



# DEMES Mutual Aid Training Manual Full Process Job Aid

---

Updated April 9th, 2024



## Table of Contents

<b>Introduction .....</b>	<b>4</b>
<i>Purpose &amp; Objectives.....</i>	4
<i>Outcomes &amp; Benefits.....</i>	4
<b>Scenario: Register for DEMES .....</b>	<b>5</b>
<i>Introduction.....</i>	5
<i>Register for DEMES .....</i>	5
<b>Mutual Aid Portal: Overview .....</b>	<b>7</b>
<i>Key Features of the Mutual Aid Portal.....</i>	7
<i>Mutual Aid Portal Walkthrough .....</i>	7
Access Mutual Aid Portal .....	7
Assumptions .....	7
<b>Scenario: How to Access the Mutual Aid Portal .....</b>	<b>8</b>
<i>Understanding the Mutual Aid Portal Header Bar.....</i>	9
Home .....	9
Mutual Aid .....	9
Missions.....	9
RSAs = Resource Support Agreements .....	9
Claims.....	10
Reimbursements.....	11
<i>Mutual Aid Portal Dashboard.....</i>	11
Homepage & Reports.....	11
<b>Scenario: Uploading Agency Documents .....</b>	<b>14</b>
<i>Upload Agency Documents.....</i>	14
<b>Scenario: View Your Agency Information.....</b>	<b>15</b>
<i>Locate Agency Record.....</i>	15
<i>Edit Your Agency Information .....</i>	16
<i>View Agency Activities in DEMES.....</i>	17
Approval History .....	17
Related Contacts.....	17
Uploaded Files .....	17
Activity History .....	18
Resource Support Agreements (RSA).....	18
<i>Update a Contact's Information Associated with your Agency .....</i>	18
<i>Add/Update an Agency Associated Contact's Rates.....</i>	20
<i>Add a New Contact to your Agency.....</i>	20
<b>Scenario: Mutual Aid Portal: Find &amp; Apply for a Mission .....</b>	<b>22</b>
<i>Find a Mission.....</i>	22
<i>Contact Associated with Multiple Agencies .....</i>	24
<i>Create a Cost Estimate for a Mission – Resource Support Agreement.....</i>	24
Guidance on how to complete a Resource Support Agreement. ....	24
Resource Support Agreement .....	24
Resource Request Tab .....	25
Add Contact as Authorized Representative .....	26
Personnel Cost Tab .....	27
Adding Contacts to RSA.....	27
Add Contact to DEMES / Personnel Tab.....	28
Update Contacts Information: Rates, Per Diem .....	30
Add Personnel Backfill .....	30
Travel Cost Tab.....	31
Meals & Per Diem Estimate .....	31



Lodging Estimate.....	32
Vehicle Estimate.....	33
Equipment Tab.....	34
Add Equipment to RSA.....	34
Search for Equipment.....	35
Add Equipment Not Listed in Search.....	36
Materials and Other.....	37
Acknowledgements & Submission of Application.....	38
<b>Enhanced Features for Mission Preparation.....</b>	<b>39</b>
<i>Introduction to Cloned RSA.....</i>	<i>39</i>
<i>Cloning RSAs for New Missions.....</i>	<i>40</i>
<i>Navigating to the RSA's Tab.....</i>	<i>41</i>
<i>Selecting an RSA to Clone.....</i>	<i>42</i>
<i>Associating Cloned RSA with a New Mission.....</i>	<i>42</i>
<i>Selecting Components to Clone.....</i>	<i>43</i>
<i>Finalizing the Cloning Process.....</i>	<i>44</i>
<b>Verification and Adjustment.....</b>	<b>45</b>
<b>Scenario: Approval and Signing the Resource Support Agreement.....</b>	<b>46</b>
<i>Approval Process.....</i>	<i>46</i>
<i>RSA Approved: Accessing and Signing an Approved Resource Support Agreement.....</i>	<i>46</i>
Accessing RSA via Email.....	46
Signing RSA.....	47
Multiple Signatures Needed.....	47
Signed RSA Returned to FDEM for FDEM Review/Approval.....	47
<i>Return RSA to FDEM for Modifications.....</i>	<i>47</i>
<b>Scenario: Amend Resource Support Agreement.....</b>	<b>48</b>
<i>Initiate Request to Amend RSA.....</i>	<i>48</i>
<i>Amended RSA Approval Process.....</i>	<i>49</i>
<b>Scenario: Claims Process.....</b>	<b>49</b>
<i>Create A Claim.....</i>	<i>49</i>
<i>Review Estimates in Claim.....</i>	<i>52</i>
Claim.....	52
Personnel.....	52
Add Backfill.....	53
Add Agency Contact to Claim Record.....	54
Add Time/Activity Records.....	56
Edit Activity Records.....	59
Verification of Personnel Costs.....	62
Travel.....	62
View and Update Meal, Lodging, & Vehicle Costs.....	62
Edit Meals & Lodging, and Vehicle Costs.....	62
Add Meals for Backfill Contacts Added to Claim Record.....	65
Equipment.....	65
Rental.....	66
Materials & Other.....	68
<i>Review &amp; Sign a Claim.....</i>	<i>69</i>
Review Claim Amount.....	69
Sign Claim.....	70
<i>Documentation Guidance.....</i>	<i>71</i>
<i>Upload Supporting Documentation to Claim Package.....</i>	<i>71</i>
Upload Files.....	71
<b>Scenario: Submit a Claim.....</b>	<b>72</b>
<i>FDEM Review.....</i>	<i>73</i>
<b>Advanced Claim Management Features.....</b>	<b>73</b>
<b>Support Available.....</b>	<b>76</b>



## 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 \(fdemportal.com\)](http://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

Divya  
Rawal  
Agency for State Technology  
Management  
Program Administrator  
divya.rawal@gmail.com  
divya.rawal@gmail.com  
.....  
.....  
Sign Up  
Already have an account?

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**.

Account Access Search  
Enter Account Name  
Can't find your account?



- 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.*

The screenshot shows two instances of the 'Account Access Search' form. The left instance has a search box containing 'Test CC GMS' and a 'Can't find your account?' button. The right instance shows a list of search results with 'Test CC GMS' selected. A red box highlights the 'Request Access' button next to the selected account, with a 'Can't find your account?' button also visible.

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

The screenshot shows the 'Register for Access' form. It includes fields for Name (First Name, Last Name), User, Email (melissa.hancock@em.myflorida.com), Business Phone, Phone extension, and Mobile Phone. There are two dropdown menus: 'Please Select Your User Type:' with 'Representative for an Applicant Organization' selected, and 'Please Select the Bureau You intend to Work With:' with 'Recovery' selected. A text area for 'Reason for Requesting Access' is at the bottom. A red box highlights the 'Next' button at the bottom right.

- A pop-up confirming the creation of your request will appear. Click **Finish** to submit.
- 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.
- 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 \(fdemportal.com\)](http://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.

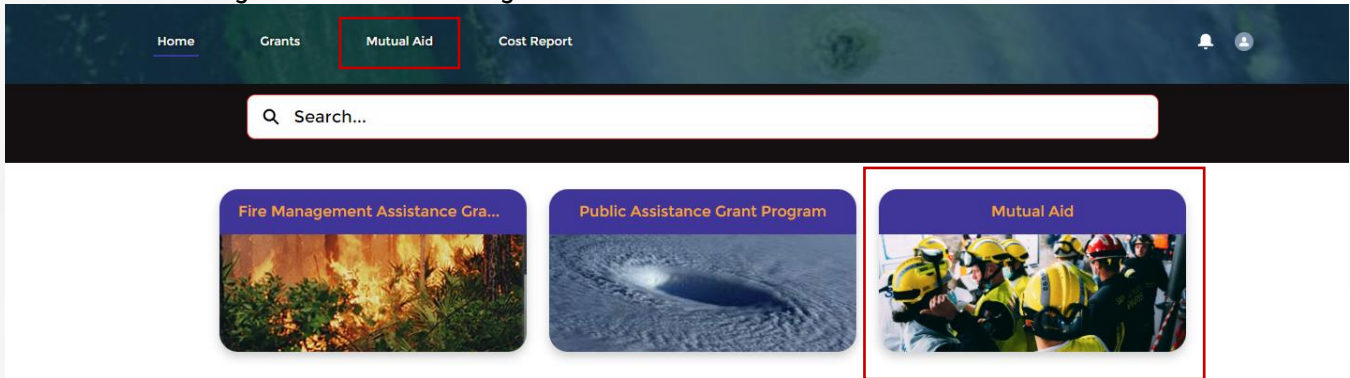
The Assisting Agency must have all of their key documents uploaded onto the Mutual Aid Portal (**SMAA, W9, Fringe Benefits, Payroll Policy, Travel Policy**). To validate those documents are uploaded, the FPOC can scroll to the bottom of the Mutual Aid Portal dashboard and view the **Agency Document Status**.



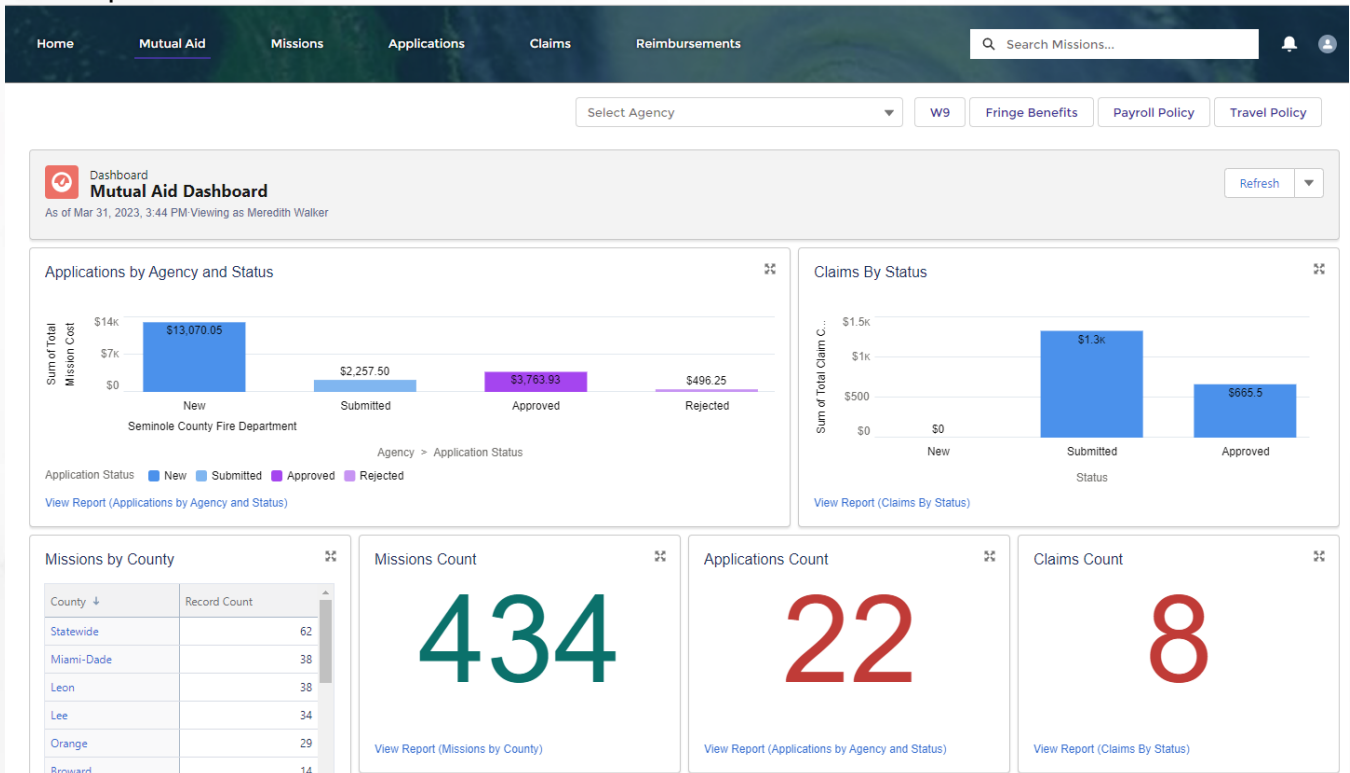


## Scenario: How to Access the Mutual Aid Portal

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.

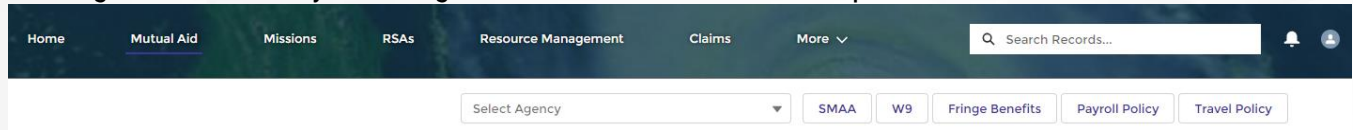






## Understanding the Mutual Aid Portal Header Bar

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

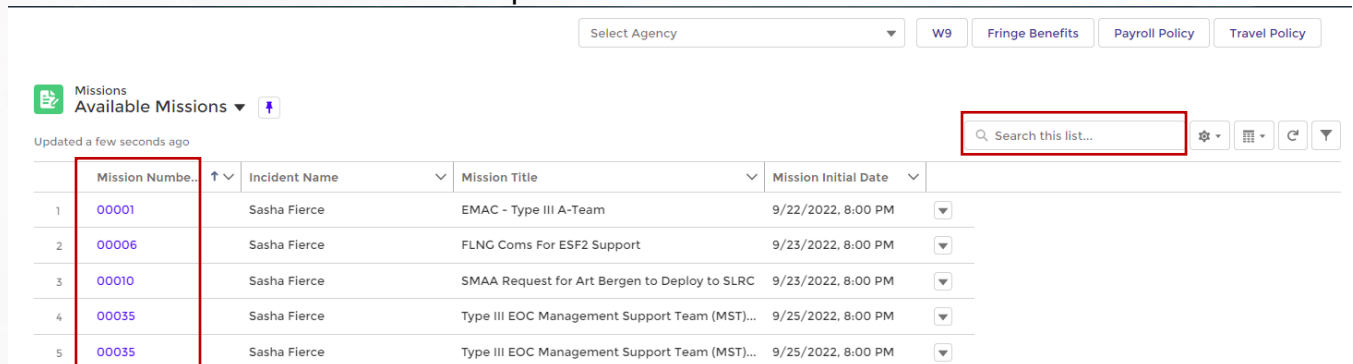
Selecting Home navigates the user back to the Grants Management Portal landing page.

### 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](mailto: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.

Resource Support Agreements  
All Applications by Status

Updated 3 minutes ago

Search this list...

New (23)	Amended (0)	Submitted (9)	Approved (32)	Rejected (0)	Returned (6)
<b>\$57,392</b>		<b>\$38,463</b>	<b>\$157,025</b>		<b>\$51,723</b>
LE: Hallandale Beach PD Re... 2021 Surfside Building In... <b>RSA-00247</b> FDLE use of FDEM vehicle <b>RSA-00252</b> Base Camp - Islamorada		Replace Golf Cart 2022 lan <b>RSA-00254</b> Shrimp farm needs power <b>RSA-00259</b> Aviation Support SERT Training	2022 lan Sasha Fierce <b>RSA-00245</b> Florida Power & Light Inject ... <b>RSA-00248</b> Volusia County Request FLN...		2022 lan <b>AA-00203</b> PO for lighting repairs at SL... 2022 lan <b>AA-00205</b> Lighting repairs 2022 lan

### 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.

Claims  
All Claims By Status

Updated a few seconds ago

Search this list...

New (13)	Submitted (13)	Approved (2)	Returned (0)	Paid (1)
<b>\$37,967</b>	<b>\$19,531</b>	<b>\$1,376</b>		<b>\$0</b>
<b>C-00000045</b> \$1,485.20 <b>RSA-00261</b> <b>C-00000046</b> \$1,840.75 <b>RSA-00248</b>	<b>C-00000015</b> \$0.00 <b>AA-00217</b> <b>C-00000018</b> \$6,403.07 <b>RSA-00233</b>	<b>C-00000007</b> \$319.00 <b>AA-00201</b> <b>C-00000016</b> \$1,056.80 <b>RSA-00232</b>		<b>C-00000004</b> \$0.00 <b>AA-00078</b>

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.

Invoices  
My Invoices ▾

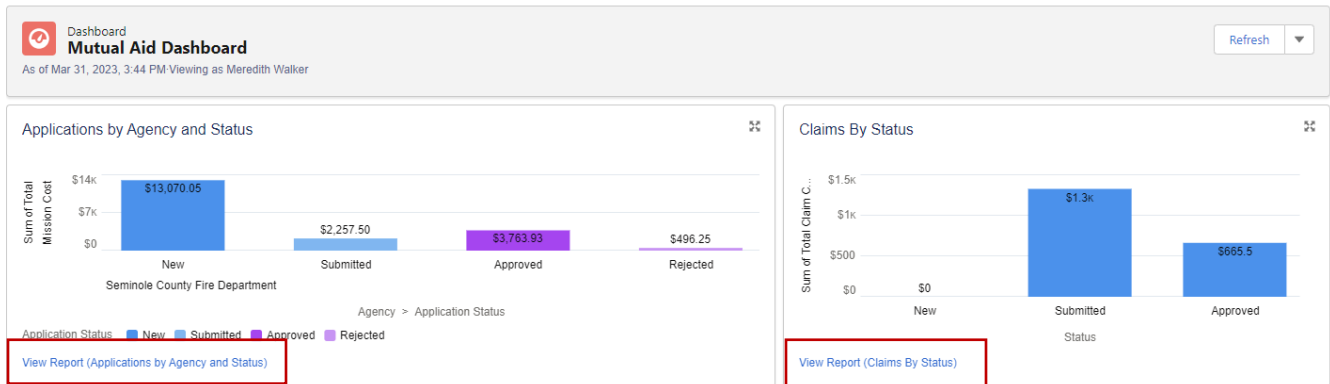
Invoice Number ↑	Vendor Name	Invoice Amount	Invoice Status
1 a3f23000000FPdY	Seminole County Fire Department	\$665.48	Payment Processing
2 a3f23000000FPVH	Seminole County Fire Department	\$516.00	Pending Validation
3 a3f23000000FPyW	Seminole County Fire Department	\$346.48	Pending Validation

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.

Home Grants Mutual Aid Cost Report

Report: Assisting Agencies  
**Applications by Agency and Status**

Enable Field Editing Search Add Chart Filter Refresh

Total Records: 22    Total Total Mission Cost: \$19,587.73

Agency	Application Status	Assisting Agency: Assisting Agency Name	Mission Title	Mission Incident Name	Total Miss
Seminole County Fire Department (22)	New (9)	AA-00205	Lighting repairs	Sasha Fierce	
		AA-00206	Destruction of Ammunition	2022 Ian	
		AA-00202	ARC Shelters		
		AA-00207	Nomex aircrew life vest (Personal Floatation Devices	Sasha Fierce	
		AA-00208	10 GPS positioning devices - Personal Locator Beacons	Sasha Fierce	
		AA-00139	-	2021 Piney Point Incident	

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

Home Grants Mutual Aid Cost Report

Report: Claims  
**Claims By Status**

Enable Field Editing Search Add Chart Filter Refresh

Total Records: 8    Total Personnel Cost: \$918.48    Total Travel Cost: \$252.00    Total Equipment Cost: \$300.00    Total Rental Cost: \$319.00    Total Materials & Other Cost: \$0.00    Total Total Claim Cost: \$1,996.60

Status	Claim: Claim Name	Claim: Created Date	Assisting Agency	Personnel Cost	Travel Cost	Equipment Cost	Rental Cost	Materials & Other Cost	Total Claim Cost
New (4)	C-00000005	3/29/2023	AA-00081	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	C-00000004	3/29/2023	AA-00078	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	C-00000003	3/29/2023	AA-00008	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	C-00000002	3/29/2023	AA-00082	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Subtotal				\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Submitted (3)	C-00000006	3/29/2023	AA-00200	\$230.00	\$0.00	\$0.00	\$0.00	\$0.00	\$346.48
	C-00000001	3/24/2023	AA-00189	\$432.64	\$36.00	\$0.00	\$0.00	\$0.00	\$468.64

3. **Missions by County:** mission count by all counties in the state of Florida

Home Grants Mutual Aid Cost Report

Report: Missions  
**Missions by County**

Enable Field Editing Search Add Chart Filter Refresh

Total Records: 434

County	Mission: Mission Number Name	Mission: Created Date	Mission Title	Incident Name	City	Mission Status
Alachua (4)	a253k000003Uwel	4/12/2021	Testing Mission #1	SERT Training	test	Partially Filled
	1-0048	4/12/2021	Testing Mission #3	SERT Training	Boynton Beach	Assigned
	1-0034	4/12/2021	Test Title	SERT Training	Tallahassee	Tasked
	40460	2/11/2021	Send Sharecare Registration Info DAILY to Alachua County	COVID-19 Public Health Emergency	Gainesville	Assigned
Subtotal						
Bay (13)	00283	10/5/2022	test	SERT Training	test	Tasked
	00272	6/13/2022	Test	SERT Training	tallahassee	Tasked
	00271	6/13/2022	test mission	SERT Training	test	Assigned
	00532	4/29/2022	Request assistance to move animals from flooded shelter	-	Panama City	Assigned



#### 4. Missions Count: total # of missions in the system

Home Grants Mutual Aid Cost Report

Report: Missions  
**Missions by County**

Enable Field Editing Search Add Chart Filter Refresh

Total Records: 434

County	Mission: Mission Number Name	Mission: Created Date	Mission Title	Incident Name	City	Mission Status
Alachua (4)	a253k00003Uwel	4/12/2021	Testing Mission #1	SERT Training	test	Partially Filled
	1-0048	4/12/2021	Testing Mission #3	SERT Training	Boynton Beach	Assigned
	1-0034	4/12/2021	Test Title	SERT Training	Tallahassee	Tasked
	40460	2/11/2021	Send Sharecare Registration Info DAILY to Alachua County	COVID-19 Public Health Emergency	Gainesville	Assigned
<b>Subtotal</b>						
Bay (13)	00283	10/5/2022	test	SERT Training	test	Tasked
	00272	6/13/2022	Test	SERT Training	tallahassee	Tasked
	00271	6/13/2022	test mission	SERT Training	test	Assigned
	00532	4/29/2022	Request assistance to move animals from flooded shelter	-	Panama City	Assigned
	00225	11/30/2021	Fuel for Kitchen	SERT Training	panama city	Tasked

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

Home Grants Mutual Aid Cost Report

Report: Assisting Agencies  
**Applications by Agency and Status**

Enable Field Editing Search Add Chart Filter Refresh

Total Records: 22  
Total Total Mission Cost: \$19,587.73

Agency	Application Status	Assisting Agency: Assisting Agency Name	Mission Title	Mission Incident Name	Total Miss
Seminole County Fire Department (22)	New (9)	AA-00205	Lighting repairs	Sasha Fierce	
		AA-00206	Destruction of Ammunition	2022 Ian	
		AA-00202	ARC Shelters		\$
		AA-00207	Nomex aircrew life vest (Personal Floatation Devices	Sasha Fierce	
		AA-00208	10 GPS positioning devices - Personal Locator Beacons	Sasha Fierce	
		AA-00139	-	2021 Piney Point Incident	\$
		AA-00204	Send Sharecare Registration Info DAILY to Alachua County	COVID-19 Public Health Emergency	

#### 6. Claims Count: total # of Claims for that particular Financial Point of Contact. Shows same report as Claims by Status.

Home Grants Mutual Aid Cost Report

Report: Claims  
**Claims By Status**

Enable Field Editing Search Add Chart Filter Refresh

Total Records: 8  
Total Personnel Cost: \$918.48  
Total Travel Cost: \$252.00  
Total Equipment Cost: \$300.00  
Total Rental Cost: \$319.00  
Total Materials & Other Cost: \$0.00  
Total Total Claim Cost: \$1,996.60

Status	Claim: Claim Name	Claim: Created Date	Assisting Agency	Personnel Cost	Travel Cost	Equipment Cost	Rental Cost	Materials & Other Cost	Total Claim Cost
New (4)	C-00000005	3/29/2023	AA-00081	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	C-00000004	3/29/2023	AA-00078	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	C-00000003	3/29/2023	AA-00008	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	C-00000002	3/29/2023	AA-00082	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Subtotal</b>				\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Submitted (3)	C-00000006	3/29/2023	AA-00200	\$230.00	\$0.00	\$0.00	\$0.00	\$0.00	\$346.48
	C-00000001	3/24/2023	AA-00189	\$432.64	\$36.00	\$0.00	\$0.00	\$0.00	\$468.64



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.
- Green check box means it has been uploaded.

Report: Accounts  
**Agency Documents Status** Enable Field Editing

Total Records  
2

	Account Name	W9 Attached	Fringe Benefits Attached	Payroll Policy Attached	Travel Policy Attached
1	4 Rivers Smokehouse	✓	✓	✓	✓
2	Seminole County Fire Department	✓	✓	✓	✓

## 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:

- Boxes marked **blue** = missing documentation. Boxes marked **green** = documentation uploaded.
- 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).
- Files uploaded are associated with the agency and will appear for any contact associated with that agency.

### Upload Agency Documents

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

Select Agency  SMAA W9 Fringe Benefits Payroll Policy Travel Policy

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

SMAA Test  SMAA W9 Fringe Benefits Payroll Policy Travel Policy

Or drop files

- Select the file from your computer.
- Click **Done**, once the file has uploaded completely.
- 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 \(fdemportal.com\)](http://fdemportal.com).
2. Select the **Mutual Aid** tab in the header bar.



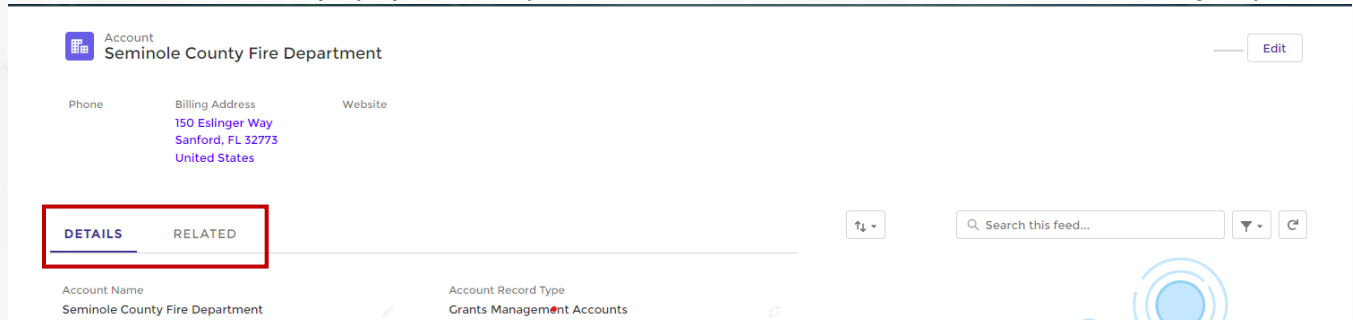
3. On the Mutual Aid dashboard page, scroll to the **Agency Document Status** section (bottom right).
4. Select your **agency name** (blue link) in the Account Name column.
  - a. In most cases, only one agency will be listed on your dashboard. If you are a member of multiple agencies, each agency will be listed here.

Agency Documents Status

Account Name ↑	W9 Attached	Fringe Benefits Attached	Payroll Policy Attached	Travel Policy Attached
<a href="#">Northeast Florida Regional Council</a>			✓	
<a href="#">Seminole County Fire Department</a>	✓	✓		
<a href="#">Seminole County Fire Department</a>	✓	✓	✓	✓
<a href="#">SMAA Test</a>				

[View Report \(Agency Documents Status\)](#)

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.

 Account  
Seminole County Fire Department Edit


Phone	Billing Address	Website
	150 Eslinger Way Sanford, FL 32773 United States	

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.

Edit Seminole County Fire Department

---

### Account Information

* Account Name <input type="text" value="Seminole County Fire Department"/>	Account Record Type Grants Management Accounts
Type <input type="text" value="County"/>	Account Owner Kimberly ZZ_INACTIVE_Alvarez-Estrada
County <input type="text" value="Seminole"/>	Parent Account <input type="text" value="Search Accounts..."/>
Website <input type="text"/>	Phone  <input type="text"/>
Fiscal Year Month Beginning <input type="text" value="--None--"/>	FEIN Number <input type="text" value="1234"/>
Fiscal Year Month End <input type="text" value="--None--"/>	DUNS <input type="text"/>
	Federal Applicant Number <input type="text"/>
	Description <input type="text"/>
	Recovery Grants Manager Test Grant Manager

---

### Address 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.

Account  
Seminole County Fire Department Edit

Phone      Billing Address      Website  
150 Eslinger Way  
Sanford, FL 32773  
United States

**DETAILS**    **RELATED**

Search this feed...

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.

Related Contacts (3) New Contact Add Relationship

Contact Name	Title	Direct	Phone
<a href="#">Sweta Shah</a>		<input type="checkbox"/>	(330) 330-3333
<a href="#">Sweta TestProd</a>		<input type="checkbox"/>	

### Uploaded Files

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

Files (6+) Add Files

<a href="#">SMAA_2023_County</a> Jul 14, 2023 • 119KB • pdf	<a href="#">PO Terms and Conditions E...</a> Apr 27, 2023 • 159KB • pdf	<a href="#">BERG MANUFACTURING IN...</a> Mar 31, 2023 • 508KB • pdf
<a href="#">BERG MANUFACTURING IN...</a> Mar 31, 2023 • 508KB • pdf	<a href="#">TAR Voucher - a4s7700000...</a> Mar 28, 2023 • 123KB • pdf	<a href="#">logo idea</a> Mar 28, 2023 • 2.9MB • png

[View All](#)



### Activity History

Inventory of approvals and communications associated with your agency.

Subject	Name	Task	Due Date
<a href="#">Email: Notice Eligible fo...</a>	Meredith Walker	<input checked="" type="checkbox"/>	6/26/2023
<a href="#">Email: Notice Eligible fo...</a>	Meredith Walker	<input checked="" type="checkbox"/>	6/22/2023

### Resource Support Agreements (RSA)

Inventory of RSAs associated with your agency.

Resource Support Agre...	Mission	Application Status	Approval Status
<a href="#">AA-00194</a>	07394	Rejected	Rejected
<a href="#">AA-00197</a>	07496	Submitted	Approved
<a href="#">AA-00198</a>	49037	Submitted	Under Review

### Update a Contact's Information Associated with your Agency

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

Account: **Seminole County Fire Department** Edit

Phone:      Billing Address: 150 Eslinger Way, Sanford, FL 32773, United States      Website:

DETAILS      **RELATED**      Search this feed...

2. On the Related tab, scroll down to the **Related Contacts** section. Contacts listed in this section are associated with your agency.

Contact Name	Title	Direct	Phone
<a href="#">Sweta Shah</a>		<input type="checkbox"/>	(330) 330-3333
<a href="#">Sweta TestProd</a>		<input type="checkbox"/>	



3. To update a contact's information associated with your agency, click the **name of the contact** (blue link).

Contact Name	Title	Direct	Phone
<a href="#">Sweta Shah</a>		<input type="checkbox"/>	(330) 330-3333
<a href="#">Sweta TestProd</a>		<input type="checkbox"/>	

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.

Contact: Sweta TestProd

[Edit](#)

Title: Account Name: [Seminole County Fire Department](#) Phone (2): Email: Contact Owner: [Kadair Brissett](#)

Name: Sweta TestProd Contact Owner: [Kadair Brissett](#)

Account Name: [Seminole County Fire Department](#) Registration Agency:

Related Accounts (4)

Account Na...	Roles	Direct	Start Date
---------------	-------	--------	------------

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.

Edit Contact

Contact Information

\*Name: Salutation: --None-- Contact Owner: Kadair Brissett

First Name: Sweta

Middle Name:

\*Last Name: TestProd

Suffix:

\*Account Name: [Seminole County Fire Department](#) Registration Agency:

Address County: Search County... Registration Division:

Title: Division Role:

Email: Reports To: Search Contacts...

Buttons: Cancel, Save & New, **Save**

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.

Contact: Sweta TestProd (Edit)

Title: Account Name: [Seminole County Fire Department](#) Phone (2): Email: Contact Owner: [Kadir Brissett](#)

Name: Sweta TestProd Contact Owner: [Kadir Brissett](#)

Account Name: [Seminole County Fire Department](#) Registration Agency:

Related Accounts (4) (Add Relationship)

Account Na...	Roles	Direct	Start Date
4R CENTRAL...	Authorized Re...	<input type="checkbox"/>	

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.

Rates

Employee Number: 123456

Regular Salary Rate: \$12.00

Fringe Benefit Rate (%): 14.57

Program:

OT Hourly Rate: \$24.00

OT Fringe Benefit Rate (%): 14.57

3. A new window will appear. Update your desired 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.

Account: Seminole County Fire Department (Edit)

Phone: Billing Address: 150 Eslinger Way, Sanford, FL 32773, United States Website:

DETAILS **RELATED**

Search this feed...

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.

Contact Name	Title	Direct	Phone	
<a href="#">Sweta Shah</a>		<input type="checkbox"/>	(330) 330-3333	▼
<a href="#">Sweta TestProd</a>		<input type="checkbox"/>		▼

**New Contact** Add Relationship

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

New Contact

Select a record type

Grants Management Contact

General Contact

Cancel **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**.

New Contact: General Contact

Contact Information

\* Name Salutation: --None--

First Name: [Text Field]

Middle Name: [Text Field]

\* Last Name: [Text Field]

Suffix: [Text Field]

\* Account Name: Seminole County Fire Department

Contact Owner: Meredith Walker

Contact Type: --None--

Title: [Text Field]

Department: [Text Field]

Mailing Address: [Text Field] Search Address

Mailing Street: [Text Field]

Email: [Text Field]

Phone: [Text Field]

Mobile: [Text Field]

Cancel Save & New **Save**

6. Confirm individual has been added to your contact listing in the Related Contacts section.



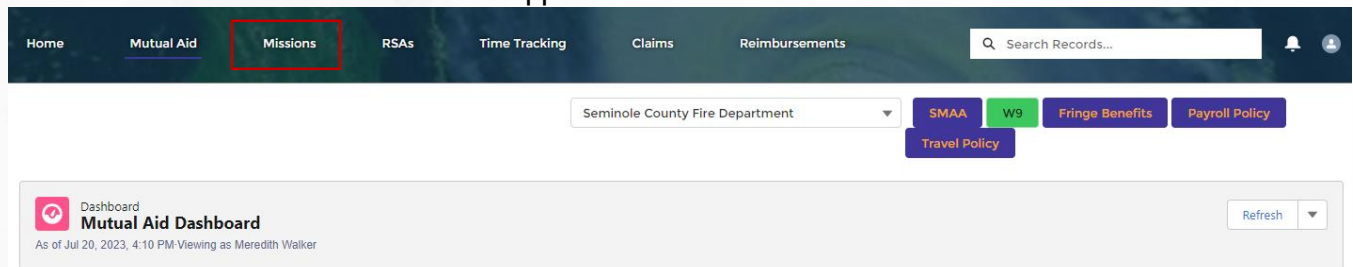
## Scenario: Mutual Aid Portal: Find & Apply for a Mission

### 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).

Missi...	Incident Name	Mission Title	Mission Initial Date
1 00001	Sasha Fierce	EMAC - Type III A-Team	9/22/2022, 8:00 PM
2 00006	Sasha Fierce	FLNG Coms For ESF2 Support	9/23/2022, 8:00 PM
3 00010	Sasha Fierce	SMAA Request for Art Bergen to Deploy to SLRC	9/23/2022, 8:00 PM
4 00035	Sasha Fierce	Type III EOC Management Support Team (MST)...	9/25/2022, 8:00 PM
5 00035	Sasha Fierce	Type III EOC Management Support Team (MST)...	9/25/2022, 8:00 PM





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

The screenshot shows a mission details form with the following sections:

- Information:** Mission Number Name (00019), Mission Title (Transportation for HID patient - Region 7), State Mission Number, Mission Initial Date (4/21/2022, 4:35 AM), Mission Outage Date, Incident Name, State Mutual Aid Mission (SMAA).
- Mission Description:** THIS IS AN EXERCISE. ESF-8 ECO requesting transportation for a HID patient from Memorial Healthcare System, 3501 Johnson St, Hollywood, FL 33021 on April 21, 2022 at 11:30 am to Fort Lauderdale - Hollywood International Airport, 100 Terminal Dr, Fort Lauderdale, FL 33315. ED Nurse Manager for Memorial Healthcare Systems is Reyna Castro (954) 265-4129. Resource Capabilities Requested.
- Deployment Conditions:** Working Conditions, Health & Safety Concerns, Working Conditions Comments, Health & Safety Concerns Comments.
- Deployment Logistics:** Is Lodging Provided?, Is Meal Provided?, Is Vehicle Provided?, Will other logistics be provided?, Other Mission information or Comments, Is Lodging Provided Comments, Is Meal Provided Comments, Is Vehicle Provided Comments, Other logistics be provided comments.
- Mission Location and Contacts:** Street (3501 Johnson St), City (Hollywood).

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.

The screenshot shows the mission details form with the "Apply as Assisting Agency" button highlighted in a red box in the top right corner.

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.

The screenshot shows a table of Resource Support Agreements (RSAs) with the following columns: New (21), Amended (0), Submitted (4), Approved (26), Rejected (1), and Returned (0). The "New" column contains a table with the following data:

RSAs	Cost Estimate
AA-00196 Capitol Police - Capitol Poli... 2021 Homeland Security ...	\$60,556
AA-00139 2021 Piney Point Incident	\$13,443
AA-00008 COVID-19 Public Health ...	\$74,496
AA-00194 Request for Support for Subst... 2022 Ian	\$496



### 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**.

Apply as Assisting Agency

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

**Agencies (5)** Enter search term ...

Account Name
<input type="radio"/> Seminole County Fire Department
<input type="radio"/> SMAA Test
<input type="radio"/> 4 Rivers Smokehouse
<input type="radio"/> 4R CENTRAL KITCHEN
<input checked="" type="radio"/> <b>Seminole County Fire Department</b>

4. The Resource Support Agreement page will appear.

### 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 Support Agreement (RSA)

Resource Support Agreement Name RSA-00252	Mission 00086	Incident Name	Mission Title Base Camp - Islamorada
--	------------------	---------------	---

Resource Request Personnel Cost Travel Cost Equipment Materials & Other Acknowledgements

### 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.

Resource Request Personnel Cost Travel Cost Equipment Materials & Other Acknowledgements

▼ Mission Information

Mission Number Name 00086	Mission Type ⓘ
------------------------------	----------------


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.

Resource Capabilities Available

Is this resource self-sustained for at least 72 hours? Or will additional logistics support be needed from the requesting party? Please provide information below.

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.

▼ Authorized Representative

Authorized Representative	<input type="checkbox"/> Create New Contact
<div style="border: 1px solid #ccc; padding: 2px;"> Brad Bell</div>	<input type="text" value=""/>

**Save Tab**



4. A check mark will appear in front of the Resource Request tab in the top section, indicating you have completed this tab.

Resource Support Agreement (RSA)

Resource Support Agreement Name RSA-00226	Mission 07481	Incident Name 2022 Ian	Mission Title Debris Removal from Island Water Association Properties on Sanibel
--	------------------	---------------------------	---

Resource Request   Personnel Cost   Travel Cost   Equipment   Materials & Other   Acknowledgements

### 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.

Authorized Representative

Authorized Representative  Create New Contact

Brad Bell

**Save Tab**

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.

Authorized Representative

Search for an existing Contact

\* First Name  \* Last Name

\* Employee Number  \* Email

Position Title

**Create New Contact**

4. Confirm new Contact has been listed in the Authorized Representative tab. Click **Save** tab to save the information to the RSA record.

Authorized Representative

Authorized Representative  Create New Contact

Sam Test

**Save Tab**



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

Resource Support Agreement (RSA)

Resource Support Agreement Name RSA-00226	Mission 07481	Incident Name 2022 Ian	Mission Title Debris Removal from Island Water Association Properties on Sanibel
--	------------------	---------------------------	---

Resource Request   Personnel Cost   Travel Cost   Equipment   Materials & Other   Acknowledgements

### 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.

Resource Request   **Personnel Cost**   Travel Cost   Equipment   Materials & Other   Acknowledgements

#### Personnel Cost Estimate

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

Search Contacts...

Employee Number

---

Regular Salary Rate    OT Hourly Rate

Fringe Benefit Rate (%)    OT Fringe Benefit Rate (%)

This agency has an approved Payroll Policy Exception. Regular and Overtime Hours combined are capped at 24 hours.

Regular Hours Per Day    OT Hours Worked Per Days

Number of Mission Days

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.



* Regular Salary Rate \$20.00	* OT Hourly Rate \$25.00
* Fringe Benefit Rate (%) 14.57%	* OT Fringe Benefit Rate (%) 14.57%
* Regular Hours Per Day	* OT Hours Worked Per Day
* Number of Mission Days	

[Add Personnel](#)

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

Name	Regular Rate	Fringe (%)	Reg Hours	OT Rate	OT Fringe (%)	OT Hours	Daily Cost	Days	Total Cost
Meredith Walker	14	14.57	8	28	14.57	4	\$256.64	5	\$1283.18

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.

Name	Regular Rate	Fringe (%)	Reg Hours	OT Rate	OT Fringe (%)	OT Hours	Daily Cost	Days	Total Cost
Meredith Walker	14	14.57	8	28	14.57	4	\$256.64	5	\$1283.18
Backfill	14	14.57	8	28	14.57	4	\$256.64	5	\$1283.18
Brad Bell	30	14.57	8	33	14.57	4	\$426.2	5	\$2131

[Save Tab](#)

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

Resource Request
  **Personnel Cost**
 Travel Cost
  Equipment
  Materials & Other
  Acknowledgements

### 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).

Personnel Cost Estimate

\* Contact

Search Contacts...

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



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.

Personnel Cost Estimate

Search for an existing Contact

\* First Name  \* Last Name

\* Employee Number  \* Email

Position Title

\* Regular Salary Rate  \* OT Hourly Rate

\* Fringe Benefit Rate (%)  \* OT Fringe Benefit Rate (%)

\* Regular Hours Per Day  \* OT Hours Worked Per Day

\* Number of Mission Days

**Add Personnel**

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

Name	Regular Rate	Fringe (%)	Reg Hours	OT Rate	OT Fringe (%)	OT Hours	Daily Cost	Days	Total Cost		
Meredith Walker	14	14.57	8	28	14.57	4	\$256.64	5	\$1283.18		

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.

Name	Regular Rate	Fringe (%)	Reg Hours	OT Rate	OT Fringe (%)	OT Hours	Daily Cost	Days	Total Cost		
Meredith Walker	14	14.57	8	28	14.57	4	\$256.64	5	\$1283.18		
Backfill	14	14.57	8	28	14.57	4	\$256.64	5	\$1283.18		
Brad Bell	30	14.57	8	33	14.57	4	\$426.2	5	\$2131		

**Save Tab**





## Update Contacts Information: Rates, Per Diem

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

Name	Regular Rate	Fringe (%)	Reg Hours	OT Rate	OT Fringe (%)	OT Hours	Daily Cost	Days	Total Cost	
<a href="#">Meredith Walker</a>	14	14.57	8	28	14.57	4	\$256.64	5	\$1283.18	

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

**Cost Estimate Line Item**  
ROLI-000495

+ Create Time/Activity Records Edit Printable View

Equipment Order Type	County	Date Delivered
Cost Estimate Line Item Name ROLI-000495	Record Type Personnel	
Cost Estimate RO-0215	Mission Description Establish 100-person base camp in Islamorada on Aregood lane.	
Not a Part of Mission <input type="checkbox"/>	Mission Location 124 Aregood Ln, Islamorada 33036	
	Number of Mission Days 5	
	Total Daily Cost \$256.64	
	Total Mission Cost \$1,283.18	

**Personnel Cost Estimate**

Contact <a href="#">Meredith Walker</a>	Employee Number 1219047
Regular Hours Per Day 8.00	OT Hours Worked Per Days 4.00
Regular Salary Rate \$14.00	OT Hourly Rate \$28.00
Fringe Benefit Rate (%) 14.57	OT Fringe Benefit Rate (%) 14.57

**Time/Activity Records (0)**

**Files (0)** Add Files

Upload Files  
Or drop files

**Open Activities (0)**

**Activity History (0)**

**Cost Estimate Line Item History (1)**

Date	Field	User	Original Value	New Value
10/10/2023, 2...	Created	<a href="#">Meredith Walker</a>		

[View All](#)

## 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).

<a href="#">Brad Bell</a>	30	14.57	8	33	14.57	4	\$426.2	5	\$2131	
---------------------------	----	-------	---	----	-------	---	---------	---	--------	--

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.

<a href="#">Brad Bell</a>	30	14.57	8	33	14.57	4	\$426.2	5	\$2131	
<a href="#">Backfill</a>	30	14.57	8	33	14.57	4	\$426.2	5	\$2131	



3. Backfill fields are editable (except 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.

Brad Bell	30	14.57	8	33	14.57	4	\$426.2	5	\$2131	
Backfill	30	14.57	8	33	14.57	4	\$426.2	5	\$2131	

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

Brad Bell	30	14.57	8	33	14.57	4	\$426.2	5	\$2131		
-----------	----	-------	---	----	-------	---	---------	---	--------	--	--

**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.

✓ Resource Request   ✓ Personnel Cost   **Travel Cost**   Equipment   Materials & Other   Acknowledgements

### 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

Will you be seeking reimbursement for meal rates?  
Yes ▾

Personnel may claim Daily Rate OR Breakfast, Lunch & Dinner. Both cannot be claimed. If requesting party provides meals they are not eligible for reimbursement.

Name	Breakfast	Lunch	Dinner	Total Daily Cost	Number of Mission Days	Total Mission Cost
1 Brad Bell	\$13.00	\$15.00	\$26.00	\$54.00	4	\$216.00

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

Cancel **Save**

### 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

County <input type="text" value="Lee"/>	*Nightly Rate <input type="text" value="\$0.00"/>
City <input type="text" value="Sanibel"/>	*Number of Mission Nights <input type="text"/>
*Travel Date <input type="text"/>	*Number of Rooms <input type="text"/>
*Accommodations <input type="text"/>	<b>Add Lodging</b>

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

Accommodations	Travel Date	Nightly Rate	Number of Rooms	Number of Mission Days	Total Mission Cost	
1 <span style="border: 1px solid red; padding: 2px;">hotel</span>	Jul 16, 2023	\$100.00	1	3	\$300.00	



- 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.
  - This page will open in a new tab on your browser.

Cost Estimate Line Item  
ROLI-000500

Equipment Order Type	County	Date Delivered
----------------------	--------	----------------

Cost Estimate Line Item Name ROLI-000500	Record Type Lodging
Cost Estimate <a href="#">RO-0215</a>	Number of Mission Days 2
	Total Mission Cost \$400.00

▼ Lodging Cost Estimate

Line Item Name airbnb	
Travel Date 10/12/2023	Daily Rate \$100.00
Number of Rooms 2	Preferred Rate

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

### Vehicle Estimate

- If vehicle cost estimates are anticipated, enter the information below.
  - Agency can either request reimbursement for either Mileage or Fuel. You can't be reimbursed for both items.
- Enter in the required information in the fields below. Click **Add Vehicle** button to assign to RSA.

▼ Vehicle Estimate

Either mileage **OR** receipts can be claimed; both are not eligible for reimbursement

Vehicle Type

Vehicle Mileage Rate

Estimated Mileage

Daily Rental Rate

Number of Mission Days

Estimated Fuel

**Add Vehicle**

Vehicle Type	Vehicle Mileage Rate	Estimated Mileage	Daily Rental Rate	Number of Mission Days	Estimated Fuel	Total Mission Cost
--------------	----------------------	-------------------	-------------------	------------------------	----------------	--------------------



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

	Vehicle Type	Vehicle Mileage Rate	Estimated Mileage	Daily Rental Rate	Number of Mission Days	Estimated Fuel	Total Mission Cost	
1	SUV	\$0.10	100	\$25.00	5	\$150.00	\$285.00	

Save Tab

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.

✓ Resource Request   ✓ Personnel Cost   ✓ **Travel Cost**   Equipment   Materials & Other   Acknowledgements

### 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.

\* Equipment

Golf Cart 2 person ×

Can't find your Equipment? [Click here to create one.](#)

---

FEMA Equipment Code: 8755      FEMA Equipment Rate: \$3.85

Please enter a value for either Hours Per Day or Miles Per Day, not both.

Hours Per Day:       Miles Per Day:

\* Days Per Deployment:       Agency Vehicle Number:

**Add Equipment**



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

	Name	FEMA Equipme...	FEMA Equipme...	Equipment Code	Equipment Rate	Hours Per Day	Miles Per Day	Days Per Deplo...	Total Mission C...	
1	Golf Cart 2 person	8755	\$3.85			8		5	\$154.00	

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.

	Name	FEMA Equipme...	FEMA Equipme...	Equipment Code	Equipment Rate	Hours Per Day	Miles Per Day	Days Per Deplo...	Total Mission C...	
1	Golf Cart 2 person	8755	\$3.85			8		5	\$154.00	

**Save Tab**

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

<input checked="" type="checkbox"/> Resource Request	<input checked="" type="checkbox"/> Personnel Cost	<input checked="" type="checkbox"/> Travel Cost	<input checked="" type="checkbox"/> <b>Equipment</b>	Materials & Other	Acknowledgements
--	--	---	--	-------------------	------------------

### 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.

\*Equipment

Select an option from the picklist or remove the search term.

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).

Equipment								
Equipment								
8401								
Rates								
1 Result								
RATE NAME	EQUIPMENT COST CODE	EQUIPMENT TYPE	EQUIPMENT SPECIFICATIONS	EQUIPMENT CAPACITY OR SIZE	EQUIPMENT HP	EQUIPMENT UNIT	NOTES	RATE
<a href="#">Loader, Tractor, Wheel 0.87 CY</a>	8401	Loader, Tractor, Wheel	Bucket Capacity	0.87 CY	to 80	Hours	Case 580 Super L	\$37.76



4. Item will be added into your search box on the Equipment tab. FEMA code and rate will pre-populate.

\* Equipment  
 ×

[Can't find your Equipment? Click here to create one.](#)

---

FEMA Equipment Code:

FEMA Equipment Rate:

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.**

\* Equipment  
 ×

[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.

\* Name:

Equipment Type:

\* Rate:

\* Equipment Unit:

\* Equipment Id:

[Return to Search](#)

Please enter a value for either Hours Per Day or Miles Per Day, not both.

Hours Per Day:

Miles Per Day:

\* Days Per Deployment:

Agency Vehicle Number:

**Add Equipment**

4. Equipment will appear at the bottom of the page.

	Name	FEMA Equipme...	FEMA Equipme...	Equipment Code	Equipment Rate	Hours Per Day	Miles Per Day	Days Per Deplo...	Total Mission C...	
1	<a href="#">Golf Cart 2 person</a>	8755	\$3.85			8		5	\$154.00	





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.

Name	FEMA Equipme...	FEMA Equipme...	Equipment Code	Equipment Rate	Hours Per Day	Miles Per Day	Days Per Deplo...	Total Mission C...	
1 Golf Cart 2 person	8755			\$3.85	8		5	\$154.00	

**Save Tab**

### 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.

Materials & Other Estimate

Line Item Name

Reason for Purchase

Unit Price

Amount Needed

**Add Item**

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

Item	Reason for Purchase	Unit Price	Amount Needed	Total Mission Cost	
1 case of water	needed for onsite support		\$5.00	2	\$10.00

3. Follow the above steps to add in all material costs associated with the mission.
4. Click **Save** tab to record information to RSA.

Item	Reason for Purchase	Unit Price	Amount Needed	Total Mission Cost	
1 case of water	needed for onsite support		\$5.00	2	\$10.00

**Save Tab**

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

Resource Request  Personnel Cost  Travel Cost  Equipment  **Materials & Other** Acknowledgements



### Acknowledgements & Submission of Application

- Once all tabs are filled out, navigate to the last tab of the RSA/Cost Estimate: **Acknowledgements**.
  - This page displays a summary of the estimated costs entered in the RSA/Cost Estimate.
  - It also indicates which tabs have been Saved and are ready for submission
- For all sections saved, a green check mark will appear next to the section name (left side).
  - If there are any sections that are not finalized, there will be a red X mark (left side).
  - FPOC must navigate back to that tab and click the **Save** tab at the bottom.
  - Note: An FPOC CANNOT submit a RSA/cost estimate until all pages are acknowledged and saved.
- Review that the total costs included for each category match your anticipated estimate for the mission.
- When ready to submit the RSA/cost estimate, scroll to the bottom of the screen and click the **Acknowledgement** button and select **Submit**.
  - Once you hit submit, you will not be able to make edits to the RSA.**

✓ Resource Request ✓ Personnel Cost ✓ Travel Cost ✓ Equipment ✓ Materials & Other **Acknowledgements**

#### Summary and Acknowledgements

Category	Subtotal	Total
✓ Personnel Cost		\$1,704.80
✓ Personnel Backfill Cost		\$0.00
✓ Meal Cost	\$216.00	
✓ Lodging Cost	\$300.00	
✓ Vehicle Cost	\$10.00	
✓ Travel Total		\$526.00
✓ Equipment Cost		\$17.46
✓ Materials and Other Total		\$15.00
<b>Total Cost</b>		<b>\$2,263.26</b>

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.

\* Acknowledgements

**Submit**

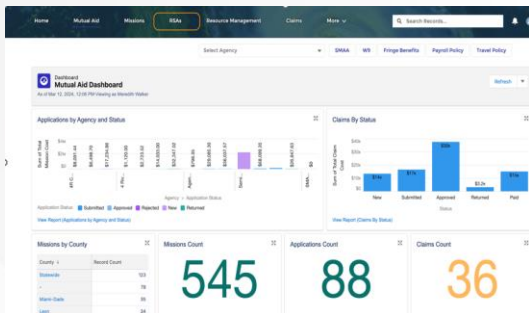
- Once Submit is clicked, RSA/cost estimate is locked and routed to the Mutual Aid team to review and approve.



## 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.



Resource Support Agreement	New (22)	Amended (0)	Submitted (10)	Approved (42)	Rejected (1)	Returned (1)
	\$2,230,118		\$108,000	\$237,337	\$17,235	\$59,195

- 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.
- Benefits:**
  - Efficiency:** Streamlines the process of creating new RSAs by using the framework of existing ones.
  - Customization:** Offers flexibility in selecting which components (Personnel, Travel, Equipment, Materials & Other) to clone, ensuring relevance and accuracy for the new mission.
  - Time-saving:** Reduces the need to start from scratch for each new mission, accelerating the preparation process.

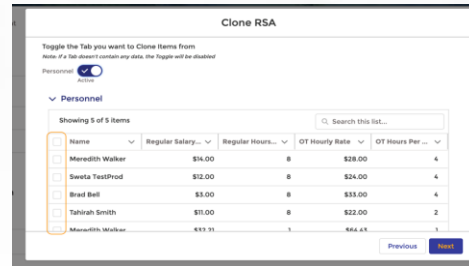
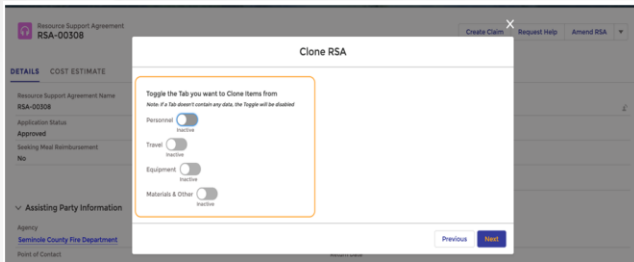
The screenshot shows the details for Resource Support Agreement RSA-00308. Key information includes:

- Resource Support Agreement Name:** RSA-00308
- Application Status:** Approved
- Date Submitted:** 2/7/2024
- Date Approved:** 2/7/2024
- Assisting Party Information:** Agency: Seminole County Fire Department

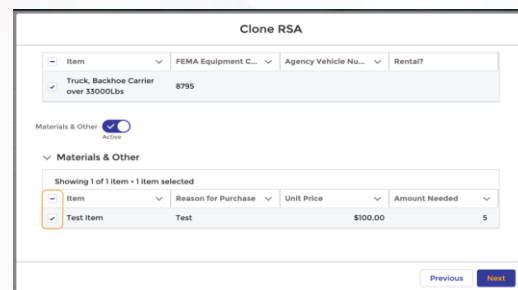
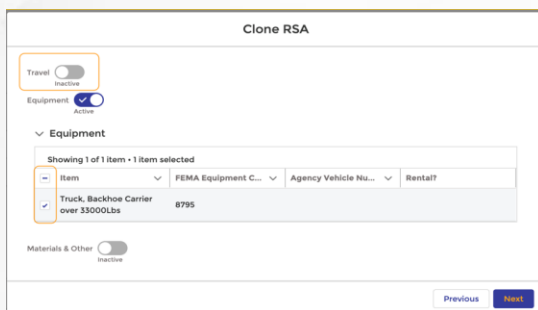
The screenshot shows the 'Clone RSA' dialog box. It prompts the user to 'Please select or confirm your Mission below' and shows a dropdown menu with the selected mission '00103'.



## 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.

Home Mutual Aid Missions RSAs Resource Management Claims More

Resource Support Agreement  
RSA-00326

Resource Support Agreement (RSA)

Resource Support Agreement Name	Mission	Incident Name	Mission Title
RSA-00326	New mission 00001	Mission Creator 00001	Security for Fuel Truck

Resource Request Personnel Cost Travel Cost Equipment Materials & Other Acknowledgements

Mission Information

Mission Number Name New mission 00001	Mission Type Primary
Mission Initial Date	Mission Outage Date
Street	City

Mission Description  
2.1800 for 12 hour security of stationary fuel truck 64-IP

Resource Request Personnel Cost Travel Cost Equipment Materials & Other Acknowledgements

Materials & Other Estimate

\*Line Item Name

Reason for Purchase

\*Unit Price \*Amount Needed

Item	Reason for Purchase	Unit Price	Amount Needed	Total Mission Cost
1 Fuel Item	Fuel	\$100.00	5	\$500.00



## **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.

Resource Support Agreement	
Section I - Resource Request	
<b>Requesting Party Information</b>	
Requesting Party: <input type="text"/>	Assisting Party: Seminole County Fire Department
Incident: COVID-19 Public Health Emergency	New/Amended: Approved
Mission #: 47948	Emergency Status
<b>Primary Point of Contact</b>	
Name: Meredith Walker	Title: Project Coordinator II
E-Mail Address: mwalker02@seminolecountyfl.gov	Phone Number: 4076655114
<b>Mission Timeline</b>	
Start Date: 5/13/2021	End Date: //
Location: 2702 Directors Row City: Orlando	Zip Code: 32809

6. Scroll through the document to confirm contents are accurate



### Signing RSA

1. Click the box to provide a **digital signature**

The screenshot shows a digital signature form with two main sections: 'Assisting Agency Authorized Representative Approval' and 'Requesting Agency Authorized Representative Approval'. Each section contains fields for Name, Title, Signature, and Date. The 'Assisting Agency' section has a 'Signature' field highlighted with an orange box. The 'Requesting Agency' section has a 'Name' field highlighted with a blue box. A blue 'Complete Signing' button is visible in the top right corner of the form.

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

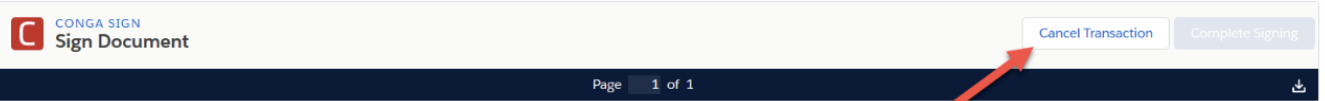
1. If more than one signature is needed, once the initial signature is obtained and saved, the document will be automatically routed to the next signature.
2. The second individual will need to add their **digital signature** and click **Complete Signing** button.

### 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.





- 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.
- 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

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

Resource Support Agreements  
All Applications by Status

Updated 3 minutes ago

New (20)	Amended (0)	Submitted (10)	Approved (31)	Rejected (1)	Returned (8)
\$63,575		\$65,558	\$126,346	\$17,235	\$59,195
100 kw gen SERT Training RSA-00238		Shrimp farm needs power RSA-00255	Sasha Pierce RSA-00245 Florida Power & Light Inject ...	RSA-00263 CHD - Sharecare On Site Supp... COVID-19 Public Health Em...	2022 lan AA-00205 Lighting repairs 2022 lan

Create Claim Amend RSA Edit

- Click the Amend RSA button (top right).

- 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.

Next

- 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.

Finish



- At this time, the RSA will be unlocked and you will be able to edit fields within your RSA.
- Once your desired edits are made to the RSA, return to the RSA **Acknowledgements** tab.
- Review total costs included for each category reflect your anticipated estimate for the mission.
- When ready to submit the RSA/cost estimate, scroll to the bottom of the screen and click the **Acknowledgement** button and select **Submit**.
  - Once you hit submit, you will not be able to make edits to the RSA.**
- FDEM will be notified that you have submitted an RSA for review.

### Amended RSA Approval Process

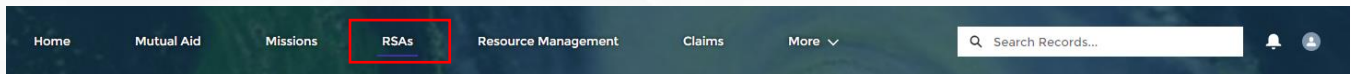
- The RSA will be routed to the Mutual Aid team for review.
- The RSA will follow the same approval and signature process as if it was brand new.
- The agency will be asked to review and sign a new RSA agreement.
- Review RSA approval and signature steps outlined in this section: Approving and Signing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

- Log in to DEMES.
- Click the Mutual Aid tab in the header bar.
- Click the RSAs tab in the header bar.



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

New (20)	Amended (0)	Submitted (4)	Approved (27)	Rejected (1)	Returned (0)
<b>\$44,164</b>		<b>\$13,443</b>	<b>\$76,748</b>	<b>\$496</b>	
<ul style="list-style-type: none"><li>AA-00196 Capitol Police - Capitol Poli... 2021 Homeland Security ...</li><li>AA-00204 Send Sharecare Registratio... COVID-19 Public Health ...</li><li>AA-00205</li></ul>		<ul style="list-style-type: none"><li>AA-00139 2021 Piney Point Incident</li><li>AA-00197 Removal of Debris Mound beh... 2022 Ian</li><li>AA-00198 Request PO for SEOC Badges</li></ul>	<ul style="list-style-type: none"><li>FLN00018 for EOC support Sasha Fierce</li><li>RSA-00225 Type III EOC Management S... Sasha Fierce</li><li><b>RSA-00226</b> Debris Removal from Island... 2022 Ian</li></ul>	<ul style="list-style-type: none"><li>AA-00194 Request for Support for Subst... 2022 Ian</li></ul>	



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

- 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**.



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

Claim C-0000040 Submit for Approval Edit Delete

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

**Details** Summary Related

Personnel Travel Equipment Rental Materials & Other

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

Work Unit:  Comments:

Update

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

Claim C-0000046 Submit for Approval Edit Delete

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

**Details** Summary Related

Personnel Travel Equipment Rental Materials & Other

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

- a. Click on each tab to review the cost amounts, update cost estimate to actual amounts, and upload required documentation.

11. Generally, what was estimated is what the agency will claim, but sometimes adjustments are needed.

- a. View the steps outlines in the next few sections to update/edit your claim.

12. If no adjustments are needed to the cost estimate, skip to section: Submission of a Claim.





## Review Estimates in Claim

### Claim

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

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

Claim C-00000046

Submit for Approval Edit Delete

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

Details Summary Related

**Personnel** Travel Equipment Rental Materials & Other

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

### Personnel

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

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

Details Summary Related

**Personnel** Travel Equipment Rental Materials & Other

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





## Add Backfill

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

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

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

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

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

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

Work Unit Comments

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

Add backfill for Sweta TestProd

\* Contact

Keri Kristyn

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

Save



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

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

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

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

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

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

Work Unit Comments

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

#### Add Agency Contact to Claim Record

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

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

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



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

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

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

Work Unit Comments

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

Add backfill for Sweta TestProd

\* Contact

Search Contacts...

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

Regular Hours:

Overtime Hours:

Hourly Rate (Regular Hours):

Hourly Rate (Overtime Hours):

Benefit Rate % (Regular Hours):

Benefit Rate % (Overtime Hours):

**Save**

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

Add backfill for Sweta TestProd

Search for an existing Contact

\* First Name:

\* Last Name:

\* Employee Number:

\* Email:

Position Title:

**Create New Contact**



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

**Add backfill for Sweta TestProd**

\* Contact

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

[Save](#)

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

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

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

### Add Time/Activity Records

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

**Details** | Summary | Related

Personnel | Travel | Equipment | Rental | Materials & Other

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



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

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

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

Work Unit Comments

3. New window will appear. Enter the **Mobilization date/time** and **Demobilization date/time**, along with **# of Regular Hours** and **OT Hours** for the contact.

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

4. Click **Next**.

Add Time/Activity Records for Brad Bell

Create Activity Logs

Time Entry

\* Mobilization Date/Time

\* Demobilization Date/Time

Personnel Details

Regular Hours

Overtime Hours

Next

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

Add Time/Activity Records for Brad Bell

Create Activity Logs

Brad Bell

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



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

Add Time/Activity Records for Brad Bell

---

Create Activity Logs

Brad Bell

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

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

Add Time/Activity Records for Brad Bell

---

Create Activity Logs

Brad Bell

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

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

Add Time/Activity Records for Brad Bell

---

Create Activity Logs

Brad Bell

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

Overtime Hours

Update 2 selected items



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

Add Time/Activity Records for Brad Bell

Create Activity Logs

Brad Bell

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

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

Brad Bell

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

Previous **Save**

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

Personnel | Travel | Equipment | Rental | Materials & Other

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

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

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

### Edit Activity Records

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

Details | Summary | Related

Personnel | Travel | Equipment | Rental | Materials & Other

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



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

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

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

Work Unit Comments

3. A 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.

Edit Time/Activity Records for Sweta TestProd

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

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.

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





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

Add Time/Activity Records for Brad Bell

Create Activity Logs

Brad Bell

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

Update 2 selected items

Cancel Apply

Previous Save

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

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

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

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

Previous **Save**

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

Personnel Travel Equipment Rental Materials & Other

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

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



### Verification of Personnel Costs

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

Claim C-00000046 Submit for Approval Edit Delete

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

**Details** Summary Related

**Personnel** Travel Equipment Rental Materials & Other

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

Work Unit:  Comments:

**Update**

### Travel

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

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

**Details** Summary Related

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

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

#### Edit Meals & Lodging, and Vehicle Costs

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

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



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

Personnel **Travel** Equipment Rental Materials & Other

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

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

Personnel **Travel** Equipment Rental Materials & Other

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

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

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

Edit Activity Logs

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

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

Edit Activity Logs

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



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

Edit Time/Activity Records for Brad Bell

Edit Activity Logs

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

[Next](#)

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

Edit Time/Activity Records for Sweta TestProd

Edit Activity Logs

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

[Next](#)

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

Personnel **Travel** Equipment Rental Materials & Other

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



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

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

### Equipment

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

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

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

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

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

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



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

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

Edit Time/Activity Records for Sweeper, Pavement to 110

Edit Activity Logs

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

Update 2 selected items

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

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

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

Personnel Travel Equipment Rental Materials & Other

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

### Rental

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

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

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

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



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

Claim Line Item  
CLI-00000231

Claim  
C-00000049

Record Type  
Rental

▼ Rental

Vendor

Description  
suv

Total Cost (Rental)  
\$535.00

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

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

Files (0) Add Files

Upload Files

Or drop files

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

- a. A new window will appear.
- 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.

Files (1) Add Files

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

View All

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

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



## Materials & Other

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

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

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

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

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

**Claim Line Item**  
CLI-00000233

Edit Delete Clone

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

**Materials/Other**

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

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

Files (0)  
Add Files  
Upload Files  
Or drop files





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

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

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

6. Confirm file has been added to record.

Files (1) Add Files

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

[View All](#)

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

## Review & Sign a Claim

### Review Claim Amount

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

Claim C-00000040 Submit for Approval Edit Delete ▼

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

**Details** **Summary** Related

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



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

Details **Summary** Related

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

▼ Total Cost Details

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

▼ Travel Cost Details

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

### Sign Claim

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

▼ Reimbursement Point of Contact

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

▼ Signed By

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



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

### Documentation Guidance

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

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

### Upload Supporting Documentation to Claim Package

#### Upload Files

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

Claim C-00000040

Submit for Approval Edit Delete

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

Details Summary **Related**

Personnel Travel Equipment Rental Materials & Other

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

Details Summary **Related**

Invoices (0)

Files (0) **Add Files**

Title	Owner	Last Modified	Size
-------	-------	---------------	------

3. Select the files from your computer to add and click the **Add** button.

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

Files (1) **Add Files**

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

[View All](#)



## Scenario: Submit a Claim

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

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

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

### Submit for Approval

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

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

[Submit](#)

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

### Submit for Approval

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

[Finish](#)

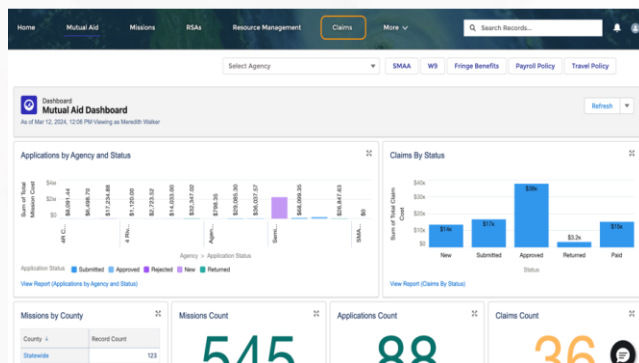


## FDEM Review

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

## 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.



The screenshot shows a table titled 'All Claims By Status' with columns for 'New (7)', 'Submitted (16)', and 'Approved (14)'. Each column has a total amount: \$19,510 for New, \$22,474 for Submitted, and \$42,674 for Approved. The table lists individual claims with their IDs and personnel names, such as 'SMAA Test', 'Seminole County Fire Department', and 'Florida Division of Emergency Man...'. Each claim entry has a dropdown arrow next to it.

### 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**

Please enter the hours worked and/or meal costs for this resource.

**Personnel Hours**

Regular Hours: 12.00  
 Overtime Hours: 5.00  
 VT1 Hours: 3.00  
 VT2 Hours: 3.00

**Personnel Meals**

Breakfast:  Daily Rate:   
 Lunch:  Incidental:   
 Dinner:  Daily Personal Miles:  0

Next

## 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.

**Personnel Cost Table (Left Screenshot):**

Backfill	Resource	Activity Date	Duration	RT	OT	VT1	VT2	RT Total	OT Total	VT1 Total	VT2 Total	Total Cost
	Brad Bell			12	5	3	3	\$512.34	\$260.28	\$0.00	\$0.00	\$572.62
		Mar 11, 2024	0	12	5	3	3					
		Mar 6, 2024	24									
		Mar 5, 2024	24									
		Mar 4, 2024	24									

**Personnel Cost Table (Right Screenshot - View Function):**

Backfill	Resource	Activity Date	Duration	RT	OT	VT1	VT2	RT Total	OT Total	VT1 Total	VT2 Total	Total Cost
	Brad Bell	Mar 11, 2024	0	12	5	3	3	\$512.34	\$260.28	\$0.00	\$0.00	\$572.62
		Mar 6, 2024	24									
		Mar 5, 2024	24									
		Mar 4, 2024	24									



View Claim Line Item CLI-0001777 for Brad Bell

Contact: Brad Bell      Position: COMM SUPPORT      Backfill:       Backfill for:

Hours and Costs

Total Personnel Hours: -  
Total Allocated Hours: 23      Total Personnel Cost: \$572.62

	Regular Time	Overtime	Variable Time 1	Variable Time 2
Hours	12	5	3	3
Rate	\$21.690	\$43.380		
Wages	\$260.28	\$216.90	\$0.00	\$0.00
Fringe Benefits Percentage	20.000%	20.000%	0.000%	0.000%
Fringe Benefit Amount	\$52.86	\$43.38	\$0.00	\$0.00
Subtotal	\$312.34	\$260.28	\$0.00	\$0.00

Personal Vehicle Miles      Personal Vehicle Mileage Rate      Total Personal Vehicle Cost

150      \$8.55      82.5

Fringe Benefit Calculator

	Regular Time	Overtime	Variable Time 1	Variable Time 2
Personal Vehicle Miles	150			
Personal Vehicle Mileage Rate	\$8.55			
Total Personal Vehicle Cost	82.5			

## 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.

The screenshot displays the 'View Claim Line Item CLI-0001762 for Brad Bell' interface. On the left, a claim overview shows details for 'Claim C-00000147' from 'Seminole County Fire Department'. The main area is the 'Fringe Benefit Calculator' for Brad Bell, which includes a table for hours and costs, and a detailed table for benefit percentages. The benefit table shows 20.000% for Social Security, Retirement, Worker's Comp. Insurance, Unemployment, Health Insurance, Life Insurance, Annual Leave, Holiday Leave, Average Used Sick Leave, and Other. The 'Other' category is highlighted with a red box. A 'Fringe Benefits Comments' field is visible at the bottom.

## 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):





- If additional context or justification for the fringe benefit rates is necessary, utilize the comment section within the calculator. This feature supports transparency and provides **valuable insights into the adjustments made.**

## 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.

View Claim Line Item CLI-00001762 for Brad Bell

Fringe Benefit Calculator				
	Regular Time	Overtime	Variable Time 1	Variable Time 2
Social Security (%)	0.000%		0.000%	0.000%
Retirement (%)	30.000%	45.000%	54.000%	55.000%
Worker's Comp. Insurance (%)	0.000%			
Unemployment (%)	0.000%		0.000%	
Health Insurance Benefits (%)	0.000%	0.000%	0.000%	
Life Insurance Benefits (%)	0.000%			
Annual Leave (Vacation) (%)				
Holiday Leave (%)		0.000%	0.000%	0.000%
Average Used Sick Leave (%)	0.000%	0.000%	0.000%	0.000%
Other (%)	20.000%	20.000%	0.000%	

Fringe Benefits Comments: updated Fringe Benefits

Save Comments

Claim C-00000147

Resource Provider: Seminole County Fire Department | Status: New | Mission/Agreement #: 00004 | Assigned Location: Tallahassee - Statewide | Period of Service Start Time: 2/12/2024, 2:31 PM | Period of Service End Time: 3/18/2024, 2:31 PM

Details Summary Related

Personnel Travel Equipment Rental Materials & Other

Backfill	Resource	Activity Da...	Duration...	RT...	OT...	VT...	VT...	RT Total...	OT Total...	VT1 Total...	VT2 Total...	Total Cost
>	Brad Bell			5	3	3	0.75	\$162.68	\$214.73	\$0.00	\$0.00	\$377.41
	Meredith Walker							\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
>	aubrey stone waits							\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

## 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](mailto:Chasity.Brown@em.myflorida.com).
- **Technical Support** can be requested by emailing [DEMES.Support@em.myflorida.com](mailto:DEMES.Support@em.myflorida.com).

### Feedback

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



