunteers.aarp.org.
If you receive a **"Login failed"** error after attempting to login, you forgot your password, or are not sure you have an account, please proceed to **Step A.**

Step A: Click on "Forgot Password? Click Here" and follow the steps to obtain temporary password from noreply@aarp.org. Please make sure to check SPAM/Junk folder.

Step B: Click on Register Here and fill out your information on Registration Form. If you are not sure of your volunteer ID, please contact your supervisor. If you receive an error, please contact us at taxaide@aarp.org with your name, email address and volunteer ID to request update on your record in the Tax-Aide database and receive a temporary password by email.

AARP Volunteer Portal Registration Form

* First Name: [ ]

* Last Name: [ ]

* Email Address: [ ]

* Password: [ ]
(Minimum of 6 characters and should have at least one numeric character)

* Confirm Password: [ ]

* Birthday: [Month ▼] [Day ▼] [Year ▼]

* Zip Code: [ ]

* Volunteer ID: [ ]

☐ Yes, I agree to the AARP's Terms of Service and Privacy Policy.

[SIGN UP] [CANCEL]