



# DEMES Mutual Aid Job Aid Create & Submit Claim

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Updated October 23, 2023



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## Introduction

### *Purpose & Objectives*

The purpose of this document is to provide users FDEM an overview of the views of the externally-facing Mutual Aid Portal for assisting agencies that serves as their landing point to view, apply for, and track status of missions, resource support agreements/cost estimates, and claims. This document serves as a self-guided learning with details on features and accompanying visuals.

### *Outcomes & Benefits*

## Streamlining the Digital FDEM Processes | Project Grey Sky

FDEM is continuously looking for ways to **improve and scale our mission and emergency operations**. Modernizing our processes is part of a larger steppingstone to digitizing and driving efficiencies in the way we operate and serve people.

### What are we trying to accomplish?

#### **Drive efficiency, accuracy and speed**

By **digitizing** manual processes, eliminating paper forms, **integrating systems** and providing a centralized platform with **accurate production data**

#### **Improvements to current functionality**

By **refining current workflows**, **clarifying fields and requirements**, and **eliminating system challenges** that create duplications or allow for errors

#### **Improve user experience**

By **improving the user interface**, providing clearer instructions and pre-populating fields, when possible, to facilitate navigation and accurate workflow completion



## Scenario: Log In to DEMES

### Access Mutual Aid Portal

1. Once a Financial Point of Contact logs in, [Login \(fdempportal.com\)](http://fdempportal.com), they will be taken to the Grants Management Portal.
2. There are two ways the Agency Financial Point of Contact can access the Mutual Aid dashboard. They can either
  - a. Select the tile titled **Mutual Aid** on the right-hand side of the screen, or
  - b. Select the heading also titled **Mutual Aid** in the top left-hand corner.
3. Clicking either icon will navigate to the Mutual Aid dashboard.

### Assumptions

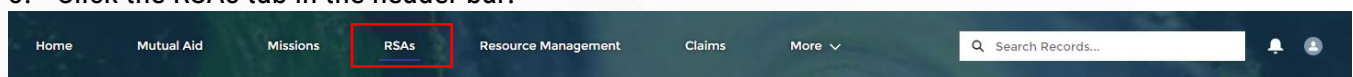
The Financial Point of Contact must have already set up their account on the Grant Management Portal as a user, and must already be associated with an Assisting Agency.

## Scenario: Claims Process

### Create A Claim

A claim should not be initiated until the RSA/Cost Estimate has been approved and fully signed by both the assisting agency and FDEM and the mission deployment has begun.

1. Log in to DEMES.
2. Click the Mutual Aid tab in the header bar.
3. Click the RSAs tab in the header bar.



4. Locate your RSA/Cost Estimate in the **Approved** column and click the blue **RSA-#** link.

New (20)	Amended (0)	Submitted (4)	Approved (27)	Rejected (1)	Returned (0)
\$44,164		\$13,443	\$76,748	\$496	
<ul style="list-style-type: none"><li>AA-00196 Capitol Police - Capitol Poli... 2021 Homeland Security ...</li><li>AA-00204 Send Sharecare Registratio... COVID-19 Public Health ...</li><li>AA-00205 ...</li></ul>		<ul style="list-style-type: none"><li>AA-00139 2021 Piney Point Incident</li><li>AA-00197 Removal of Debris Mound beh... 2022 Ian</li><li>AA-00198 Request PO for SEOC Badges</li></ul>	<ul style="list-style-type: none"><li>PLING COSTS FOR EOP&amp; Support Sasha Fierce</li><li>RSA-00225 Type III EOC Management S... Sasha Fierce</li><li><b>RSA-00226</b> Debris Removal from Island... 2022 Ian</li></ul>	<ul style="list-style-type: none"><li>AA-00194 Request for Support for Subst... 2022 Ian</li></ul>	



5. RSA/Cost Estimate page will appear, where you can view the cost estimate details via the Cost Estimate tab (next to the details tab).
6. Select **Create Claim** to start the claim process.
  - a. Information entered in the Cost Estimate will pre-populate into the Claims request.

Resource Support Agreement  
RSA-00226

Create Claim Edit Change Owner ▼

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**DETAILS** COST ESTIMATE

Resource Support Agreement Name  
RSA-00226

Application Status  
Approved

Owner  
 [Meredith Walker](#)

Approval Status  
Approved

Date Submitted  
7/21/2023

Date Approved  
7/21/2023

7. A Create Claim window will appear.
  - a. Enter the requested information (FEIN, Mission #, Requesting Entity, Mission Dates).
    - i. Your agency name will pre-populate into the Resource Provider field.
  - b. Verify the Reimbursement Point of Contact is accurate, as this individual may be contacted by FDEM to answer questions regarding the claim.
    - i. If not accurate, search for the contact name, select contact, add email address, phone number.
  - c. Once information is added, click **Create**.

### Create Claim

Resource Provider

FEIN #

Mission/Agreement #

Incident Name

Assigned Location

Requesting Entity

From

To

Mission Description

Reimbursement Point of Contact

Email

Phone

Create



8. A claims page will appear. Record your **Claim #** for future reference.

Claim C-00000040 Submit for Approval Edit Delete

Resource Provider: [Seminole County Fire Department](#) Status: **New** Mission/Agreement #: Mission Timeline From: 3/1/2023, 4:04 AM Mission Timeline To:

**Details** Summary Related

Personnel Travel Equipment Rental Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost
>	Brad Bell			8	4	32	8	\$1,099.87	\$302.46	\$1,402.34

Work Unit:  Comments:

Update

- 9. Make note of the various tabs you can view for your Claim Record.
  - a. **Details:** tab to view/add agencies costs associated with supporting the mission
  - b. **Summary:** Overview of expenses associated with Claim, divided by category (personnel, travel...). Best location to view all total expenses/claim costs in one location.
  - c. **Related:** location to view and upload supporting claim documentation

Claim C-00000046 Submit for Approval Edit Delete

Resource Provider: [Seminole County Fire Department](#) Status: **New** Mission/Agreement #: Assigned Location: null/null Mission Timeline From: Mission Timeline To:

**Details** Summary Related

Personnel Travel Equipment Rental Materials & Other

- 10. Review your cost tabs: **Personnel, Travel, Equipment, Rental, Materials** to ensure costs outlined reflect total costs spent to complete the mission.
  - a. Click on each tab to review the cost amounts, update cost estimate to actual amounts, and upload required documentation.
- 11. Generally, what was estimated is what the agency will claim, but sometimes adjustments are needed.
  - a. View the steps outlines in the next few sections to update/edit your claim.
- 12. If no adjustments are needed to the cost estimate, skip to section: Submission of a Claim.



## Review Estimates in Claim

### Claim

Here is an example of what a claims page. On this page, you can edit/modify RSA/Cost estimate amounts to reflect accurate expenses. Agencies should review the information outlined in each section (**Personnel, Travel, Equipment, Rental, Materials**) to ensure it reflects the costs spent to complete the mission. If modifications are needed, click on the desired tab to make edits.

- RT Hours & OT Hours are pre-populated from the RSA and reflect estimated hours worked
- RT Hours (Logs) & OT Hours (Logs) are actual hours worked reflected from Activity Logs

Claim C-00000046

Submit for Approval Edit Delete

Resource Provider: [Seminole County Fire Department](#) Status: New Mission/Agreement #: Assigned Location: null/null Mission Timeline From: Mission Timeline To:

Details Summary Related

**Personnel** Travel Equipment Rental Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost
>	Sweta TestProd			8	4	16	8	\$219.97	\$219.97	\$439.95

### Personnel

Agencies may need to adjust personnel and/or hours associated with the RSA, if not done prior to creating the claim. The following actions may be taken from the personnel tab.

- Click the down arrow on the left side (by contact name) to open up activity logs and show backfill.
- Click the down arrow on the right side to Add Backfill, Add Time/Activity Logs, Edit Time/Activity Logs, Add Files, View, Delete
- Note: Rates/Fringe amounts for a contact can not be changed in the claim record. These types of edits can only be made to the contact record.

Details Summary Related

**Personnel** Travel Equipment Rental Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost
>	Meredith Walker			10	10	9	9	\$103.12	\$160.61	
>	-- Backfill --			10	10	60	18	\$50,001.00	\$321.30	
>	walts test test			3	3	16	16	\$54.99	\$57.11	
>	Stacey Fakename II			4	5			\$0.00	\$0.00	
>	Zane Test3			8	8			\$0.00	\$0.00	



## Add Backfill

1. If you need to add backfill to personnel on the RSA/Cost Estimate, click the down arrow (right side) of that individual.

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost		
>	Sweta TestProd			8	4	16		8	\$219.97	\$219.97	\$439.95	⌵

2. From the menu, select **Add Backfill**.

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost	
>	Meredith Walker			10	10	9	9	\$103.12	\$160.00		Add Backfill
>	-- Backfill --			10	10	60	18	\$50,001.00	\$321.30		Add Time/Activity Records
>	walts test test			3	3	16	16	\$54.99	\$57.12		Edit Time/Activity Records
	Stacey Fakename II			4	5			\$0.00	\$0.00		Add File
>	Zane Test3			8	8			\$0.00	\$0.00		View
											Delete

Work Unit Comments

3. A window will appear providing you the ability to add information for a contact to serve as the backfill.
  - a. Search for the individual's name in the **Contact** field.
  - b. Select the individual from the search options.
  - c. Verify **contact information** is accurate or enter in missing information: Regular Hours, OT Hours, Hourly Rate, Hourly OT Rate, Benefit Rates, OT Benefit Rates
  - d. Note: Enter total hours worked for the mission for Regular Hours & Overtime Hours, not daily amount. Example: over the mission, contact worked 250 hours – enter in 250.
  - e. Click **Save**.

Add backfill for Sweta TestProd

\* Contact

Keri Kristyn

Regular Hours	Overtime Hours
8.00	8.00
Hourly Rate (Regular Hours)	Hourly Rate (Overtime Hours)
\$20.00	\$40.00
Benefit Rate % (Regular Hours)	Benefit Rate % (Overtime Hours)
14.57	14.57

Save





4. Verify backfill contact has been added to personnel listing, positioned under the appropriate individual.

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost
>	Sweta TestProd			8	4	16	8	\$219.97	\$219.97	\$439.95
	Brad Bell			8	8			\$0.00	\$0.00	\$0.00

5. Time/Activity Records need to be added to the backfill record to populate hours worked and assign associated costs.
- a. Note the backfill does not have time/activity records (RT Hours Logs and OT Hours Logs) columns and costs equal \$0.

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost
>	Meredith Walker			10	10	9	9	\$103.12	\$160.61	
>	-- Backfill --			10	10	60	18	\$50,001.00	\$321.30	
>	walts test test			3	3	16	16	\$54.99	\$57.11	
	Stacey Fakename II			4	5			\$0.00	\$0.00	
>	Zane Test3			8	8			\$0.00	\$0.00	

Work Unit Comments

6. To add Time/Activity records to a contact, follow steps outlined in the Add Time/Activity Records section.

*Add Agency Contact to Claim Record*

1. If you need to add a contact to backfill a person on the RSA/Cost Estimate, click the down arrow (right side) of that individual.

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost
>	Sweta TestProd			8	4	16	8	\$219.97	\$219.97	\$439.95



2. From the menu, select **Add Backfill**.

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total	OT Total	Total Cost	
>	Meredith Walker			10	10	9	9	\$103.12	\$160.61		<b>Add Backfill</b>
>	-- Backfill --			10	10	60	18	\$50,001.00	\$321.34		Add Time/Activity Records
>	walts test test			3	3	16	16	\$54.99	\$57.12		Edit Time/Activity Records
>	Stacey Fakenam II			4	5			\$0.00	\$0.00		Add File
>	Zane Test3			8	8			\$0.00	\$0.00		View
											Delete

Work Unit Comments

3. A window will appear. In the Contact field, one can search for a contact in the system or add a new contact. To add a new contact, check the **Can't Find Your Contact** button.

Add backfill for Sweta TestProd

\* Contact

Search Contacts...

Can't find your Contact? Select the checkbox below and create one.

Regular Hours:

Overtime Hours:

Hourly Rate (Regular Hours):

Hourly Rate (Overtime Hours):

Benefit Rate % (Regular Hours):

Benefit Rate % (Overtime Hours):

**Save**

4. A window will appear. Enter contacts information into the required fields (\*). Click the **Create New Contact** button when finished.

Add backfill for Sweta TestProd

Search for an existing Contact

\* First Name:

\* Last Name:

\* Employee Number:

\* Email:

Position Title:

**Create New Contact**



5. A window will appear with your new contacts name listed in the Contact field. Enter in the contacts Regular Hours, OT Hours, Hourly Rate, Hourly OT Rate, Benefit Rates, OT Benefit Rates
  - a. Note: When entering a new contact, enter total hours worked for the mission for Regular Hours & Overtime Hours, not daily amount. Example: over the mission, contact worked 100 regular hours and 20 OT hours - enter in 100 into the Regular Hours field and 20 into OT hours field.

**Add backfill for Sweta TestProd**

\* Contact  
 ✕

Regular Hours <input type="text" value="100.00"/>	Overtime Hours <input type="text" value="20.00"/>
Hourly Rate (Regular Hours) <input type="text" value="\$20.00"/>	Hourly Rate (Overtime Hours) <input type="text" value="\$15.00"/>
Benefit Rate % (Regular Hours) <input type="text" value="14.57"/>	Benefit Rate % (Overtime Hours) <input type="text" value="14.57"/>

[Save](#)

6. Click [Save](#).
7. Verify backfill contact has been added to personnel listing, positioned under the appropriate individual.

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost	
>	Sweta TestProd			8	4	16	8	\$219.97	\$219.97	\$439.95	⌵
	Brad Bell			8	8			\$0.00	\$0.00	\$0.00	⌵
	brady test			100	20			\$0.00	\$0.00	\$0.00	⌵

8. Time/Activity Records need to be added to the backfill record to populate hours worked and assign associated costs.
  - a. Note the backfill does not have time/activity records (RT Hours Logs and OT Hours Logs) columns and costs equal \$0.
9. To add Time/Activity records to a contact, follow steps outlined in the Add Time/Activity Records section.

### Add Time/Activity Records

1. To add Time/Activity Logs (time worked) to a contact, click down arrow (right side) of that individual.

**Details** | Summary | Related

Personnel | Travel | Equipment | Rental | Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost	
>	Sweta TestProd			8	4	16	8	\$219.97	\$219.97	\$439.95	⌵



2. From the menu, select **Add Time/Activity Records**.

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost	
>	Meredith Walker			10	10	9	9	\$103.12	\$160.61		Add Backfill
>	-- Backfill --			10	10	60	18	\$50,001.00	\$321.33		Add Time/Activity Records
>	walts test test			3	3	16	16	\$54.99	\$57.11		Edit Time/Activity Records
	Stacey Fakename II			4	5			\$0.00	\$0.00		Add File
>	Zane Test3			8	8			\$0.00	\$0.00		View
											Delete

Work Unit Comments

3. New window will appear. Enter the **Mobilization date/time** and **Demobilization date/time**, along with **# of Regular Hours** and **OT Hours** for the contact.
- a. To save time, if deployment is more than 1 day, we recommend adding a range of dates.
    - i. Adding range of dates (Sept 1 - Sept 5) creates an time/activity record for each day.
    - ii. To save time, add in the most common daily hours worked below. Edits to actual hours worked can be made to individual days later in the process.
  - b. Demobilization date must be after the Mobilization date, mobilization and demobilization dates/times must be in the past, and future dates will trigger an error message.
  - c. Information entered must match documentation provided for verification purposes.

4. Click **Next**.

Add Time/Activity Records for Brad Bell

Create Activity Logs

Time Entry

\* Mobilization Date/Time

\* Demobilization Date/Time

Personnel Details

Regular Hours

Overtime Hours

Next

5. A new window appears allowing you to edit hours worked on individual days. Scroll over to view the hours submitted for each day.

Add Time/Activity Records for Brad Bell

Create Activity Logs

Brad Bell

	Check In	Check Out	Hours Worked	Regular Hours	Overtime Hours
1	<input type="checkbox"/> 7/10/2023, 08:39 AM EDT	7/10/2023, 08:39 AM EDT	0.00		8.00
2	<input type="checkbox"/> 7/11/2023, 08:39 AM EDT	7/11/2023, 08:39 AM EDT	0.00		8.00



6. To adjust hours, click the **pencil icon** (right side of #) for the corresponding day and category (regular hours and overtime hours). The field box will open enabling edits. Update the hours for that day/category. Click outside the box to enter the information.
  - a. Edited fields will turn yellow.
  - b. Hours Worked column is locked and cannot be edited.

Add Time/Activity Records for Brad Bell

Create Activity Logs

Brad Bell

End Date/Time	Hours Worked	Regular Hours	Overtime Hours
10/7/2023, 02:20 PM EDT	24.00	8.00	4.00
10/8/2023, 02:20 PM EDT	24.00	8.00	8.00

7. **Need to modify multiple records with the same information?** Select the **box** next to any record that needs to be modified with the same information.
  - a. Scroll over to view Regular Hours and OT Hours.

Add Time/Activity Records for Brad Bell

Create Activity Logs

Brad Bell

#	Start Date/Time	End Date/Time	Hours Worked	Regular Hours	Overtime Hours
1	<input checked="" type="checkbox"/>	10/6/2023, 02:20 PM EDT	10/7/2023, 02:20 PM EDT	24.00	8.00
2	<input checked="" type="checkbox"/>	10/7/2023, 02:20 PM EDT	10/8/2023, 02:20 PM EDT	24.00	8.00

8. Click the pencil icon (right side of #) for one of the records to modify in either regular hours and overtime hours column.
  - a. Type in the **correct hours worked**
  - b. Select **Update 2 selected items** box
  - c. Click **Apply**.

Add Time/Activity Records for Brad Bell

Create Activity Logs

Brad Bell

End Date/Time	Hours Worked	Regular Hours	Overtime Hours
10/7/2023, 02:20 PM EDT	24.00	8.00	4.00
10/8/2023, 02:20 PM EDT	24.00	8.00	8.00

Overtime Hours

Update 2 selected items

Cancel Apply

Previous Save



9. Record will be updated to reflect changes. Repeat this step for any similar changes that are needed.

Add Time/Activity Records for Brad Bell

Create Activity Logs

Brad Bell

End Date/Time	Hours Worked	Regular Hours	Overtime Hours
10/7/2023, 02:20 PM EDT	24.00	8.00	4.00
10/8/2023, 02:20 PM EDT	24.00	8.00	4.00

10. Once all time/activity records reflect your documentation, click **Save**.

Brad Bell

End Date/Time	Hours Worked	Regular Hours	Overtime Hours
10/7/2023, 02:20 PM EDT	24.00	8.00	4.00
10/8/2023, 02:20 PM EDT	24.00	8.00	4.00

11. Verify modifications made to time/activity records are reflected on the personnel tab and totals reflect documentation (main contact line).

Personnel Travel Equipment Rental Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost
	Sweta TestProd			8	4	16	8	\$219.97	\$219.97	\$439.95
		Sep 12, 2023	Sep 12, 2023	8	4					
		Sep 11, 2023	Sep 11, 2023	8	4					

12. Repeat the above steps of adding time/activity records for all contacts (original and backfill) listed on the claim.

a. Ensure information added for each contact reflects documentation for validation purposes.

### Edit Activity Records

1. To edit Time/Activity Logs, click the down arrow (right hand) of the record that needs updating.

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost
>	Sweta TestProd			8	4	16	8	\$219.97	\$219.97	\$439.95



## 2. Select **Edit Time/Activity Records**.

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost	
>	Meredith Walker			10	10	9	9	\$103.12	\$160.61		Add Backfill
>	-- Backfill --			10	10	60	18	\$50,001.00	\$321.30		Add Time/Activity Records
>	walls test test			3	3	16	16	\$54.99	\$57.10		Edit Time/Activity Records
	Stacey Fakenname II			4	5			\$0.00	\$0.00		Add File
>	Zane Test3			8	8			\$0.00	\$0.00		View
											Delete

Work Unit Comments

- A new window will appear that allows you to edit the time/activity records associated with the contact selected. Scroll over to view the hours submitted for each day.
- To adjust hours, click the **pencil icon** (right side of #) for the corresponding day and category (regular hours and overtime hours). The field box will open enabling edits. Update the hours for that day/category. Click outside the box to enter the information.
  - Edited fields will turn yellow.
  - Hours Worked column is locked and cannot be edited.

Edit Time/Activity Records for Sweta TestProd

End Date/Time	Hours Worked	Regular Hours	Overtime Hours
9/12/2023, 08:00 PM EDT	12.00	8.00	4.00
9/11/2023, 08:00 PM EDT	12.00	8.00	4.00

- Need to modify multiple records with the same information?** Select the **box** next to any record that needs to be modified with the same information.
  - Scroll over to view Regular Hours and OT Hours.

	Start Date/Time	End Date/Time	Hours Worked	Regular Hours	Overtime Hours
1	<input checked="" type="checkbox"/> 0/6/2023, 02:20 PM EDT	10/7/2023, 02:20 PM EDT	24.00		8.00
2	<input checked="" type="checkbox"/> 0/7/2023, 02:20 PM EDT	10/8/2023, 02:20 PM EDT	24.00		8.00



6. Click the pencil icon (right side of #) for one of the records to modify in either regular hours and overtime hours column.
  - a. Type in the **correct hours worked**
  - b. Select **Update 2 selected items** box
  - c. Click **Apply**.

Add Time/Activity Records for Brad Bell

Create Activity Logs

Brad Bell

End Date/Time	Hours Worked	Regular Hours	Overtime Hours
10/7/2023, 02:20 PM EDT	24.00	8.00	4.00
10/8/2023, 02:20 PM EDT	24.00	8.00	8.00

Update 2 selected items

7. Record will be updated to reflect changes. Repeat this step for any similar changes that are needed.

End Date/Time	Hours Worked	Regular Hours	Overtime Hours
10/7/2023, 02:20 PM EDT	24.00	8.00	4.00
10/8/2023, 02:20 PM EDT	24.00	8.00	4.00

8. Once all time/activity records reflect your documentation, click **Save**.

End Date/Time	Hours Worked	Regular Hours	Overtime Hours
10/7/2023, 02:20 PM EDT	24.00	8.00	4.00
10/8/2023, 02:20 PM EDT	24.00	8.00	4.00

9. Verify modifications made to time/activity records are reflected on the personnel tab and totals reflect documentation.

Personnel    Travel    Equipment    Rental    Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost
▼	Sweta TestProd			8	4	16	8	\$219.97	\$219.97	\$439.95

10. Repeat the above steps of adding time/activity records for all contacts (original and backfill) listed on the claim. Ensure information added for each contact reflects documentation for validation purposes.





### Verification of Personnel Costs

1. Verify all personnel Time/Activity Records are final and reflect your documentation.
2. Once accurate (total reflect time worked), click the **Update** button.

Claim C-00000046 Submit for Approval Edit Delete

Resource Provider: [Seminole County Fire Department](#) Status: **New** Mission/Agreement #: Mission Timeline From: Mission Timeline To:

Assigned Location: null/null

**Details** Summary Related

**Personnel** Travel Equipment Rental Materials & Other

Backfill	Contact	Check In	Check Out	RT Hours	OT Hours	RT Hours (Logs)	OT Hours (Logs)	RT Total ...	OT Total ...	Total Cost
>	Sweta TestProd			8	4	16	8	\$219.97	\$219.97	\$439.95
>	Brad Bell			8	8	16	4	\$549.94	\$151.23	\$701.17
>	brady test			100	20	36	36	\$824.90	\$618.68	\$1,443.58

Work Unit:  Comments:

**Update**

### Travel

#### View and Update Meal, Lodging, & Vehicle Costs

1. Click the Travel tab to view the expense outlined for this category.
2. Review the contacts listed to ensure accuracy. Edits can be made by clicking the down arrow (right side). Options include: Add Backfill, Add Time/Activity Logs, Edit Time/Activity Logs, Add Files, View, Delete

**Details** Summary Related

**Personnel** **Travel** Equipment Rental Materials & Other

Contact	Date	Breakf...	Lunch	Dinner	Daily R...	Inciden...	M & IE ...	Lodging	Miles	Rate	Cost
> Brad Bell										\$360.00	\$0.00

### Edit Meals & Lodging, and Vehicle Costs

Travel estimates are pre-populated to the Claim record from the approved RSA/Cost Estimate.

- a. Meals: Outlines meal expenses (per diem) for each contact
- b. Lodging: on the RSA, lodging estimates are a general estimate and not associated with any particular personnel, but rather estimated as a lump # of nights. **On the claim, the Agency will need to manually reconcile lodging to personnel.**
- c. Vehicle: Agency can claim miles and rate in the Miles and Rate columns. On the contacts record, update Personal Vehicle Miles and Personal Vehicle Rate with appropriate value.



1. On the **Travel** tab, click the down arrow (left side by contact name) to view daily time/activity records.

Personnel **Travel** Equipment Rental Materials & Other

Contact	Date	Breakf...	Lunch	Dinner	Daily R...	Inciden...	M & IE ...	Lodging	Miles	Rate	Vehicle...
Sweta TestProd								\$108.00			\$0.00
	Sep 12, 2023	\$13.00	\$15.00	\$26.00	\$0.00			\$54.00			\$0.00
	Sep 11, 2023	\$13.00	\$15.00	\$26.00	\$0.00			\$54.00			\$0.00

2. To edit Meal/Lodging/Vehicle costs, click the down arrow (right hand) of the main contact record (top line).

Personnel **Travel** Equipment Rental Materials & Other

Contact	Date	Breakf...	Lunch	Dinner	Daily R...	Inciden...	M & IE ...	Lodging	Miles	Rate	Vehicle...
Sweta TestProd								\$108.00			\$0.00
	Sep 12, 2023	\$13.00	\$15.00	\$26.00	\$0.00			\$54.00			\$0.00
	Sep 11, 2023	\$13.00	\$15.00	\$26.00	\$0.00			\$54.00			\$0.00

3. From the menu, select **Edit Time/Activity Records**.

4. A new window will appear that allows you to edit daily travel costs associated with the contact selected. Scroll to edit: **Meals, Incidental, Lodging, Personal Vehicle Miles, Personal Vehicle Rate**.

Edit Activity Logs

<input type="checkbox"/> Start Date/Time	Breakfa...	Lunch	Dinner	Daily Rate	Incidental	Lodging	Personal Vehicle Miles
<input type="checkbox"/> 9/12/2023, 08:00 AM EDT	\$13.00	\$15.00	\$26.00	\$0.00			
<input type="checkbox"/> 9/11/2023, 08:00 AM EDT	\$13.00	\$15.00	\$26.00	\$0.00			

5. To adjust a field, click the pencil icon (right side of #) for the corresponding day and column.
- The field box will open enabling edits.
  - Update the field.
  - Click outside the box to enter the information.
  - Edited fields will turn yellow.

Edit Activity Logs

<input type="checkbox"/> Start Date/Time	Breakfa...	Lunch	Dinner	Daily Rate	Incidental	Lodging	Personal Vehic
1 <input type="checkbox"/> 10/3/2023, 03:23 PM EDT	\$6.00	\$11.00	\$20.00				
2 <input type="checkbox"/> 10/2/2023, 03:23 PM EDT	\$6.00	\$11.00	\$20.00				



6. Edit **daily** travel related expenses for the contact to reflect your documentation.
  - a. Repeat the above step for any field that needs to be updated.
  - b. **Reminder: Agency will need to manually reconcile lodging to personnel.**

Edit Time/Activity Records for Brad Bell

---

Edit Activity Logs

▼	Breakfa...	Lunch	Dinner	Daily Rate	Incidental	Lodging	Personal Vehicle Miles	Personal Vehicle Rate
	\$6.00	\$11.00	\$20.00			\$50.00		
	\$6.00	\$11.00	\$20.00			\$50.00		

[Next](#)

7. **Need to modify multiple records with the same information?**
  - a. Select the **box** next to any record that needs to be modified with the same information.
  - b. Click the pencil icon (right side of #) for one of the records that needs to be modified.
  - c. Type in the **correct amount**
  - d. Select **Update X selected items** box
  - e. Click **Apply**.

Edit Time/Activity Records for Sweta TestProd

---

Edit Activity Logs

	Start Date/Time	Breakfa...	Lunch	Dinner	Daily Rate	Incidental	Lodging	Personal Vehic
1	9/12/2023, 08:00 AM EDT	\$13.00	\$15.00	\$26.00	\$0.00		\$75.00	
2	9/11/2023, 08:00 AM EDT	\$13.00	\$15.00	\$26.00	\$0.00			

Update 2 selected items

[Cancel](#) [Apply](#)

[Next](#)

8. Confirm amounts have been updated. Once all travel time/activity records reflect your documentation, click **Next**.
9. Verify modifications made to fields are reflected on the travel tab and totals reflect documentation.

Personnel **Travel** Equipment Rental Materials & Other

Contact	Date	Breakf...	Lunch	Dinner	Daily R...	Inciden...	M & IE...	Lodging	Miles	Rate	Vehicle...
▼ Sweta TestProd								\$108.00	\$150.00		\$0.00
	Sep 12, 2023	\$13.00	\$15.00	\$26.00	\$0.00			\$54.00	\$75.00		\$0.00
	Sep 11, 2023	\$13.00	\$15.00	\$26.00	\$0.00			\$54.00	\$75.00		\$0.00



### Add Meals for Backfill Contacts Added to Claim Record

1. Follow the above outlined steps to add Meals & Lodging, and Vehicle Costs to backfill contacts. Click the **Add Time/Activity Records** (vs Edit Time/Activity) tab to add costs to the contact.

### Equipment

1. Click the **Equipment** tab to view costs pre-populated from RSA/Cost Estimate to your Claim Record.
  - a. Click the down arrow (by contact name) to view/edit daily activity records.
  - b. Top line serves as the aggregate record for the piece of equipment and where all costs will be shown.

Equipment	Date	Equipment FE...	Name of Opera...	Equipment Usa...	Equipment Usa...	Equipment Rate	Total Cost
▼ Sweeper, Pavem...		8157		Hours	14	\$85.20	\$1,192.80
	Sep 12, 2023				7		
	Sep 11, 2023				7		
Van-Cargo 225 - ...		8748		Hours		\$22.75	\$0.00

2. To edit Time/Activity Record, click the down arrow (right side) on the line where equipment is listed.

Equipment	Date	Equipment FE...	Name of Opera...	Equipment Usa...	Equipment Usa...	Equipment Rate	Total Cost
▼ Sweeper, Pavem...		8157		Hours	14	\$85.20	\$1,192.80
	Sep 12, 2023				7		
	Sep 11, 2023				7		

3. Select **Edit Time/Activity Records** from the menu.
4. A pop-up window will appear. To update a field, click the pencil icon (right side of #).
  - a. The field box will open enabling edits.
  - b. Update the field.
  - c. Click outside the box to enter the information.
  - d. Edited fields will turn yellow.

	Start Date/Time	Equipment Usage
1	9/12/2023, 10:00 AM EDT	7.00
2	9/11/2023, 10:00 AM EDT	7.00



### 5. Need to modify multiple records with the same information?

- a. Select the **box** next to any record that needs to be modified with the same information.
- b. Click the pencil icon (right side of #) for one of the records that needs to be modified.
- c. Type in the **correct amount**
- d. Select **Update X selected items** box
- e. Click **Apply**.

Edit Time/Activity Records for Sweeper, Pavement to 110

Edit Activity Logs

	Start Date/Time	Equipment Usage
1	<input checked="" type="checkbox"/> 9/12/2023, 10:00 AM EDT	8
2	<input checked="" type="checkbox"/> 9/11/2023, 10:00 AM EDT	8

Update 2 selected items

### 6. Confirm amounts have been updated. Once time/activity records reflect your documentation, click **Save**.

	Start Date/Time	Equipment Usage
1	<input checked="" type="checkbox"/> 9/12/2023, 10:00 AM EDT	8.00
2	<input checked="" type="checkbox"/> 9/11/2023, 10:00 AM EDT	8.00

### 7. Verify modifications made to fields are reflected on the travel tab and totals reflect documentation.

Personnel Travel Equipment Rental Materials & Other

Equipment	Date	Equipment FE...	Name of Opera...	Equipment Usa...	Equipment Usa...	Equipment Rate	Total Cost
Sweeper, Pavem...	Sep 12, 2023	8157		Hours	14	\$85.20	\$1,192.80
	Sep 11, 2023				7		
Van-Cargo 225 - ...		8748		Hours		\$22.75	\$0.00

### Rental

Include in this tab items that are not owned by the agency and needed to be rented (ie. car, equipment).

- 1. Click the Rental tab to view costs pre-populated from RSA/Cost Estimate to your Claim Record.
- 2. To edit the item, click the down arrow and select **View** from the menu.

Details Summary Related

Personnel Travel Equipment **Rental** Materials & Other

Description	Vendor	Invoice No	Payment Method	Total Cost
suv				\$10.00



3. The Claim Line Item page will appear. On this page, you can **edit fields to provide the final information and costs**, along with **upload any required documentation**.

Claim Line Item  
CLI-00000231

Claim  
C-00000049

Record Type  
Rental

▼ Rental

Vendor

Description  
suv

Total Cost (Rental)  
\$535.00

Created By  
Meredith Walker, 10/5/2023, 12:20 PM

Last Modified By  
Meredith Walker, 10/5/2023, 12:20 PM

Files (0) Add Files

Upload Files

Or drop files

4. To edit a field, click pencil icon (right side of field) to edit/add information.

- A new window will appear.
- Edit desired field(s).
- Click **Save**.

5. To upload documentation, click **Upload Files** button.

- Select files from your computer.
- Click **Open**.
- Once file has upload completely, click **Done**.

6. Confirm file has been added to record.

Files (1) Add Files

DEMES Test ...  
Oct 5, 2023 +...

View All

7. Click the back arrow of your browser to return to Claims Record.

8. On the Claims Record, click the Rental tab to confirm edits are reflected on Claim Record.



## Materials & Other

1. Click the **Materials & Other** tab to view costs pre-populated from RSA/Cost Estimate to your Claim Record.

Details Summary Related									
Personnel Travel Equipment Rental <b>Materials &amp; Other</b>									
Description	Vendor	Date	Date(s) Used	Quantity	Unit Price	Total Cost			
to have water avai...	case of water			2	\$5.00	\$10.00			

2. To edit the item, click the down arrow (right side) and select **View** from the menu.

Details Summary Related									
Personnel Travel Equipment Rental <b>Materials &amp; Other</b>									
Description	Vendor	Date	Date(s) Used	Quantity	Unit Price	Total Cost			
to have water avai...	case of water			2	\$5.00	\$10.00			

3. The Claim Line Item page will appear. On this page, you can **edit fields to provide the final information and costs**, along with **upload any required documentation**.

**Claim Line Item**  
CLI-00000233

Edit Delete Clone

Claim Line Item Name: CLI-00000233  
Record Type: Materials & Other  
Claim: [C-00000049](#)

**Materials/Other**

Vendor: case of water  
Description: to have water available onsite  
Date: \_\_\_\_\_  
Date(s) Used: \_\_\_\_\_  
Quantity: 2.00  
Unit Price: \$5.00  
Total Cost (Materials/Other): \$10.00

Created By: [Meredith Walker](#), 10/5/2023, 12:20 PM  
Last Modified By: [Meredith Walker](#), 10/5/2023, 12:20 PM

Files (0)  
Add Files  
Upload Files  
Or drop files



4. To edit a field, click pencil icon (right side of field) to edit/add information.
  - a. A new window will appear.
  - b. Edit desired field(s).
  - c. Click **Save**.

Date	
Date(s) Used	
Quantity	
2.00	
Unit Price	
\$5.00	
Total Cost (Materials/Other)	
\$10.00	

5. To upload documentation, click **Upload Files** button.
  - a. Select files from your computer.
  - b. Click **Open**.
  - c. Once file has upload completely, click **Done**.

6. Confirm file has been added to record.

Files (1) Add Files

DEMES Test ... Oct 5, 2023 +...
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[View All](#)

7. Click the back arrow of your browser to return to Claims Record.
8. On the Claims Record, click the Materials and Other tab to confirm edits are reflected on Claim Record.

## Review & Sign a Claim

### Review Claim Amount

1. Once all edits are made to the claim package, click on the **Summary** tab to review the full claim in one place.

Claim C-00000040 Submit for Approval Edit Delete ▼

Resource Provider <a href="#">Seminole County Fire Department</a>	Status New	Mission/Agreement #	Assigned Location Sanibel/Lee	Mission Timeline From 3/1/2023, 4:04 AM	Mission Timeline To
----------------------------------------------------------------------	---------------	---------------------	----------------------------------	--------------------------------------------	---------------------

**Details** **Summary** Related

[Personnel](#) [Travel](#) [Equipment](#) [Rental](#) [Materials & Other](#)





2. While on the Summary tab, verify the costs listed reflect your expected reimbursement amount.
  - a. Review the amount listed in the Total Claims Cost field. This should reflect your expected reimbursement amount
    - i. This amount must be **equal to or lower** than your RSA estimate.
    - ii. If the Claims amount is greater than your RSA/Cost Estimate, agency will need to amend their cost estimate. Follow the instructions provided in the Amend RSA section.
  - b. Review aggregate cost amounts listed for each category
  - c. If edits are needed, return to the tab where modification are needed to make the necessary changes to the claim package.

Details **Summary** Related

Total Claim Cost \$555.00	Status New
Assisting Agency <a href="#">RSA-00255</a>	Date Submitted
	Date Approved

▼ Total Cost Details

Personnel Cost \$0.00	Equipment Cost \$0.00
Personnel Backfill Cost \$0.00	Rental Cost \$545.00
Travel Cost \$0.00	Materials & Other Cost \$10.00

▼ Travel Cost Details

Total M&IE Cost \$0.00	Total Personal Vehicle Cost 0.00
Total Lodging Cost \$0.00	

### Sign Claim

1. At bottom of Summary tab, enter in **Reimbursement Point of Contact**, the **Signed By** contact, and **Date**.
  - a. The name provided is individual authorized to sign off on the claim.
    - i. Reimbursement Point of Contact = person to contact with questions on claim
    - ii. Signed By = person completing claim package
2. One can search for the **Reimbursement Point of Contact** and **Signed By** contact by typing their name into search bar and selecting from contacts in listing.
3. Type in **Date**.
4. Once contacts are added, click **Save**.

▼ Reimbursement Point of Contact

Contact	Email
<input type="text" value="Search Contacts..."/>	
	Phone

▼ Signed By

Signed By	Date
<input type="text" value="Search Contacts..."/>	<input type="text"/>
Signed By Title	
<input type="text"/>	



5. Confirm contacts have been added to the **Summary** tab.

### Documentation Guidance

Approved documentation (see list below) must be attached to your claim record. Attach each of these documents in your claim package.

- FROC Daily Activity Logs
- Agency timesheets for all deployed and backfill personnel
- Payroll records for all deployed and backfill personnel
- Receipts and proof of payment for materials, commodities, rentals, travel related expenses (per diem, hotel, gas/fuel, mileage)

### Upload Supporting Documentation to Claim Package

#### Upload Files

1. To upload documentation to the claim package, click the **Related** tab.

Claim C-00000040

Submit for Approval Edit Delete

Resource Provider	Status	Mission/Agreement #	Assigned Location	Mission Timeline From	Mission Timeline To
<a href="#">Seminole County Fire Department</a>	New		Sanibel/Lee	3/1/2023, 4:04 AM	

Details Summary **Related**

Personnel Travel Equipment Rental Materials & Other

2. Click the **Add Files** tab to upload any documentation for this claim package.

Details Summary **Related**

Invoices (0)

Files (0) **Add Files**

Title	Owner	Last Modified	Size
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3. Select the files from your computer to add and click the **Add** button.

4. Files that have been uploaded and are attached to the claim package, will appear under the Files section.

Files (1) **Add Files**

Title	Owner	Last Modified	Size
<b>MicrosoftTeams-image (5)</b>	Meredith Walker	7/20/2023, 4:29 PM	417KB

[View All](#)



## Scenario: Submit a Claim

1. After reviewing and updating all applicable fields, the Financial Point of Contact presses **Submit for Approval** on the upper right-hand corner of the claim record.

Claim C-00000005	<a href="#">Submit for Approval</a>	<a href="#">Edit</a>	<a href="#">Delete</a>		
Resource Provider <a href="#">Seminole County Fire Department</a>	Status New	Mission/Agreement #	Assigned Location Orlando/Statewide	Mission Timeline From 4/1/2021, 11:09 AM	Mission Timeline To

2. A dialog box outlining the Claim amount is presented. FPOC should verify amounts listed match the desired claim amount. Once confirmed, click **Submit**.
  - a. Once claim is submitted, no edits can be made.

### Submit for Approval

Created Date:	7/21/2023, 8:20 AM	Personel Cost:	\$2,502.21
Vendor Name:	Seminole County Fire Department	Personel Backfill Cost:	\$0.00
Service Start Date:	3/1/2023, 4:04 AM	Travel Cost:	\$460.00
Service End Date:		Rental Cost:	\$10.00
		Equipment Cost:	\$15.52
		Materials and Other Costs:	\$15.00
		<b>Total Claim Amount:</b>	<b>\$3,002.73</b>

By submitting the above report, I certify to the best of my knowledge and belief that the report is true, complete, and accurate, and the expenditures, disbursements and cash receipts are for the purposes and objectives set forth in the terms and conditions of the Federal award. I am aware that any false, fictitious, or fraudulent information, or the omission of any material fact, may subject me to criminal, civil, or administrative penalties for fraud, false statements, false claims or otherwise. (U.S. Code Title 18, Section 1001 and Title 31, Sections 3729-3730 and 3801-3812).

[Submit](#)

3. A confirmation box will appear. Click **Finish**.

### Submit for Approval

**Successfully Submitted!**  
You have successfully created an Invoice for this Claim, and initiated the Invoice Approval Process!  
You will receive a Confirmation Email shortly.

[Finish](#)



## ***FDEM Review***

1. This Claim is submitted to FDEM, and goes through an internal process for approval.
2. Claim will now appear in the submitted column on the main Claims page for the agency.
3. Claim will be rejected, Financial Point of Contact will receive a **Request for Information** from FDEM with justification and instructions for next steps.
4. Once the claim is approved, the Financial Point of Contact will receive a notification via email and can initiate the reimbursement process.
5. Claims will be moved to the Invoice tab once it is in the payment validation stage.

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## **Support Available**

### ***DEMES Support Resources***

For more information and to stay informed of project updates, please visit the DEMES [website](#). Site contains support resources, including support contacts, FAQs, videos, and additional job aids.

- For **Mutual Aid** support, email the FDEM Statewide Mutual Aid Coordinator, Chasity Brown at [Chasity.Brown@em.myflorida.com](mailto:Chasity.Brown@em.myflorida.com).
- **Technical Support** can be requested by emailing [DEMES.Support@em.myflorida.com](mailto:DEMES.Support@em.myflorida.com).

### ***Feedback***

Your feedback and input is important to the success of this initiative. Please share your feedback and ideas for enhancement at [DEMES.Support@em.myflorida.com](mailto:DEMES.Support@em.myflorida.com).