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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: Register for DEMES

Introduction
The purpose of this section is to provide users instructions on how to access and register for DEMES. DEMES (Department of Emergency Management Enterprise Solution) provides access to the Grants Management, Mutual Aid, and State Agency Cost Reporting portal. Registering establishes a contact within DEMES attached to the assisting agency indicated during the process.

Register for DEMES
1. To access DEMES, visit Register (fdemportal.com).
2. On the register page, Enter in your personal details in the fields provided.
   a. Fields include: First Name, Last Name, Agency (i.e. Agency for Health Care Administration), Division, Role, Email, Username (auto populates when you click on it if your email is filled out), Create Password, Confirm Password
3. Click Sign Up to submit your request.
4. Next, you will need to search for your entity’s account. This will allow you to see the subrecipient agreements your entity has with FDEM. Type your entity’s name in the Account Name box and hit enter.
5. A list of accounts that match your query will appear on the screen below the search box. Select the appropriate account and click the **Request Access** button. *Can’t find your entity’s account, reach out to your grant manager for assistance.*

![Account Access Search](image)

6. Once you have selected an account the final registration page will appear.
   a. **Type** in your Business phone (required field), extension, and mobile phone
   b. Select your **User Type**
   c. Select the **Bureau** you intend to work with: *selection does not limit which Bureau you can work with*
   d. Provide reason for requesting access
   e. Click **Next**

![Register for Access](image)

7. A pop-up confirming the creation of your request will appear. Click **Finish** to submit.
8. Once submitted, your contact information is sent to FDEM for approval. You will receive email communication from FDEM about access to your organization’s account once it is reviewed and approved.
9. If you do not see the Mutual Aid tab or icon box when you log into the landing page of DEMES, please reach out to Chasity Brown at [Chasity.Brown@em.myflorida.com](mailto:Chasity.Brown@em.myflorida.com) and request the Mutual Aid Portal be added to your account.
Mutual Aid Portal: Overview

Key Features of the Mutual Aid Portal
The Mutual Aid Portal is the externally-facing Salesforce application that a Financial Point of Contact for an assisting agency will use as their source of truth to complete all of their tasks associated with missions, resource support agreements/cost estimates, and claims. The following section outlines the layout and navigation of the external Mutual Aid Portal, dashboard, and reports that a Financial Point of Contact will see. Though FDEM internal users will not interact directly with this Portal, this job aid is intended to provide a high-level overview of what assisting agencies will see and how they input information that is then ingested into the FDEM Mutual Aid Portal.

Mutual Aid Portal Walkthrough
The following is an overview of the Mutual Aid Portal dashboard with a visual and description of each of the tiles that an assisting agency’s Financial Point of Contact or other designated user can view and navigate once they have logged in to the Mutual Aid Portal. Note that the Financial Point of Contact must already be registered as a Portal user.

The Mutual Aid Portal dashboard serves as a landing point for a Financial Point of Contact to view and complete key actions related to missions, applications, and claims.

Access Mutual Aid Portal
1. Once a Financial Point of Contact logs in, Login (fdemportal.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 new user, and must already be associated with an Assisting Agency.

The Assisting Agency must have all of their key documents uploaded onto the Mutual Aid Portal (SMAA, W9, Fringe Benefits, Payroll Policy, Travel Policy). To validate those documents are uploaded, the FPOC can scroll to the bottom of the Mutual Aid Portal dashboard and view the Agency Document Status.
Scenario: How to Access the Mutual Aid Portal

1. Once a Financial Point of Contact logs in, they will be taken to the Grants Management Portal.
2. There are two ways the 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.
   c. Clicking either icon will navigate to the Mutual Aid dashboard.

4. The system will display the Financial Point of Contact’s Mutual Aid Dashboard homepage. Each component of the dashboard is outlined in detail below.
Understanding the Mutual Aid Portal Header Bar

Use the dashboard’s header located horizontally across the top of the Mutual Aid Portal to navigate to specific pages on the Portal. The Financial Point of Contact can also use the many tiles below the header to navigate to where they need to go. Each item on the header is explained below:

- **Home**
  Selecting Home navigates the user back to the Grants Management Portal landing page.

- **Mutual Aid**
  If the Financial Point of Contact is not already on the Mutual Aid Portal Dashboard, selecting Mutual Aid navigates the user back to the Mutual Aid Portal Dashboard homepage. If you can’t view the Mutual Aid tab, contact DEMES.Support@em.myflorida.com and request access to the Mutual Aid portal. Include your name and agency in the email.

- **Missions**
  1. Selecting Missions navigates the user to the Missions page.
  2. This page displays all missions currently in the FDEM system. The system defaults to displaying a list view of all available missions. From this page, the user can
     a. Click on a particular mission to view the details of that mission.
     b. Use the search box to find a particular mission.

- **RSAs = Resource Support Agreements**
  1. Selecting RSAs in the header bar navigates the user to the Resource Support Agreements page.
  2. This page displays a board where all RSAs/Cost Estimates for the Agency are shown. The placement of the RSA indicates where it is in the process.
     a. Status options for RSAs are: New, Amended, Submitted, Approved, Rejected, Returned
     b. Note: System will automatically update status of your RSA when it is changed by FDEM administrators to the next approval level (i.e. submitted to approved).
3. Identified Financial Points of Contacts for the Agency can click on an RSA/Cost Estimate (blue link) to view and adjust the details.

Claims
1. Selecting Claims navigates the Financial Point of Contact to the Claims page.
2. This page displays all claims for the Financial Point of Contact and the assisting agencies under their purview.
   a. Status options for Claims are: New, Submitted, Approved, Returned, Paid
   b. Note: System automatically updates the status when it is changed by FDEM administrators.
   c. Identified Financial Points of Contacts for the Agency can click on an RSA/Cost Estimate (blue link) to view and adjust the details.

Each claim is displayed on the page based on the current status and will include the Claim Number and Claim Amount Requested. The user can click on any claim to see more details.
**Reimbursements**

1. Selecting Reimbursements (might be listed under the More tab) navigates the Financial Point of Contact to the Reimbursement page that provides a listing of invoices for the agency.

<table>
<thead>
<tr>
<th>Invoice Number</th>
<th>Vendor Name</th>
<th>Invoice Amount</th>
<th>Invoice Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>a3F2DD9000000FFK4Y</td>
<td>Seminole County Fire Department</td>
<td>$663.48</td>
<td>Payment Processing</td>
</tr>
<tr>
<td>a3F2DD9000000FFK4Y</td>
<td>Seminole County Fire Department</td>
<td>$316.00</td>
<td>Pending Validation</td>
</tr>
<tr>
<td>a3F2DD9000000FFK4Y</td>
<td>Seminole County Fire Department</td>
<td>$344.48</td>
<td>Pending Validation</td>
</tr>
</tbody>
</table>

2. Click the blue invoice# to drill down into the individual invoice for additional information.

3. View the Invoice Status column to see where the invoice is in the process.

---

**Mutual Aid Portal Dashboard**

**Homepage & Reports**

Selecting Mutual Aid tab navigates the user to the Mutual Aid dashboard homepage. In addition to the quick links on the homepage outlined in the section above, the Mutual Aid dashboard homepage has the following tiles listed and will navigate the user to a Report with additional details. To access the report, click the View Report (blue link) in each section.
The details of those reports are covered in the next section.

1. **Applications by Agency & Status**: displays existing applications by their current status in the FDEM Salesforce system. If the Financial Point of Contact has more than one Assisting Agency associated with their login details, all their Agencies and status details will display.


3. **Missions by County**: mission count by all counties in the state of Florida.
4. **Missions Count:** total # of missions in the system

5. **Applications Count:** total # of Applications for that particular Financial Point of Contact

6. **Claims Count:** total # of Claims for that particular Financial Point of Contact. Shows same report as Claims by Status.
7. **Agency Documents Status**: Ability for Financial Point of Contact to add all necessary documentation. These documents include: **W9 Form, Fringe Benefits, Payroll Policy, Travel Policy**. View also indicates which of these documents have been uploaded and which are still needed.
   a. Green check box means it has been uploaded.

![Agency Documents Status Table](image)

**Scenario: Uploading Agency Documents**

As required, agencies will be requested to upload their W9 Form, Fringe Benefits, Payroll Policy, Travel Policy. Items only need to be uploaded once, until a new file is needed (expired, updated, etc.). Items to note:
   a. Boxes marked **blue** = missing documentation. Boxes marked **green** = documentation uploaded.
   b. Agencies can upload more than one document to each category. Each document must be uploaded separately (i.e one at a time – no batch uploads).
   c. Files uploaded are associated with the agency and will appear for any contact associated with that agency.

**Upload Agency Documents**

1. Verify your current agency is listed in the box.
   a. If not listed, click the box, enter in your agency name, and select your agency name from the listing.

2. To upload a document, click any of the boxes to populate the Upload Files tab.
3. Click the desired tab: SMAA, W9 Form, Fringe Benefits, Payroll Policy, Travel Policy
4. Click the **Upload File** button.

5. Select the file from your computer.
6. Click **Done**, once the file has uploaded completely.
7. Verify the box of uploaded document has turned green.
Scenario: View Your Agency Information

**Locate Agency Record**

1. Log into the DEMES Grant Management site via this link: [Login (fdemportal.com)](fdemportal.com).
2. Select the **Mutual Aid** tab in the header bar.
3. On the Mutual Aid dashboard page, scroll to the **Agency Document Status** section (bottom right).
4. Select your **agency name** (blue link) in the Account Name column.
   a. In most cases, only one agency will be listed on your dashboard. If you are a member of multiple agencies, each agency will be listed here.
5. Your agency page will appear. Two tabs are displayed that contain key agency information.
   a. **Details** = displays general agency information: contact info, location, etc
   b. **Related** = displays past history of DEMES activities and contacts associated with agency
6. Click on either the **Details** tab or **Related** Tab to view your agency information.
Edit Your Agency Information

1. To edit your agency information, verify you are on the Details tab of your agency record and click the Edit button in the top right.

2. A new window will appear granting you the ability to add and update your agency information.

3. Review the enclosed information and make any desired changes.
   a. Categories include: Account Information, Address Information, Fringe Benefits, & Documentation
   b. Adding information on this page will not override existing records for any contact.

4. Click Save to record the new information.
View Agency Activities in DEMES

1. To view your agency activities in DEMES, verify you are on the Related tab of your agency record.

2. On this page you can view the following for your Agency: Approval History, Agency Related Contacts, Uploaded Files, Activity History, and Resource Support Agreements.

3. Double click into any blue link on this page to obtain additional information or access that item.

Approval History

Related Contacts
Lists all contacts that are associated with your agency.

Uploaded Files
Inventory of all files uploaded that are associated with your agency.
Activity History
Inventory of approvals and communications associated with your agency.

<table>
<thead>
<tr>
<th>Activity History (4)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td>Email: Notice Eligible fo...</td>
</tr>
<tr>
<td>Email: Notice Eligible fo...</td>
</tr>
</tbody>
</table>

Resource Support Agreements (RSA)
Inventory of RSAs associated with your agency.

<table>
<thead>
<tr>
<th>Resource Support Agreements (6+)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Resource Support Agreement</strong></td>
</tr>
<tr>
<td>AA-00194</td>
</tr>
<tr>
<td>AA-00197</td>
</tr>
<tr>
<td>AA-00198</td>
</tr>
</tbody>
</table>

Update a Contact’s Information Associated with your Agency
1. From your agency page, click on the Related tab. See pg4 for instructions.

2. On the Related tab, scroll down to the Related Contacts section. Contacts listed in this section are associated with your agency.
3. To update a contact’s information associated with your agency, click the name of the contact (blue link).

4. This will bring you to the contacts record within DEMES where you can view/edit the following. Scroll down to view all categories.
   a. Contact Information: Name, Title, Email/Phone, Agency role
   b. Address Information: Mailing Address
   c. Rates: Employee Number, Salary Rate, OT Hourly Rate, Fringe Rate, OT Fringe Rate

5. To edit a contacts information, click the Edit button in the top right.

6. A new window will appear allowing you to update the contact’s info. Scroll down until you find the item you need to update. Click Save to record edits.

7. Verify information updated has been reflected on the Contacts Record. You may need to refresh the page to verify edits have been made.
Add/Update an Agency Associated Contact’s Rates

Follow steps outlined on page 8-9 to access the Contact’s record associated with your agency.

1. Once on the contacts record, scroll down to the rates section of the page.

2. At the rates section, click the pencil icon to edit/add any of the following: Salary Rate, OT Hourly Rate, Fringe Benefit Rate, OT Fringe Rate for this individual.

3. A new window will appear. Update your desire field(s), then click Save.

Add a New Contact to your Agency

1. From your agency page, click on the Related tab. See pg4 for instructions.

2. On the Related tab, scroll down to the Related Contacts section.
   a. Contacts listed in this section are associated with your agency.
3. To add a new contact to your agency, click the **New Contact** button.

4. A new window will appear. Select **General Contact**, then click **Next**.

5. A second new window will appear. Enter in the required field, and any other critical information for the contact. When finished, click **Save**.

6. Confirm individual has been added to your contact listing in the Related Contacts section.
Scenario: Mutual Aid Portal: Find & Apply for a Mission

Find a Mission

1. A Financial Point of Contact, or FPOC, of an Assisting Agency can find a mission one of two ways;
   a. The Mutual Aid Coordinator has invited the Assisting Agency to apply to a mission. If this is the case, the FPOC will receive an email notification with details of the mission and a unique link to apply to the mission. The link in the email will take the FPOC directly to the Mission record on the Mutual Aid Portal.
   b. The FPOC can locate a mission independently by logging onto the Grant Management Portal. The FPOC logs into the Grant Management Portal and selects the Mutual Aid tile.

2. The Mutual Aid dashboard view will appear. Click on Missions tab in the header bar.

3. Any available mission will be listed in this view, along with the mission title, incident name, and mission initial date. To view the mission details and/or apply, Select your desired mission (blue link).
4. Once the FPOC selects the Mission record (the unique ID number automatically assigned to that mission), they will be able to see the details of the mission. Details include:
   a. **Information**: Mission Number Name, Mission Title, Agency requesting, County, etc.
   b. **Mission Description**: Description of the request, status of the mission
   c. **Deployment Conditions**: Description of working conditions and safety concerns
   d. **Deployment Logistics**: information if lodging/meals/vehicle/other logistics are provided (this informs the Cost Estimate Form after the Assisting Agency begins to apply)
   e. **Mission Location & Contacts**: street and city of the mission

5. Agency should review the mission details to determine if they can meet the need requested.

6. If the FPOC wants to apply to the mission (i.e. create an RSA/Cost Estimate), they select **Apply as Assisting Agency** in the top right-hand corner of the screen.

7. This action creates an RSA/Cost Estimate associated with the mission. This also creates an RSA/Cost Estimate # and box in the New column in the RSA tab.
**Contact Associated with Multiple Agencies**

1. If the FPOC, or any contact, is associated with multiple agencies, they will be asked to select the agency applying for the mission.
2. Once the Apply as an Assisting Agency button has been clicked, a window will appear.
3. FPOC should select **agency name** applying to the mission and click **Next**.

You are currently assigned to multiple Agencies, please select one below to initiate the application process

- Agencies (5)

  - Account Name
    - Seminole County Fire Department
    - SMAA Test
    - 4 Rivers Smokehouse
    - 4R CENTRAL KITCHEN

  - Clear Selection


**Create a Cost Estimate for a Mission – Resource Support Agreement**

*Guidance on how to complete a Resource Support Agreement.*

Resource Support Agreements are intended to be **estimates** for responding to a mission. This includes the personnel included and the costs associated with responding to the mission. To save time when submitting a Claim, the Mutual Aid team recommends that you **overestimate** your RSA. Agencies are asked to do their best to provide an accurate estimate (both personnel and costs) but should air on the side of overestimating cost associated with responding.

**Resource Support Agreement**

1. Once the FPOC has selected to Apply as Assisting Agency, they will be taken to the Resource Support Agreement (RSA) record. The FPOC will enter in their Cost Estimates on this page - the Resource Support Agreement.
   a. **Header bar** = RSA-#, mission #, Incident Name, and Mission Title
      i. Record the **RSA-#** to refer to as needed within the Portal.
   b. **Secondary bar** = tabs to enter in personnel, travel, equipment, materials/others cost estimates
      i. Some of these tabs may need to be populated, depending on the needs of the mission.
**Resource Request Tab**

1. FPOC navigates to the **Resource Request** page to review the mission details and what is provided and expected of those supporting the mission.

2. In the middle of the page, the FPOC fills in the
   a. **Resource Capabilities Available** box by providing a high-level overview of what your agency is prepared to provide to respond to the mission. Provide enough details to paint a picture of what can be expected by your response.
   b. Indicates if their resource can be self-sufficient for 72 hours.

3. Scroll down to the Authorized Representative section. Search for your **Agency’s Authorized Representative** by typing in the contact’s name.
   a. Select contact from the options provided.
   b. Click **Save** tab to save the information to the RSA record.
4. A check mark will appear in front of the Resource Request tab in the top section, indicating you have completed this tab.

Add Contact as Authorized Representative
1. Contacts that have not registered for DEMES will not appear in your search options.
2. To add a contact, click the Create New Contact button.

3. Boxes will expand allowing you to add a contact to your agency record.
   a. Type in First Name, Last Name, Employee #, and Email Address. Position title is optional.
   b. Once complete, click the Create New Contact button.

4. Confirm new Contact has been listed in the Authorized Representative tab. Click Save tab to save the information to the RSA record.
5. A check mark will appear in front of the Resource Request tab in the top section, indicating you have completed this tab.

Personnel Cost Tab
To add personnel costs to the RSA, navigate to the Personnel Cost tab (similar to your 214). On this page, you will add individuals that may be associated with completing the mission.

Adding Contacts to RSA
1. Populate the Personnel Cost Estimate section by adding each personnel (also known as Contacts) that the Agency is deploying for the mission.
2. For each contact, search for their name in the Search Contacts field. Select contact from the menu.

3. If the contact has registered for DEMES, their Employee #, Regular Salary Rate and Overtime Hourly Rate, Fringe Benefit Rate and OT Fringe Benefit Rate will pre-populate into the record.
   a. Verify information populated is correct. Information can be adjusted, as needed.

4. Enter in Regular Hours Per Day, OT Hours Worked Per Day, and # of Mission Days.

5. Click Add Personnel to assign contact to RSA.
6. Contact name will appear at the bottom of the page, once added to the record.

7. Repeat this step for all contacts that will be deployed on the mission.
   a. If contacts are unknown, select a similar name (rate/benefits) to assign. You will be able to update contacts on the Claim.
8. Once all contacts have been added to the personnel tab, click the Save tab. This saves the information to the RSA personnel tab. You can go back and edit this page.

9. A check mark will appear in front of the Personnel tab in the top section, indicating you have completed this tab.

Add Contact to DEMES / Personnel Tab
1. To add a new contact, to the RSA Personnel tab, select the Can’t Find Contact button (right of Contacts search bar).

Add Contact to DEMES / Personnel Tab
1. To add a new contact, to the RSA Personnel tab, select the Can’t Find Contact button (right of Contacts search bar).
2. New fields will appear enabling you to add a Contact to DEMES and your RSA record.
   a. Add in the contacts information for the required fields* below.
   b. Enter in the contacts mission related information: days, hours, rates and benefits
   c. Click Add Personnel to assign the contact to your RSA.

3. Contact name will appear at the bottom of the page, once added to the record.

4. Repeat this step for all contacts that will be deployed on the mission.
   a. If contacts are unknown, select a similar name (rate/benefits) to assign. You will be able to update contacts on the Claim.

5. Once all contacts have been add to the personnel tab, click the Save tab. This saves the information to the RSA personnel tab. You can go back and edit this page.
**Update Contacts Information: Rates, Per Diem**

1. Clicking on the individuals’ name (blue link) will navigate to the **Contacts Cost Estimate Line Item** page

<table>
<thead>
<tr>
<th>Name</th>
<th>Regular Rate</th>
<th>Fringe [%]</th>
<th>Reg Hours</th>
<th>OT Rate</th>
<th>OT Fringe [%]</th>
<th>OT Hours</th>
<th>Daily Cost</th>
<th>Days</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meredith Walker</td>
<td>14</td>
<td>14.57</td>
<td>8</td>
<td>28</td>
<td>14.57</td>
<td>4</td>
<td>$256.64</td>
<td>5</td>
<td>$1283.18</td>
</tr>
</tbody>
</table>

2. Here the FPOC can edit or populate Contacts information, include per diem rates, pay rates, benefit rates.

**Add Personnel Backfill**

1. To add backfill to a Contact already added to your personnel tab, find the deployed Contact record (bottom of personnel tab) and click the + icon (right side).

2. A backfill contact will be added to your personal listing.
   a. The backfill information will mirror the information added for the initial contact.
   b. DEMES does not require the backfill contact to be associated with an individual. It is meant to be generic to allow for flexibility.
3. Backfill fields are editable (expect totals fields). Edit the backfill information to reflect desired hours, rates, etc for the backfill.
   a. At this time, only one backfill individual can be added per deployed contact.
   b. If multiple contacts are needed to backfill, enter in the highest hours/rates needed. This information can be adjusted in the claim process.
   c. If the backfill has a variable rate/fringe, enter the highest rate for all hours. This information can be adjust in the claim process.

4. Review contacts added to personnel tab. Once review is complete, click Save tab at the bottom of the page to save the information.

---

**Travel Cost Tab**

Note: Personnel need to be added to the RSA prior to adding travel costs so Contact information can pre-populate.
1. If travel costs are needed, navigate to the Travel Cost tab. On this tab, enter in costs associated with Meals/Per Diem, Lodging, and Vehicle for each of the Contacts added to the personnel tab.
   a. Per diem rates may be automatically calculated and populated in the system but can be updated as needed.

---

**Meals & Per Diem Estimate**

1. If meal reimbursement are needed, the FPOC selects Yes to the question (top right).
2. Once selected, personnel added to the Personnel Cost tab will pre-populate with their associated meal rates.
3. Verify/edit **Meals & Per Diem** estimated costs for each personnel listed.
   a. To edit rates, click the **pencil icon** next to the cost amount.
   b. Type in new rate. Click outside that field for new rate to save. Edited fields will turn yellow.
   c. Meal & per diem estimates will either have a Breakfast, Lunch, and Dinner Daily Rate, or an overall Per Diem rate, with a **Total Daily Cost**.

![Meals and Per Diem Estimate](image)

4. Click **Save** to record estimated costs to Travel tab.

![](image)

**Lodging Estimate**
1. If lodging costs estimates are needed, add in estimated cost into the fields below.
   a. County and City will be pre-populated based on mission location.
   b. Information can be submitted as a group vs by each individual (i.e need 3 rooms for 3 people)
2. Type in **Nightly Rate, # of Mission Nights, # of Rooms needed, Travel Date** and type of **Accommodation** (hotel, AirBNB).
   a. Travel dates must be in the future.
3. Click the **Add Lodging** button to assign to RSA.

![Lodging Estimate](image)

4. Item added will appear at the bottom of the page.
5. If edits are needed to the item added, click the item name (blue link). The item Cost Estimate Line Item record will appear. Click the pencil icon next to the field that needs to be updated.
   a. This page will open in a new tab on your browser.

6. Follow the above steps to add additional lodging needs for mission.

**Vehicle Estimate**

1. If vehicle cost estimates are anticipated, enter the information below.
   a. Agency can either request reimbursement for either Mileage or Fuel. You can’t be reimbursed for both items.

2. Enter in the required information in the fields below. Click **Add Vehicle** button to assign to RSA.
3. Item added will appear at the bottom of the page.

4. Add in all vehicle costs associated with the mission. Click **Save** tab to record information to the RSA.

5. A check mark will appear in front of the Travel Cost tab in the top section, indicating you have completed this tab.

---

**Equipment Tab**

**Add Equipment to RSA**

1. If equipment is needed for the mission, add in estimated costs into the fields below.

2. To assign equipment to the RSA,
   a. Enter the equipment name or FEMA# into the **Equipment** search bar.
      i. Select item from the menu.
      ii. FEMA equipment codes and equipment # will pre-populate
   b. Enter in # of Hours Per Day OR Miles per Day, and Days of Deployment.
      i. Agency Vehicle # is optional
   c. Click **Add Equipment** to assign item to RSA.
3. Item added will appear at the bottom of the page.

<table>
<thead>
<tr>
<th>Name</th>
<th>FEMA Equipment</th>
<th>FEMA Equipment</th>
<th>Equipment Code</th>
<th>Equipment Rate</th>
<th>Hours Per Day</th>
<th>Miles Per Day</th>
<th>Days Per Deployment</th>
<th>Total Mission Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Golf Cart 2 person</td>
<td>$3.85</td>
<td></td>
<td></td>
<td>8</td>
<td></td>
<td>5</td>
<td></td>
<td>$154.00</td>
</tr>
</tbody>
</table>

4. Follow the above steps to add in all equipment costs associated with the mission.

5. Click **Save** tab to record information to the RSA.

6. A check mark will appear in front of the Equipment tab in the top section, indicating you have completed this tab.

---

**Search for Equipment**

1. If you are unable to find your equipment via the search field, enter the equipment name or FEMA code into the search field.

2. Click on the search field. A drop-down option will appear – **Show All Results for 8401**. Click that field.

3. A new window will appear providing additional results. Review the list and select your desired item (blue link).
4. Item will be added into your search box on the Equipment tab. FEMA code and rate will pre-populate.

5. Follow steps outlined in the previous section: Add Equipment to RSA, to complete the Equipment tab.

**Add Equipment Not Listed in Search**

1. If you are unable to either find the equipment name or FEMA code for the piece of equipment needed for your mission, you are able to add it to our listing.
2. Click the Can’t find your Equipment? Click here to create one.

3. New fields will appear enabling you to add Equipment to DEMES and your RSA record.
   a. Add in equipment information for the required fields*.
   b. Enter in # of Hours Per Day OR Miles per Day, and Days of Deployment.
   c. Click Add Equipment to assign the contact to your RSA.

4. Equipment will appear at the bottom of the page.
5. Follow the above steps to add in all equipment costs associated with the mission.

6. Click Save tab to record information to the RSA.

Materials and Other
1. If materials are needed for the mission, add in estimated costs into the fields below.
   a. Type in Item Name, Reason for Purchase, Unit Price, and Amount Needed.
   b. Click Add Item to assign to RSA.

2. Item added will appear at the bottom of the page.

3. Follow the above steps to add in all material costs associated with the mission.

4. Click Save tab to record information to RSA.

5. A check mark will appear in front of the Material tab in the top section, indicating you have completed this tab.
Acknowledgements & Submission of Application

1. Once all tabs are filled out, navigate to the last tab of the RSA/Cost Estimate: Acknowledgements.
   a. This page displays a summary of the estimated costs entered in the RSA/Cost Estimate.
   b. It also indicates which tabs have been Saved and are ready for submission.

2. For all sections saved, a green check mark will appear next to the section name (left side).
   a. If there are any sections that are not finalized, there will be a red X mark (left side).
   b. FPOC must navigate back to that tab and click the Save tab at the bottom.
   c. Note: An FPOC CANNOT submit a RSA/cost estimate until all pages are acknowledged and saved.

3. Review that the total costs included for each category match your anticipated estimate for the mission.

4. When ready to submit the RSA/cost estimate, scroll to the bottom of the screen and click the Acknowledgement button and select Submit.
   a. **Once you hit submit, you will not be able to make edits to the RSA.**

5. Once Submit is clicked, RSA/cost estimate is locked and routed to the Mutual Aid team to review and approve.
Enhanced Features for Mission Preparation

Introduction to Cloned RSA

In our ongoing efforts to streamline mission preparation and enhance operational efficiency within the DEMES system, we are excited to introduce the Cloned Resource Support Agreement (RSA) feature. This innovative tool is specifically designed to facilitate rapid response to new missions by enabling Financial Points of Contact (FPOC) to replicate and customize RSAs from previously approved missions for new scenarios. The Cloned RSA feature not only saves valuable time but also allows for the meticulous tailoring of mission-specific requirements, ensuring readiness and efficiency are at the forefront of mission planning.

a. Overview: The Cloned Resource Support Agreement (RSA) feature introduces a dynamic and efficient approach to preparing for new missions by leveraging existing RSAs as templates. This functionality is designed to save time and reduce the effort required in mission preparation by allowing Financial Points of Contact (FPOC) to replicate RSAs from previously approved missions and customize them for new scenarios.

b. Benefits:

i. Efficiency: Streamlines the process of creating new RSAs by using the framework of existing ones.

ii. Customization: Offers flexibility in selecting which components (Personnel, Travel, Equipment, Materials & Other) to clone, ensuring relevance and accuracy for the new mission.

iii. Time-saving: Reduces the need to start from scratch for each new mission, accelerating the preparation process.
Cloning RSAs for New Missions

1. **Accessing the RSA’s Section:** The journey begins in the Mutual Aid section of the DEMES system. Here, users will find the “RSAs” tab, which serves as the gateway to existing agreements.

2. **Choosing an RSA for Cloning:** Within the Approved column, identify an RSA that closely matches the needs of the new mission. A convenient ‘Clone RSA’ option is available under the dropdown menu associated with the chosen RSA.

3. **Associating with a New Mission:** Upon initiation of the cloning process, users are prompted to select a new mission for the cloned RSA. A search feature allows for easy location and selection of the desired mission.

4. **Selecting Elements to Clone:** A pivotal step involves choosing which components of the original RSA to carry over. Users are presented with options to include Personnel, Travel, Equipment, and Materials & Other. This step ensures that only relevant elements are replicated, maintaining the relevance of the cloned RSA to the new mission.

5. **Completing the Cloning Process:** After the components have been selected, a review of the new cloned RSA is crucial. This final step ensures that all necessary adjustments have been made, aligning the cloned RSA with the specific demands of the new mission.

6. **Review and Adjust:** Post-cloning, a thorough examination of the Personnel, Travel, Equipment, and Materials sections in the cloned RSA is essential. The new RSA# is generated for documentation. This ensures a seamless transition of information and allows for any necessary modifications.
Navigating to the RSA’s Tab

Begin by logging into the DEMES platform and proceed to the 'Mutual Aid' section found prominently in the header. Within this area, locate and select the 'RSAs' tab. This action unveils a comprehensive list of existing Resource Support Agreements, neatly categorized for easy navigation. Here, users are presented with a panoramic view of RSAs in various stages, from newly created drafts awaiting completion to fully approved agreements ready for deployment or cloning for future missions. This section serves as the operational hub for managing and initiating RSAs, providing a streamlined interface for quick access and action.

1. **Log into DEMES**: Start your session by logging into the DEMES system using your credentials. This is the gateway to accessing all features and functionalities within the platform.

2. **Access 'Mutual Aid'**: Once logged in, direct your attention to the header of the DEMES dashboard. Here, you will find the 'Mutual Aid' section. Click on this section to proceed to the functionalities related to mutual aid and resource support.

3. **Select 'RSAs' Tab**: Within the Mutual Aid section, look for the 'RSAs' tab. This tab is dedicated to managing Resource Support Agreements. Click on it to view the list of RSAs in their various states — from draft to approval stages.

4. **Review RSA Categories**: Upon accessing the 'RSAs' tab, you'll be presented with a categorized list of RSAs. These categories may include 'New', 'In Review', 'Approved', and others, depending on the system's structure. This organization facilitates easy navigation and management of RSAs.

5. **Action on RSAs**: From here, you can perform several actions depending on your role and the state of the RSA. These actions might include creating a new RSA, editing existing ones, or using the 'Clone RSA' function for approved RSAs to expedite the creation of RSAs for new missions.
Selecting an RSA to Clone
Venture into the realm of existing agreements by delving into the 'Approved' column, a repository of previously sanctioned RSAs. Seek out an RSA that mirrors the essence of the forthcoming mission’s requirements. Once a suitable RSA is identified, observe its right flank where a dropdown arrow lies in wait. Engage this arrow to unveil a treasure trove of options and select the 'Clone RSA' function. This action heralds the beginning of a journey to replicate the chosen RSA, adapting its tried-and-tested framework for a new mission’s call. The 'Clone RSA' feature stands ready to transpose the core elements of the original agreement into a fresh canvas, awaiting the imprint of new mission specifics.

Choosing an RSA for Cloning:

- Within the "Approved" column of the RSAs section, browse through the list to identify an RSA that aligns closely with the requirements of the new mission you are preparing for.
- Locate the RSA of choice. Next to it, you'll find a dropdown arrow signaling additional actions available for that particular RSA. Click on this arrow to access these options.
- From the dropdown menu that appears, look for and select the 'Clone RSA' option. This is the gateway to leveraging the foundational elements of the selected RSA for creating a new, mission-specific agreement.
- By selecting 'Clone RSA', you initiate the process of replicating the selected RSA, setting the stage for its customization and adaptation to the new mission’s demands. This step marks a pivotal point in mission preparation, offering a streamlined approach to creating RSAs based on proven templates.

Associating Cloned RSA with a New Mission
Following the initiation of the RSA cloning process, the next critical phase involves linking the newly cloned RSA to a specific new mission. This step ensures that the foundational structure and components of the cloned RSA are tailored and directed towards addressing the unique requirements and objectives of the impending mission. It’s a crucial moment where strategic alignment is achieved, marrying the efficiency of replication with the specificity of mission-centric customization.

1. **Mission Selection Prompt:** Post selecting the 'Clone RSA' option, the system will prompt you to associate the cloned RSA with a new mission. This moment marks the transition from replication to customization, guiding you towards ensuring the cloned RSA’s relevance to the task at hand.

2. **Searching for a New Mission:** If the immediate list does not display the desired new mission, utilize the search function by clicking the ‘x’ in the search bar. This feature allows for an expansive search, ensuring no mission is beyond reach. Enter the name or specifics of the mission you’re targeting to narrow down the options to the most relevant missions.
3. **Selecting the Appropriate Mission**: From the search results, scrutinize the list to find the mission that precisely aligns with the objectives you aim to achieve with the cloned RSA. Click on the mission to select it, effectively setting it as the new focus for the cloned agreement.

4. **Finalizing the Association**: Once the new mission is selected, confirm your choice. This action solidifies the association between the cloned RSA and the new mission, redirecting the replicated resources and plans to serve the new mission's goals.

5. **Review and Confirmation**: After associating the cloned RSA with the new mission, take a moment to review the details for accuracy and completeness. Confirm the association to proceed, moving one step closer to customizing the cloned RSA to fit the new mission’s specific needs.

---

**Selecting Components to Clone**

Once a cloned RSA is associated with a new mission, the customization journey continues with the selection of specific components to replicate. This phase allows for precision in deciding which elements of the original RSA — Personnel, Travel, Equipment, Materials & Other — are pertinent and should be included in the cloned version. It's a tailored approach that ensures the cloned RSA is not just a carbon copy but a strategically adapted tool ready to address the unique requirements of its new mission.

1. **Component Selection Interface**: Following the successful association of the cloned RSA with a new mission, you'll be presented with an interface showcasing the various components of the RSA — each represented by a toggle option. This interface serves as your canvas for deciding what to carry over into the cloned RSA.

2. **Reviewing Component Options**: Take a moment to review each component category presented — Personnel, Travel, Equipment, and Materials & Other. Consider the specifics of the new mission and which components will be essential to fulfilling its objectives efficiently.

3. **Activating Toggles for Desired Components**: For each component that you wish to include in the cloned RSA, activate its corresponding toggle. This action signals your intention to replicate this particular category of resources or information from the original RSA.

4. **Selecting Specific Items Within Components**: Some components, like Personnel or Equipment, may contain multiple items or entries. If only certain items are relevant for the new mission, you'll have the opportunity to check off these specific items, further customizing the clone to match mission needs.

5. **Finalizing Component Selection**: After carefully selecting the components and specific items to clone, proceed to finalize your choices. This might involve clicking a 'Next' or 'Confirm' button, depending on the system’s design, to lock in your selections and carry them over to the new cloned RSA.
6. **Review and Adjust:** With the components selected, a preliminary review of the cloned RSA is advisable. Ensure that all chosen components have been accurately replicated and are aligned with the new mission’s demands. Adjustments can be made as necessary to ensure the cloned RSA is fully mission-ready.

**Finalizing the Cloning Process**

The concluding step in the creation of a cloned RSA involves finalizing the cloning process. This phase ensures that all previously selected components and specifics are correctly incorporated into the new RSA, tailored for the associated mission. It's a critical moment where the cloned RSA transitions from being a concept to a concrete plan, ready for implementation. Finalization confirms the accuracy and readiness of the cloned RSA, marking it as prepared for review and submission.

1. **Review of Cloned Components:** Begin by conducting a thorough review of all components that have been selected for cloning into the new RSA. This includes verifying the inclusion of specific items under Personnel, Travel, Equipment, and Materials & Other, ensuring they align with the mission’s requirements.

2. **Adjustments if Necessary:** If discrepancies or missing elements are noticed during the review, this is the opportune time to make adjustments. Return to the component selection phase if needed to include any overlooked items or to remove any components that may no longer be relevant.

3. **Confirmation of Details:** Once satisfied with the cloned RSA’s composition, proceed to confirm the details. This step may involve clicking a ‘Confirm’ or ‘Finalize’ button, signaling that you have completed your review and are ready to proceed.

4. **Saving the Cloned RSA:** After confirmation, ensure the cloned RSA is saved within the system. This action solidifies all choices made during the cloning process and officially creates the new RSA, associated with the selected mission and ready for use.

5. **Obtain a Cloned RSA Reference Number:** Upon saving, the system should generate a reference number or identifier for the new cloned RSA. Note this down for future reference, as it will be crucial for tracking the RSA’s progress and for any subsequent modifications or reviews.

6. **Final Review and Preparation for Submission:** With the cloning process complete, perform a final review of the cloned RSA. Ensure that all information is correct and that the RSA is comprehensive, covering all necessary aspects of the mission. Prepare the RSA for submission, following any additional guidelines or procedures required by the DEMES system.
Verification and Adjustment

After the cloned Resource Support Agreement (RSA) is finalized and saved, the crucial phase of verification and adjustment commences. This step is imperative to ensure that the newly minted RSA accurately reflects the mission’s requirements and is devoid of any discrepancies. It’s a process of cross-examination, where the details of the cloned RSA are meticulously scrutinized against the mission objectives, and any necessary refinements are made to tailor the RSA precisely to the mission’s needs.

1. **Initiating Verification:** Start by accessing the newly cloned RSA in the DEMES system. Navigate to the specific RSA that has just been created through the cloning process, readying it for a detailed review.

2. **Comprehensive Review of All Sections:** Systematically go through each section of the cloned RSA – Personnel, Travel, Equipment, and Materials & Other. Pay close attention to ensure that each component and its specific items are correctly cloned and align with the new mission’s parameters and expectations.

3. **Identifying Discrepancies:** During the review, keep an eye out for any discrepancies or mismatches between the cloned RSA’s components and the new mission’s needs. This could include missing items, unnecessary inclusions, or incorrect details that do not serve the mission’s objectives.

4. **Making Necessary Adjustments:** Where discrepancies are identified, make the necessary adjustments. This might involve adding omitted items, removing irrelevant components, or modifying details to better suit the mission’s requirements. The adjustment phase is crucial for customizing the cloned RSA to the precise needs of the mission.

5. **Saving Adjustments:** After making all necessary adjustments, ensure that these changes are saved. This action updates the cloned RSA, incorporating all modifications to accurately reflect the mission’s needs.

6. **Final Verification Post-Adjustment:** Once adjustments are made and saved, perform one last verification of the RSA. This final check ensures that all adjustments are accurately reflected and that the RSA is now fully aligned with the mission’s objectives.

7. **Preparation for Submission:** With the verification and adjustment phase complete, and the RSA fully aligned with the mission, prepare the document for submission. This involves ensuring that all procedural requirements for submission are met and that the RSA is presented in a format ready for review and approval within the DEMES system.
Scenario: Approval and Signing the Resource Support Agreement

Approval Process

Once an agency submits a Resource Support Agreement, it is routed to the Mutual Aid team for review and approval. The Mutual Aid team can take one of three options on the RSA: Approve, Reject, or Return.

- **Approve** = RSA/Cost Estimate is in good order and is approved
- **Reject** = RSA application is not needed/will not be approved. Rejection explanation provided.
- **Return** = Enables Mutual Aid Coordinator to return the RSA to the Agency, allowing the agency to make edits to RSA/Cost Estimate and resubmit for review/approval

**RSA Approved: Accessing and Signing an Approved Resource Support Agreement**

Accessing RSA via Email

1. If the RSA meets the needs of the mission, it will be approved.

2. When the RSA/Cost Estimate is approved, the Mutual Aid team will generate an electronic copy of the RSA which will be emailed to the Agency representative.
   a. FDEM email will contain the following subject line: Please Sign the Document Section II Resource Offer – RSA-#####.pdf

3. Agency representation should locate and open the email from FDEM.

4. Click the View Document button to access the Resource Support Agreement and initiate the signing process

5. RSA document will appear in your browser.

6. Scroll through the document to confirm contents are accurate
Signing RSA
1. Click the box to provide a **digital signature**

7. Click the blue **Complete Signing** button (top right) to complete your signature process
   a. Download document for your records, if needed

8. A confirmation message will appear.

Multiple Signatures Needed
1. If more than one signature is needed, once the initial signature is obtained and saved, the document will be automatically routed to the next signature.
2. The second individual will need to add their **digital signature** and click **Complete Signing** button.

Signed RSA Returned to FDEM for FDEM Review/Approval
1. Once all required agency signatures are obtained, the RSA will be automatically routed back to FDEM for their internal review and final signature.
2. Notification will be provided by email when the RSA/Cost Estimate is approved by FDEM.

Return RSA to FDEM for Modifications
1. Locate and open the email containing the RSA from FDEM
2. Click the **View Document** button in the email to access the Resource Support Agreement
3. RSA document will appear in your browser
4. Towards the top of the browser, click the **Cancel Transaction** button. This essentially indicates to FDEM that you decline to sign.
5. Agency will be prompted to provide a reason for declining via a text box. Provide details on why you have declined to sign. Click the **Confirm** button to execute the cancellation.
6. The Mutual Aid team will be notified of the cancellation. They will review the RSA, make adjustments, and resend the updated RSA for your signature.

---

**Scenario: Amend Resource Support Agreement**

In some circumstances, an RSA will need to be updated after it is either approved or rejected.

**Initiate Request to Amend RSA**

1. To amend an RSA, go to the RSA page. Select the RSA (blue link) to amend from either the Approved or Rejected column.

![RSA Table]

2. Click the Amend RSA button (top right).

![Amend RSA Button]

3. A new window will appear with the below message indicating you are recalling the RSA. Click **Next**.

   ![Amend RSA Window]

   Click ‘Next’ to confirm that you’d like to recall this Resource Support Agreement for amendments.

4. A new window will appear indicating your RSA can be amended. Click **Finish**.

   ![Amend RSA Window]

   Your Resource Support Agreement can now be amended. Please complete your modifications then resubmit the Resource Support Agreement for approval.
5. At this time, the RSA will be unlocked and you will be able to edit fields within your RSA.
6. Once your desired edits are made to the RSA, return to the RSA Acknowledgements tab.
7. Review total costs included for each category reflect your anticipated estimate for the mission.
8. When ready to submit the RSA/cost estimate, scroll to the bottom of the screen and click the Acknowledgement button and select Submit.
   a. Once you hit submit, you will not be able to make edits to the RSA.
9. FDEM will be notified that you have submitted an RSA for review.

**Amended RSA Approval Process**
1. The RSA will be routed to the Mutual Aid team for review.
2. The RSA will follow the same approval and signature process as if it was brand new.
3. The agency will be asked to review and sign a new RSA agreement.
4. Review RSA approval and signature steps outlined in this section: Approving and Signing the RSA

---

**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.
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.

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**.

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

10. Review your cost tabs: Personnel, Travel, Equipment, Rental, Materials to ensure costs outlined reflect total costs spent to complete the mission.
    - 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.
    - 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

**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.
**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.

<table>
<thead>
<tr>
<th>Details</th>
<th>Summary</th>
<th>Related</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>Travel</td>
<td>Equipment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Backfill</th>
<th>Contact</th>
<th>Check In</th>
<th>Check Out</th>
<th>RT Hours</th>
<th>OT Hours</th>
<th>RT Hours (Logs)</th>
<th>OT Hours (Logs)</th>
<th>RT Total...</th>
<th>OT Total...</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Overtime Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keri Kristyn</td>
<td>8.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regular Hours</th>
<th>Hourly Rate (Regular Hours)</th>
<th>Benefit Rate % (Regular Hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.00</td>
<td>$20.00</td>
<td>14.57</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hourly Rate (Overtime Hours)</th>
<th>Benefit Rate % (Overtime Hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$40.00</td>
<td>14.57</td>
</tr>
</tbody>
</table>
4. Verify backfill contact has been added to personnel listing, positioned under the appropriate individual.

<table>
<thead>
<tr>
<th>Details</th>
<th>Summary</th>
<th>Related</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Backfill</td>
<td>Contact</td>
<td></td>
</tr>
<tr>
<td>Check In</td>
<td>Check Out</td>
<td></td>
</tr>
<tr>
<td>RT Hours</td>
<td>OT Hours</td>
<td></td>
</tr>
<tr>
<td>RT Hours (Logs)</td>
<td>OT Hours (Logs)</td>
<td></td>
</tr>
<tr>
<td>RT Total</td>
<td>OT Total</td>
<td>Total Cost</td>
</tr>
</tbody>
</table>

- Sweta TestProd
  - Check In: 8
  - Check Out: 4
  - RT Hours: 16
  - OT Hours: 6
  - RT Total: $219.97
  - OT Total: $219.97
  - Total Cost: $439.95

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.

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

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.

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

6. Click **Save**.

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

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

![Image of the Add Time/Activity Records interface]

3. A 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**.

![Image of the Add Time/Activity Records for Brad Bell interface]

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

![Image of the add time/activity records for Brad Bell interface with hours listed]
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](image)

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](image)

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

```
<table>
<thead>
<tr>
<th>End Date/Time</th>
<th>Hours Worked</th>
<th>Regular Hours</th>
<th>Overtime Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/7/2023, 02:20 PM EDT</td>
<td>24.00</td>
<td>8.00</td>
<td>4.00</td>
</tr>
<tr>
<td>10/8/2023, 02:20 PM EDT</td>
<td>24.00</td>
<td>8.00</td>
<td>4.00</td>
</tr>
</tbody>
</table>
```

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

```
<table>
<thead>
<tr>
<th>End Date/Time</th>
<th>Hours Worked</th>
<th>Regular Hours</th>
<th>Overtime Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/7/2023, 02:20 PM EDT</td>
<td>24.00</td>
<td>8.00</td>
<td>4.00</td>
</tr>
<tr>
<td>10/8/2023, 02:20 PM EDT</td>
<td>24.00</td>
<td>8.00</td>
<td>4.00</td>
</tr>
</tbody>
</table>
```

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

```
<table>
<thead>
<tr>
<th>Backfill</th>
<th>Contact</th>
<th>Check In</th>
<th>Check Out</th>
<th>RT Hours</th>
<th>OT Hours</th>
<th>RT Hours (Logs)</th>
<th>OT Hours (Logs)</th>
<th>RT Total</th>
<th>OT Total</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>$219.97</td>
<td>$219.97</td>
<td>$439.95</td>
</tr>
</tbody>
</table>
```

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

3. 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.

4. 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.

5. **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.
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.

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

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

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

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.

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

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.

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

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**.

5. To adjust a field, click the pencil icon (right side of #) for the corresponding day and column.
   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.
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.

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.

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.
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.

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Date</th>
<th>Equipment FE</th>
<th>Name of Opera</th>
<th>Equipment Use</th>
<th>Equipment Rate</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sweeper, Pavem...</td>
<td>8157</td>
<td>Hours</td>
<td></td>
<td>14</td>
<td>$85.20</td>
<td>$1,912.80</td>
</tr>
<tr>
<td>Sep 12, 2023</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sep 11, 2023</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Van-Cargo 225...</td>
<td>8748</td>
<td>Hours</td>
<td></td>
<td>7</td>
<td>$22.75</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Date</th>
<th>Equipment FE</th>
<th>Name of Opera</th>
<th>Equipment Use</th>
<th>Equipment Rate</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sweeper, Pavem...</td>
<td>8157</td>
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<td></td>
</tr>
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<td>Sep 11, 2023</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.
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.

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

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

**Rental**
Include in this tab items that are not owned by the agency and needed to be rented (i.e. 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.
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**.

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

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.

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.

   ![Materials & Other Table]

<table>
<thead>
<tr>
<th>Description</th>
<th>Vendor</th>
<th>Date</th>
<th>Date(s) Used</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>to have water available onsite</td>
<td>case of water</td>
<td></td>
<td></td>
<td></td>
<td>$5.00</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

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

   ![Claim Line Item]

   ![Claim Line Item Settings]

   ![Claim Line Item Costs]

   ![Claim Line Item Documentation]

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

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.

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.
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.

### 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.
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.

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

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.
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.

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.

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

Advanced Claim Management Features

Managing Variable Rates in Personnel Claims

The introduction of Variable Rates for personnel in claims marks a significant advancement in the DEMES system, offering unparalleled flexibility and accuracy in financial reporting. This feature allows Financial Points of Contact (FPOC) to update and apply different rates for personnel based on actual mission demands, ensuring that claims accurately reflect the costs incurred. It's a leap forward in customizing claims to match the real-world complexities of mission deployments.

Steps for Updating Variable Rates in New Claims

1. Accessing the Claims Section:
   - Begin by navigating to the 'Claims' tab within the DEMES system. This section is your gateway to managing all aspects of claim submission and adjustment.

2. Selecting a New Claim:
   - Identify and select a "NEW" claim from the list. It's important to note that variable rates can only be updated in new claims that have not been finalized.

3. Choosing Personnel to Update:
   - Within the claim, locate the personnel whose rates need adjustment. Click the dropdown arrow next to the personnel's name to access the 'Add Time/Activity Records' option.

4. Entering Updated Rates:
In the Time/Activity Records interface, input the updated Regular, Overtime (OT), and, if applicable, Variable Time (VT1 and VT2) hours. Following this, you will be able to adjust the rates directly, reflecting the accurate costs associated with the personnel's contribution to the mission.

5. **Saving the Updated Rates:**
   - Once the correct rates have been entered, confirm and save your changes. This action updates the personnel's financial records within the claim, ensuring that the claim reflects the true cost of deployment.

![Add Time/Activity Records for Brad Bell](image)

### Verifying Updated Rates

1. **Reviewing Personnel Costs:**
   - After saving the updated rates, revisit the personnel section within the claim to review the adjusted costs. This is a crucial step to ensure that the updates have been accurately applied.

2. **Utilizing the View Function:**
   - For a detailed examination, utilize the 'View' function by clicking the dropdown arrow next to the updated personnel record. This allows for a comprehensive review of the changes made, including the adjusted rates and total cost implications.

3. **Final Confirmation:**
   - Confirm that the updated rates and associated costs are correct and reflect the intended financial reporting for the mission. This ensures that the claim, once submitted, will accurately convey the financial expenditures associated with personnel deployment.

The Variable Rates feature embodies the DEMES system's commitment to flexibility and accuracy in mission cost management, ensuring that FPOCs have the tools necessary to adapt to the dynamic financial landscapes of mission deployments.
Utilizing the Fringe Benefits Calculator for Personnel Claims

The Fringe Benefits Calculator within the DEMES system represents a pivotal tool for Financial Points of Contact (FPOC) aiming to accurately calculate and apply fringe benefits to personnel involved in missions. This feature ensures a comprehensive approach to financial reporting, allowing for precise adjustments and comments on fringe benefits, which are crucial for reflecting the true costs of mission deployments.

Steps for Using the Fringe Benefits Calculator in New Claims

1. **Accessing the Personnel Section in a Claim:**
   - Start by navigating to the ‘Claims’ tab and open a new or existing claim where fringe benefits need to be calculated. Within the claim, locate the ‘Personnel’ section, which houses the Fringe Benefits Calculator for each personnel listed.

2. **Launching the Fringe Benefits Calculator:**
   - For the personnel whose fringe benefits you wish to calculate or adjust, click on the dropdown arrow next to their name and select the ‘View’ option. This action will direct you to the detailed view of the personnel’s financial record, including the Fringe Benefits Calculator.

3. **Editing Fringe Benefit Fields:**
   - Within the Fringe Benefits Calculator section, you will see various fields representing different components of fringe benefits. Edit these fields as required to accurately reflect the benefits applicable to the personnel. The calculator allows for dynamic adjustments, immediately reflecting changes in the calculated totals.

4. **Adding Comments (If Desired):**
5. Saving Changes and Reviewing Updated Values:
   - After making the necessary adjustments and adding any comments, save your changes. Review the updated values to ensure they accurately reflect the intended fringe benefits for the personnel. Confirm that the total calculated fringe benefits align with your expectations and the specifics of the mission deployment.

Reviewing and Finalizing Fringe Benefit Calculations

1. Comprehensive Review of Adjustments:
   - Conduct a thorough review of all adjustments made using the Fringe Benefits Calculator. Ensure that each entry is correct and justifiable based on the mission's requirements and personnel involvement.

2. Finalizing and Saving the Claim:
   - With all fringe benefit calculations adjusted and reviewed, finalize the personnel section of the claim. Save the claim to lock in the adjustments, ensuring the financial documentation for the mission is accurate and complete.

The integration of the Fringe Benefits Calculator within the DEMES system underscores the platform's commitment to detailed and accurate financial management for emergency missions. By leveraging this tool, FPOCs can ensure that all aspects of personnel costs, including fringe benefits, are meticulously calculated and reported, reflecting the true financial footprint of mission deployments.

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.
- **Technical Support** can be requested by emailing 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.