

AARP Foundation Tax-Aide CyberTax

March 22, 2016

To: All Volunteers for AARP Foundation Tax-Aide (with a valid email address in Volunteer Portal)
From: Robin Murphy, Sr. Business Process Program Analyst, AARP Foundation Tax-Aide
Subject: CyberTax TY2015-06: Reimbursement and Time Entry Modules added to Volunteer Portal

On Monday, March 21, 2016, the Time Entry and Reimbursement Modules were added to the new Volunteer Portal (volunteers.aarp.org). Starting on Wednesday, March 23, 2016, all Tax-Aide volunteers with access to the portal can start using these new features.

REIMBURSEMENTS

As we approach the end of the season, there are many options available to volunteers who wish to submit Itemized or flat rate reimbursement requests.

Using the Volunteer Portal to enter your flat rate or itemized reimbursement request will provide you the fastest receipt of your requested reimbursement. Training on how to enter your Reimbursement request will be available on the OneSupport Help Center in the Operational Procedures & Volunteer Portal section, under Reimbursements.

If you do not have access to the Volunteer Portal, or do not choose to use the reimbursement options within the Volunteer Portal, there are these options that you can use to request a reimbursement.

1. Contact your District Coordinator (DC) or volunteer supervisor and ask that they provide you with a Flat Rate Reimbursement. They will ask you to sign a form stating that this is your request and confirming your mailing address. Your supervisor will then process your request. This is the second fastest way to request reimbursement of Flat Rate and you should receive your payment within 3 – 6 weeks.
2. Submit a paper request using either the Expense Reimbursement Form for Flat Rate or the Expense Reimbursement Form for Itemized Expenses. These forms can be downloaded from the OneSupport Help Center in the General Management section, under Forms. After downloading, these forms can be filled out and then submitted to your DC for approval. The DC will then submit the form, using the 'Submit a Request' process in OneSupport. Once received in the National Office, this type of request will be hand entered into the new Volunteer Portal. Due to the manual processing of this type of request, please expect a minimum of a 6 to 8 week turnaround before your reimbursement is received.

TIME ENTRY

The Time Entry module of the new Volunteer Portal is available for use. There is NO requirement to enter any time for any position. If you wish to, please feel free to use this function. Training will be available on the OneSupport Help Center in the Operational Procedures & Volunteer Portal section, under Training and Demos.

TRAINING

Please remember that training for all aspects of the new Volunteer Portal is available on the OneSupport Help Center. Additional online training sessions are being planned and details will be provided to leadership via the SMT Roundup in the coming weeks. We hope that you can find an acceptable method of requesting your reimbursement amongst those offered above. If you do not wish to receive reimbursement, no action is necessary and we thank you for this additional act of generosity.

If you have questions about your options or the reimbursement policies, please contact your volunteer supervisor.