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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?

<table>
<thead>
<tr>
<th>Drive efficiency, accuracy and speed</th>
<th>Improvements to current functionality</th>
<th>Improve user experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>By digitizing manual processes, eliminating paper forms, integrating systems and providing a centralized platform with accurate production data</td>
<td>By refining current workflows, clarifying fields and requirements, and eliminating system challenges that create duplications or allow for errors</td>
<td>By improving the user interface, providing clearer instructions and pre-populating fields, when possible, to facilitate navigation and accurate workflow completion</td>
</tr>
</tbody>
</table>
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.

![Image of 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

![Image of register for access form](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 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.
3. 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 a 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>a5F29D000000FF4Y</td>
<td>Seminole County Fire Department</td>
<td>$851.48</td>
<td>Payment Processing</td>
</tr>
<tr>
<td>a5F29D000000FFPH</td>
<td>Seminole County Fire Department</td>
<td>$916.00</td>
<td>Pending Validation</td>
</tr>
<tr>
<td>a5F29D000000FFBH</td>
<td>Seminole County Fire Department</td>
<td>$546.48</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.

2. **Claims by Status**: includes Claims in the New, Under Review, Recalled, Approved, and Rejected

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

<table>
<thead>
<tr>
<th>Mission Number</th>
<th>County</th>
<th>Mission Title</th>
<th>Mission Incident Name</th>
<th>Mission Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-0240</td>
<td>Alachua</td>
<td>SETT Training</td>
<td>test</td>
<td>Partially Filled</td>
</tr>
<tr>
<td>1-0234</td>
<td>Alachua</td>
<td>SETT Training</td>
<td>Boynton Beach</td>
<td>Assigned</td>
</tr>
<tr>
<td>40460</td>
<td>Alachua</td>
<td>SETT Training</td>
<td>Telfair</td>
<td>Assigned</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Application Status</th>
<th>Agency</th>
<th>Agency Name</th>
<th>Mission Title</th>
<th>Mission Incident Name</th>
<th>Total Miss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pasco County Fire Dept</td>
<td>NSW (2)</td>
<td>AA-0020</td>
<td>Lighting Repairs</td>
<td>Sebeka Fire</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Pasco County Fire Dept</td>
<td>NSW (2)</td>
<td>AA-0021</td>
<td>Deletion of Ammunition</td>
<td>2022 Flam</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Pasco County Fire Dept</td>
<td>NSW (2)</td>
<td>AA-0022</td>
<td>ARC Shelters</td>
<td>Sebeka Fire</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Pasco County Fire Dept</td>
<td>NSW (2)</td>
<td>AA-0023</td>
<td>Military Vehicle (Personal PPE)</td>
<td>Sebeka Fire</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Pasco County Fire Dept</td>
<td>NSW (2)</td>
<td>AA-0024</td>
<td>10-GPS positioning devices (Personal Locator Beacons)</td>
<td>Sebeka Fire</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Pasco County Fire Dept</td>
<td>NSW (2)</td>
<td>AA-0025</td>
<td>Send Shoretex Info DAILY to Alachua County</td>
<td>COVID-19 Public Health Emergency</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

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.

![Select Agency](image)

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.

![Upload File](image)

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)](https://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**

*Approval History (6+)*

---

**Related Contacts**

Lists all contacts that are associated with your agency.

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Title</th>
<th>Direct</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sweta Shah</td>
<td></td>
<td></td>
<td>(330) 330-3333</td>
</tr>
<tr>
<td>Sweta TestPiod</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**Uploaded Files**

Inventory of all files uploaded that are associated with your agency.

<table>
<thead>
<tr>
<th>Files (6+)</th>
<th>Add Files</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMMA_2023_COUNTY Jul 14, 2023 • 119KB • pdf</td>
<td></td>
</tr>
<tr>
<td>PO Terms and Conditions E... Apr 27, 2023 • 159KB • pdf</td>
<td></td>
</tr>
<tr>
<td>BERG MANUFACTURING IN... Mar 31, 2023 • 508KB • pdf</td>
<td></td>
</tr>
<tr>
<td>TAR Voucher - 4457700000... Mar 29, 2023 • 123KB • pdf</td>
<td></td>
</tr>
<tr>
<td>logo idea</td>
<td>Mar 28, 2023 • 2.9MB • png</td>
</tr>
</tbody>
</table>
**Activity History**

Inventory of approvals and communications associated with your agency.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Name</th>
<th>Task</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Notice Eligible for...</td>
<td>Meredith Walker</td>
<td>✓</td>
<td>6/26/2023</td>
</tr>
<tr>
<td>Email Notice Eligible for...</td>
<td>Meredith Walker</td>
<td>✓</td>
<td>6/22/2023</td>
</tr>
</tbody>
</table>

**Resource Support Agreements (RSA)**

Inventory of RSAs associated with your agency.

<table>
<thead>
<tr>
<th>Resource Support Agreement</th>
<th>Mission</th>
<th>Application Status</th>
<th>Approval Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA-00194</td>
<td>07394</td>
<td>Rejected</td>
<td>Rejected</td>
</tr>
<tr>
<td>AA-00197</td>
<td>07496</td>
<td>Submitted</td>
<td>Approved</td>
</tr>
<tr>
<td>AA-00198</td>
<td>49037</td>
<td>Submitted</td>
<td>Under Review</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 contact’s 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.

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).
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.

   ![Image](image1.jpg)

<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>$1283.38</td>
</tr>
</tbody>
</table>
   
2. Here the FPOC can edit or populate Contacts information, include per diem rates, pay rates, benefit rates.

   ![Image](image2.jpg)

**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).

   ![Image](image3.jpg)

   - Brad Bell
     - Regular Hours Per Day: 8.00
     - Regular Rate: $14.57
     - Fringe Benefit Rate: $26.00
     - Fringe Benefit Rate (%): 14.57

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.

   ![Backfill table]

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

   ![Save tab]

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.

  ![Travel Cost tab]

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.

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

---

**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.

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.

![Vehicle Cost Table]

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 Deploy</th>
<th>Total Mission Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Golf Cart 2 person</td>
<td>$3.85</td>
<td></td>
<td>8755</td>
<td></td>
<td>8</td>
<td>5</td>
<td>$154.00</td>
<td></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.

<table>
<thead>
<tr>
<th>Name</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>GoF Cart 2 person</td>
<td>8755</td>
<td>$5.65</td>
<td>8</td>
<td>5</td>
<td>$154.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Item</th>
<th>Reason for Purchase</th>
<th>Unit Price</th>
<th>Amount Needed</th>
<th>Total Mission Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>case of water</td>
<td>needed for onsite support</td>
<td>$5.00</td>
<td>2</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

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.**

<table>
<thead>
<tr>
<th>Category</th>
<th>Subtotal</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel Cost</td>
<td></td>
<td>$1,704.60</td>
</tr>
<tr>
<td>Equipment Cost</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Mail Cost</td>
<td></td>
<td>$216.00</td>
</tr>
<tr>
<td>Lodging Cost</td>
<td></td>
<td>$500.00</td>
</tr>
<tr>
<td>Vehicle Cost</td>
<td></td>
<td>$10.00</td>
</tr>
<tr>
<td>Travel Total</td>
<td></td>
<td>$526.00</td>
</tr>
<tr>
<td>Equipment Cost</td>
<td></td>
<td>$177.46</td>
</tr>
<tr>
<td>Materials and Other Total</td>
<td></td>
<td>$15.00</td>
</tr>
<tr>
<td><strong>Total Cost</strong></td>
<td></td>
<td>$2,283.26</td>
</tr>
</tbody>
</table>

The undersigned acknowledges and certifies authorized approval has been granted to submit this offer and the information contained herein is a true and accurate representation.

5. Once Submit is clicked, RSA/cost estimate is locked and routed to the Mutual Aid team to review and approve.
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 page screenshot]

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

![Amend RSA button screenshot]

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

Amend RSA
Click Next to confirm that you'd like to recall this Resource Support Agreement for amendments.

![Amend RSA recall message]

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

Amend RSA
Your Resource Support Agreement can now be amended. Please complete your modifications then resubmit the Resource Support Agreement for approval.

![Amend RSA finish button screenshot]
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

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**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.
   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

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

**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.

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

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.

   ![Add backfill for Sweta TestProd](image)

   - Contact: brady test
   - Regular Hours: 100.00
   - Overtime Hours: 20.00
   - Hourly Rate (Regular Hours): $20.00
   - Hourly Rate (Overtime Hours): $15.00
   - Benefit Rate % (Regular Hours): 14.57
   - Benefit Rate % (Overtime Hours): 14.57

   6. Click **Save**.

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

   ![Time/Activity Records](image)

   - Backfill: Sweta TestProd
   - Contact: brady test
   - Check In: 8
   - Check Out: 16
   - RT Hours: 8
   - OT Hours: 10
   - RT Hours (Logs): 8
   - OT Hours (Logs): 20
   - Total Cost: $439.95

   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**.

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**.

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

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.

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

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

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

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.

   ![Edit Time/Activity Records for Brad Bell]

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]

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.

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**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 U...</th>
<th>Equipment U...</th>
<th>Equipment Rate</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sweeper, Pavem...</td>
<td>8157</td>
<td>Hours</td>
<td>14</td>
<td>7</td>
<td></td>
<td>$85.20</td>
<td>$1,928.0</td>
</tr>
<tr>
<td></td>
<td>Sep 12, 2023</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sep 11, 2023</td>
<td></td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Van-Cargo 225-...</td>
<td>8748</td>
<td>Hours</td>
<td>7</td>
<td></td>
<td></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.

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.**

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**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.
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.

2. To edit the item, click the down arrow (right side) 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 Materials and Other tab to confirm edits are reflected on Claim Record.

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**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.

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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.
- **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.