eTime Mileage and Expenses

- Introduction to Mileage and Expenses in eTime
- Adding Mileage in eTime - Support Staff
- Adding an Expense in eTime - Support Staff
- Correcting a Returned Shift - Support Staff
- Reviewing Expenses and Mileage in eTime - Circle of Support
- FAQ
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Introduction to Mileage and Expenses in eTime

Mileage and Expenses in eTime

There is plenty to learn about the Mileage and Expenses updates to eTime, but most of the information you need is covered in these videos. Please watch them:

Video for Support Staff:

https://player.vimeo.com/video/1043157869?title=0&byline=0

Video for the Circle of Support:

https://player.vimeo.com/video/1043158516?title=0&byline=0

The most **important** information not covered in these videos is the **requirements** around **reimbursement:**

Requirements for Mileage Reimbursement:

1. The vehicle a Support Staff member uses for a trip must be owned by that same member.
2. The end-destination of a trip cannot be a location that the State provides funds to travel to such as a Hospital or Courthouse.
3. The miles marked for reimbursement must only be miles driven during a shift, not miles driven to or from a shift.

Requirements for Expense Reimbursement:

1. Expenses must be submitted with supporting documentation.
2. Supporting documentation must demonstrate the proof of payment, and an itemized receipt must be included.

For a detailed look into specific workflows, click these links:

Adding Mileage in eTime - Support Staff

Adding an Expense in eTime - Support Staff

Correcting a Returned Shift - Support Staff

Reviewing Expenses and Mileage in eTime - Circle of Support

For further questions, please view our FAQ document:

FAQ

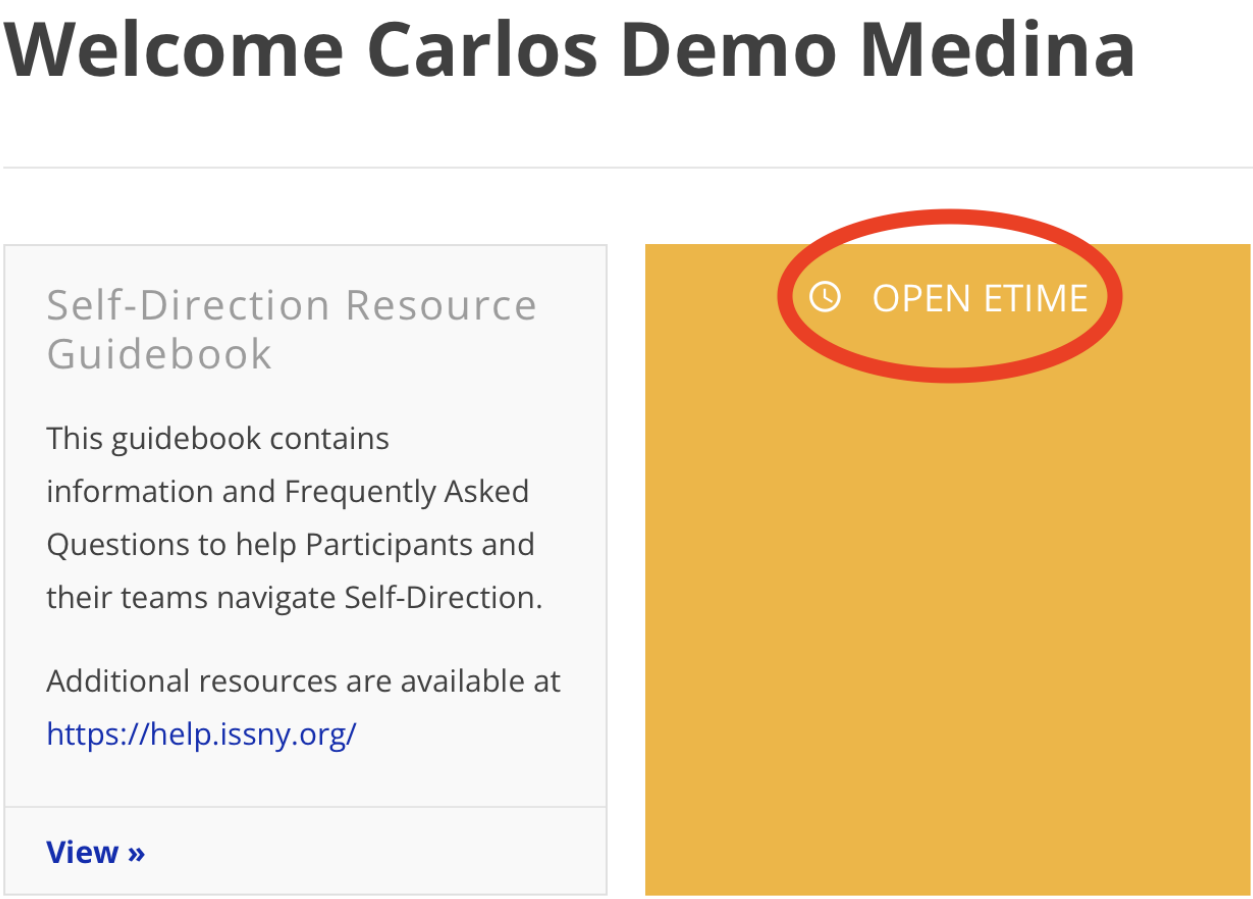
Disclaimer: All names displayed in the above screen shots are fictional characters. No identification with actual persons (living or dead) is intended or should be inferred.

Updated 01/07/25.

Adding Mileage in eTime - Support Staff

Adding Mileage in eTime is simple. The most important thing is to make sure that you correctly note your location, destination, support activity, and number of miles. The steps to this process are below:

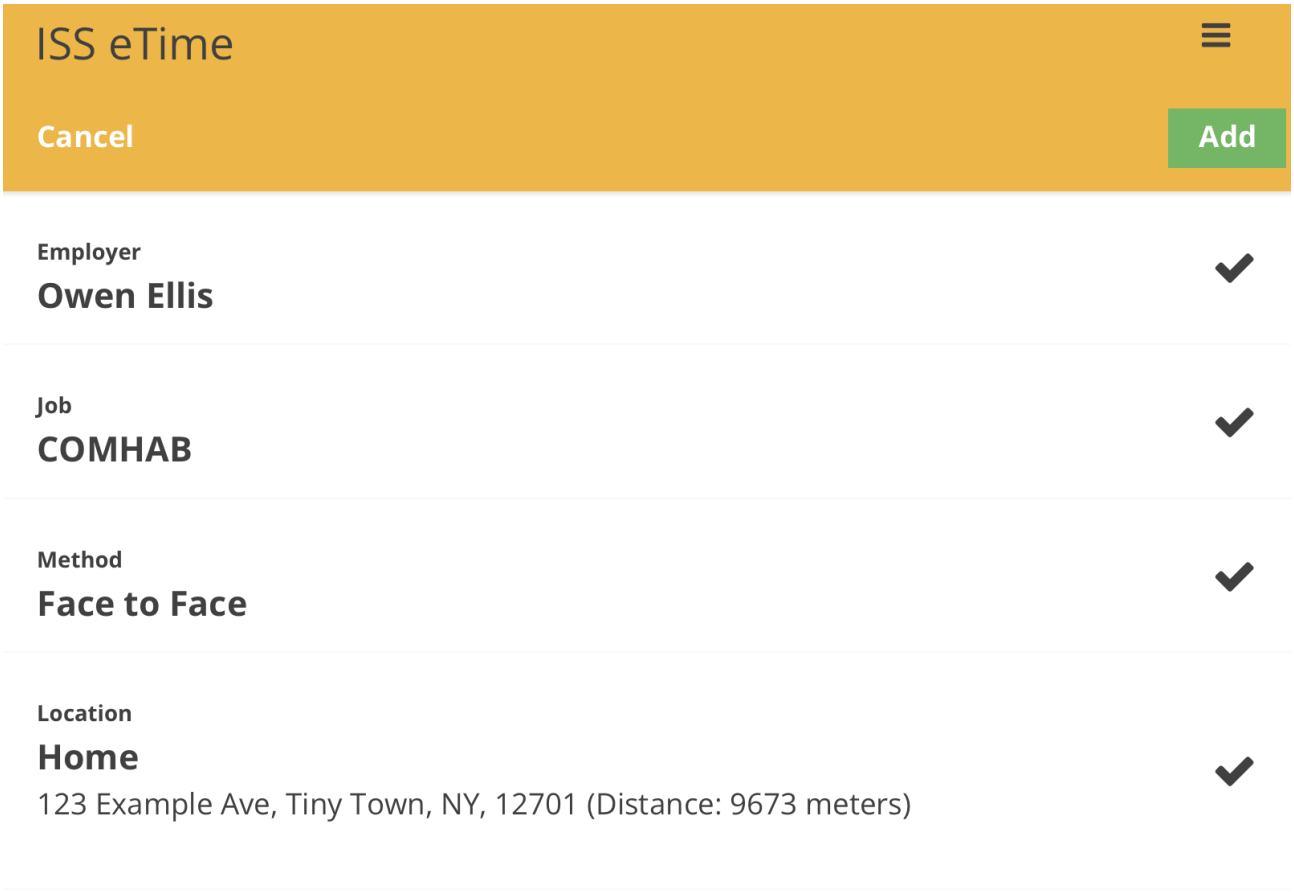
1. Log into the Portal and open eTime



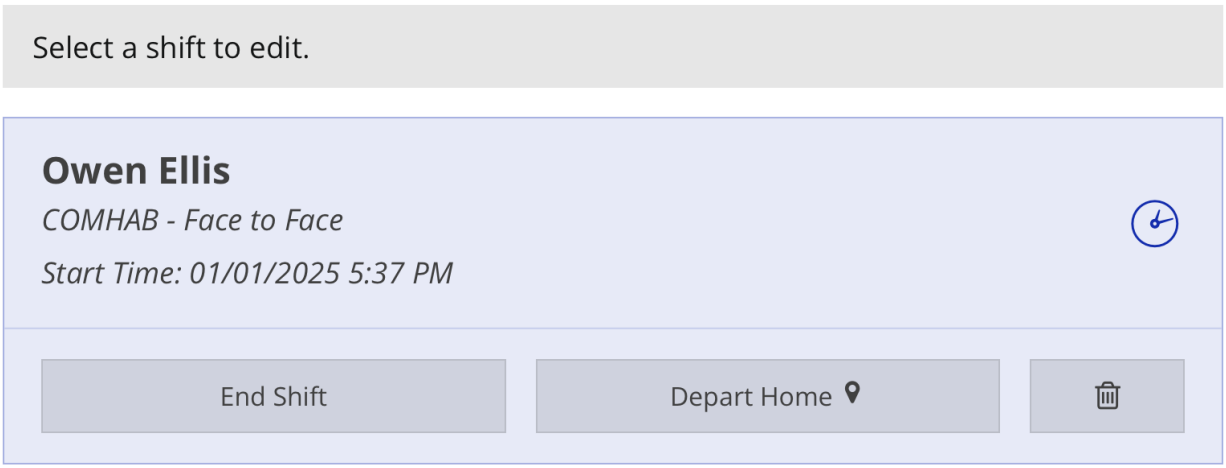
2. Start a shift



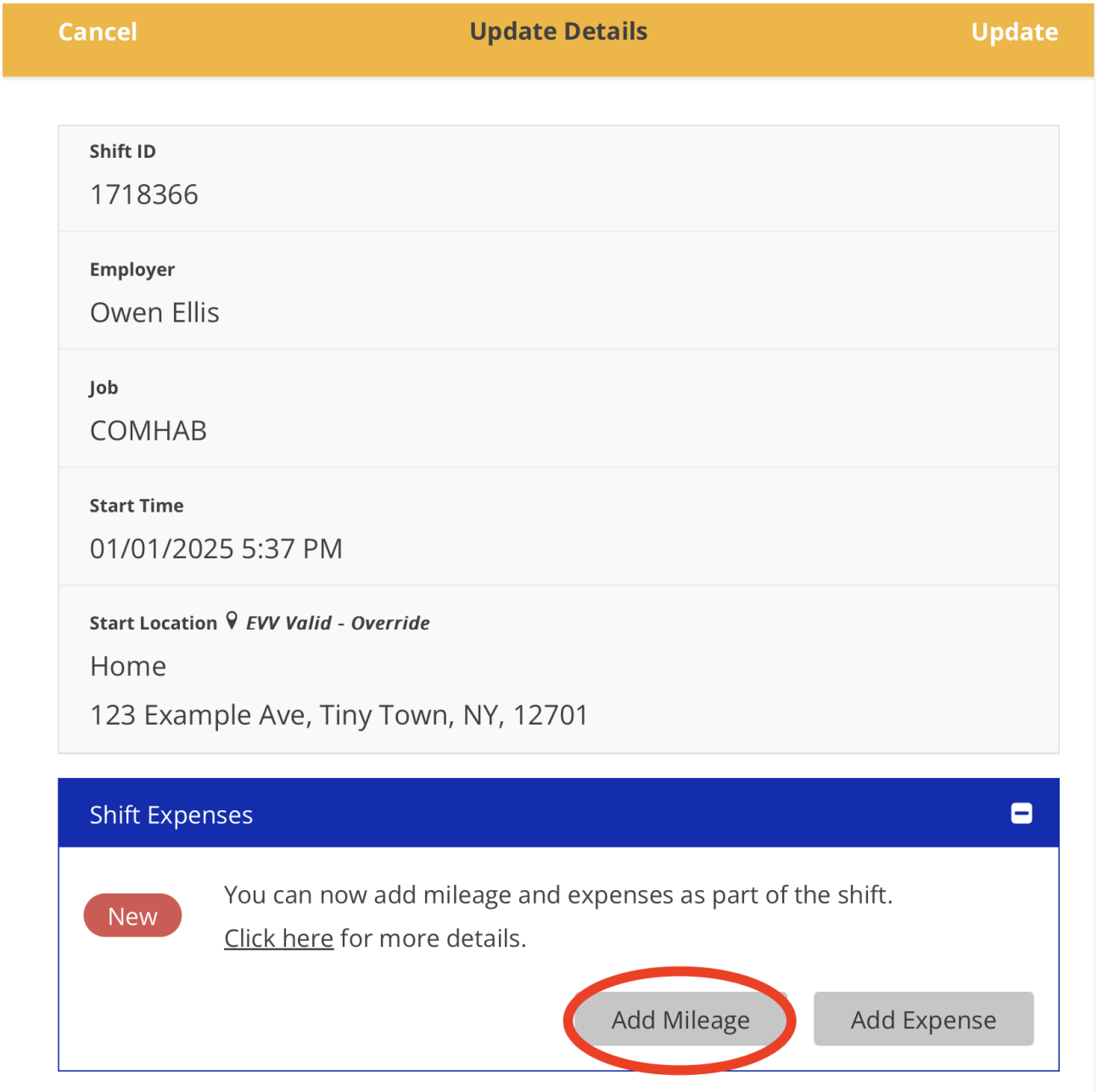
3. Input your information



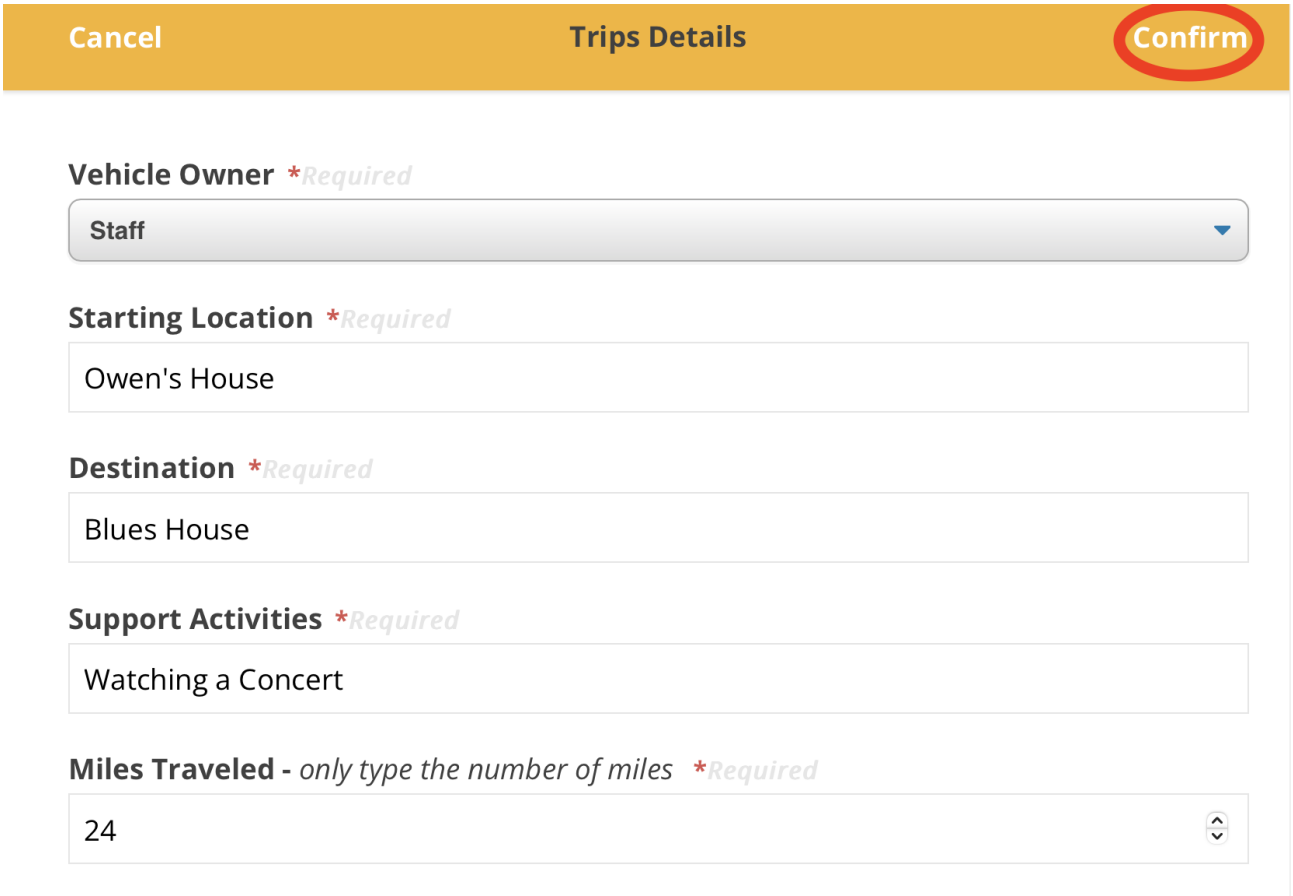
4. Select your shift



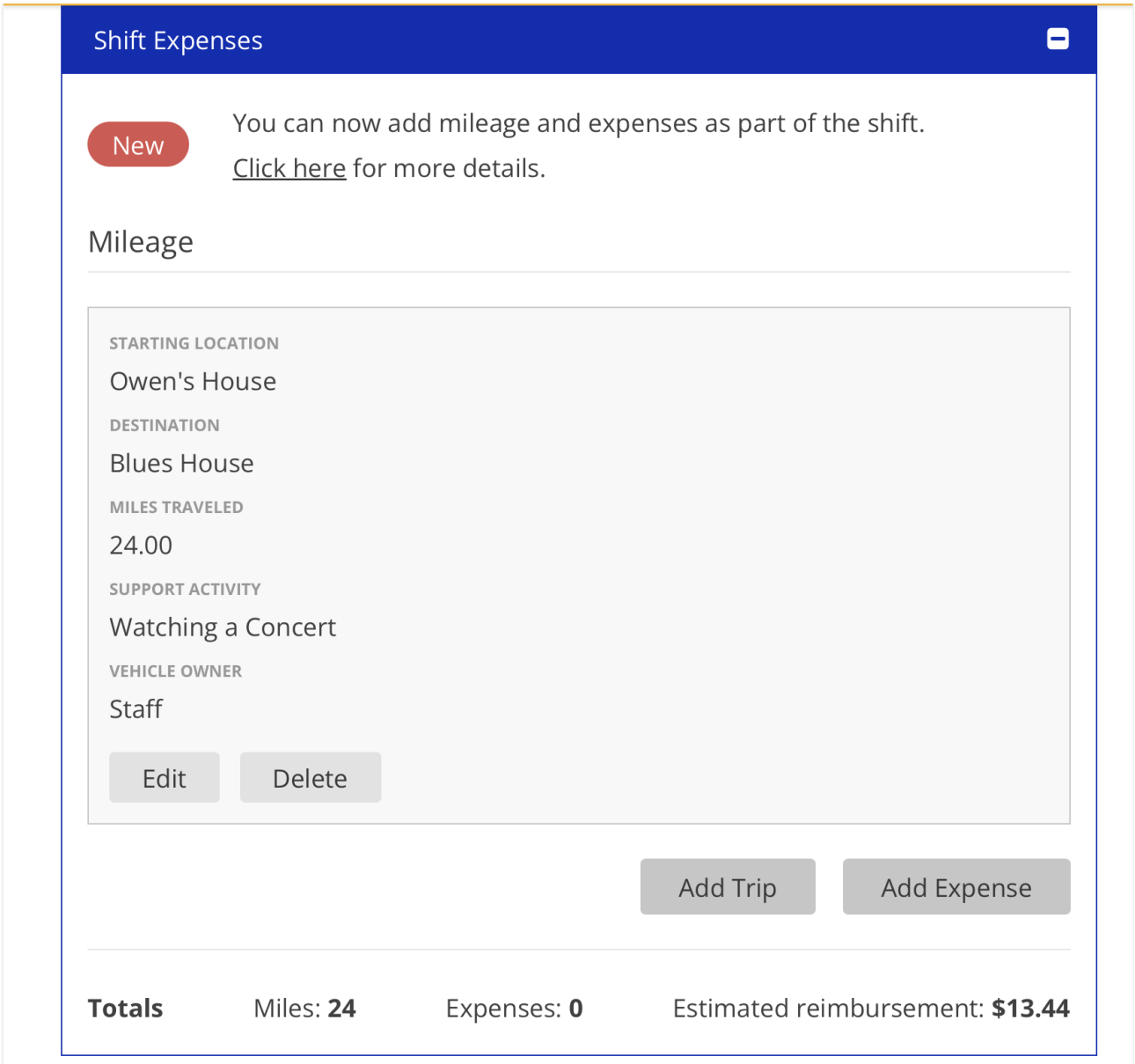
5. Tap the 'Add Mileage' button



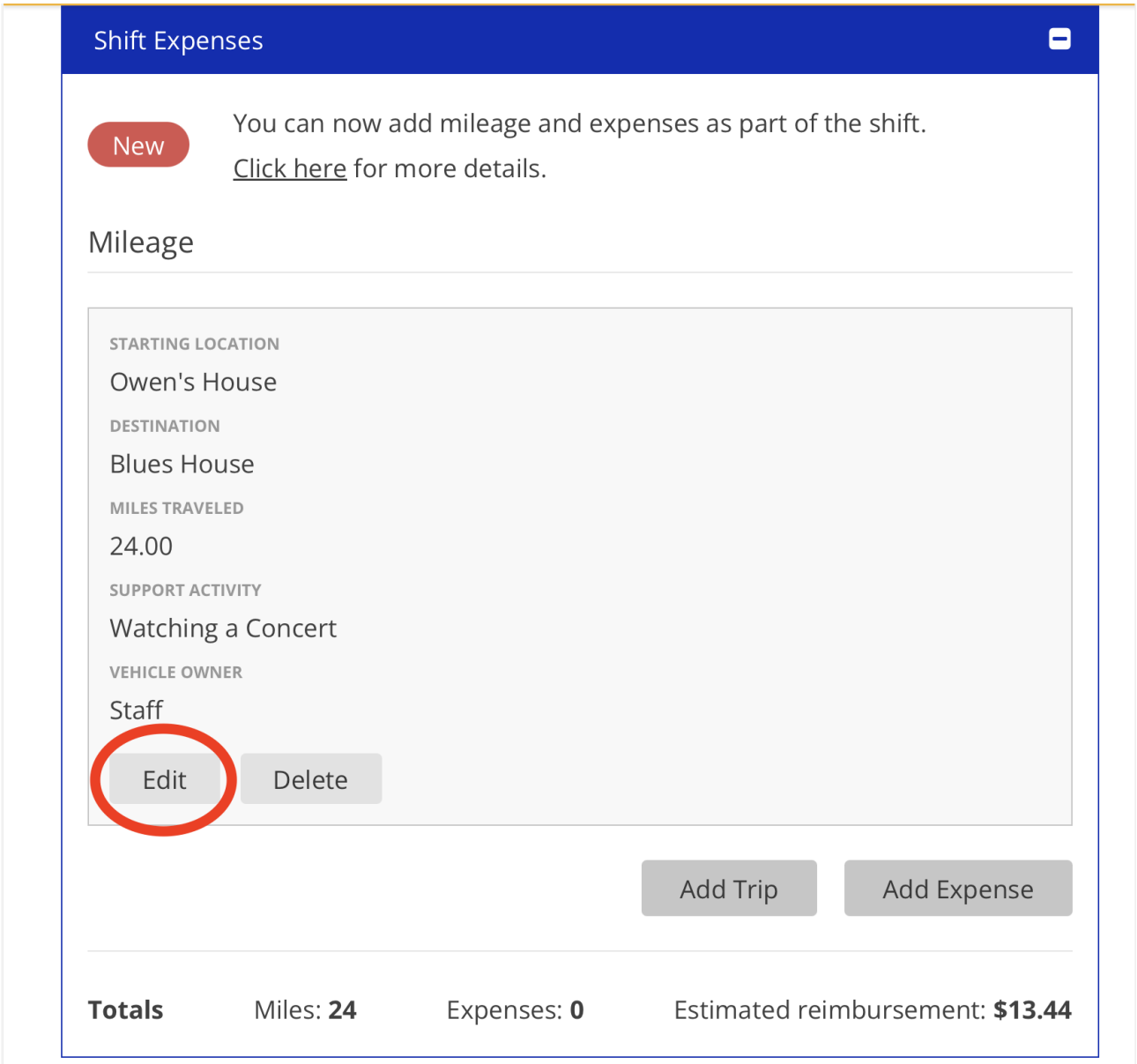
6. Input your information and tap the 'Confirm' button

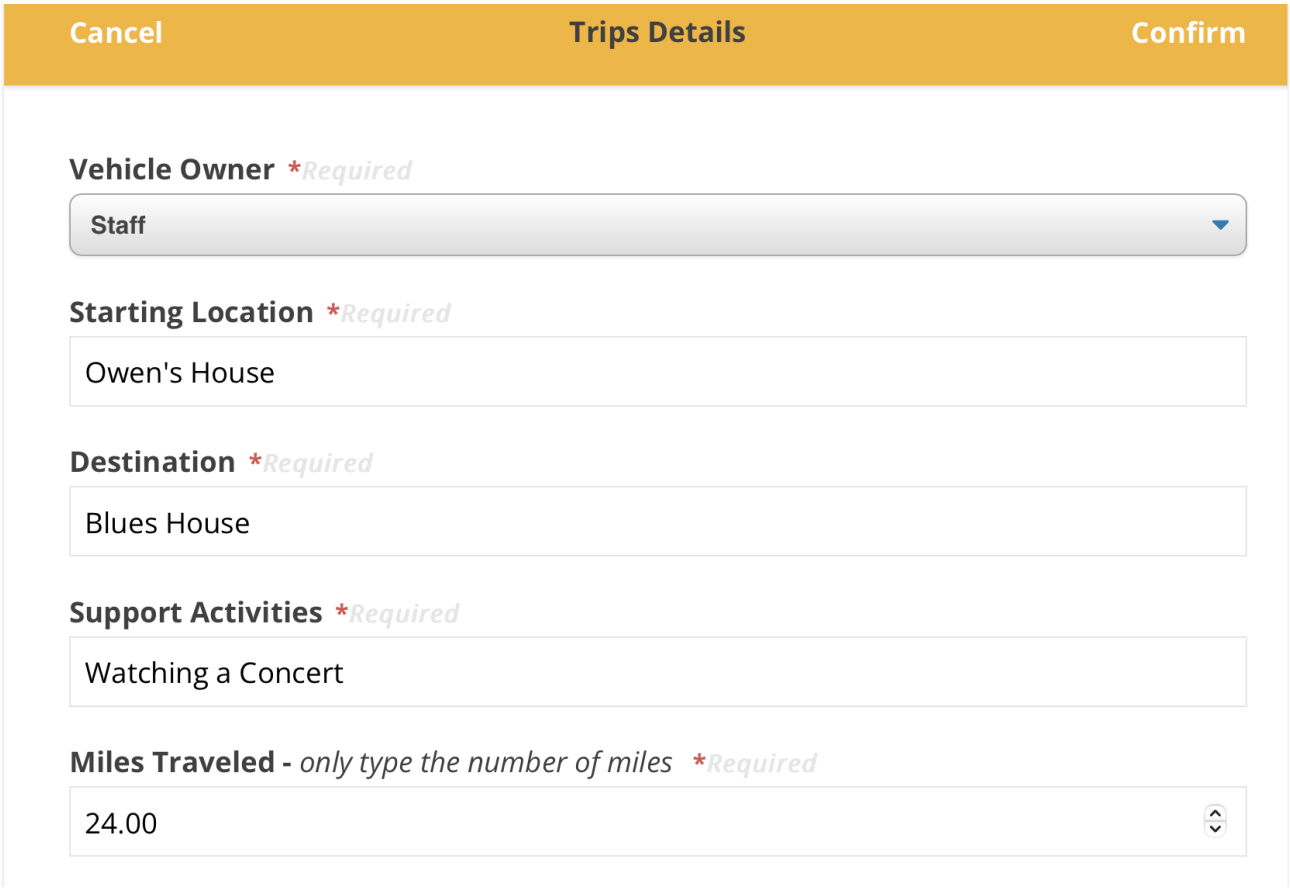


7. Your mileage can be viewed within the shift



8. To edit a mileage submission, tap the 'Edit' button and correct any errors in the Trip Details





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FAQ

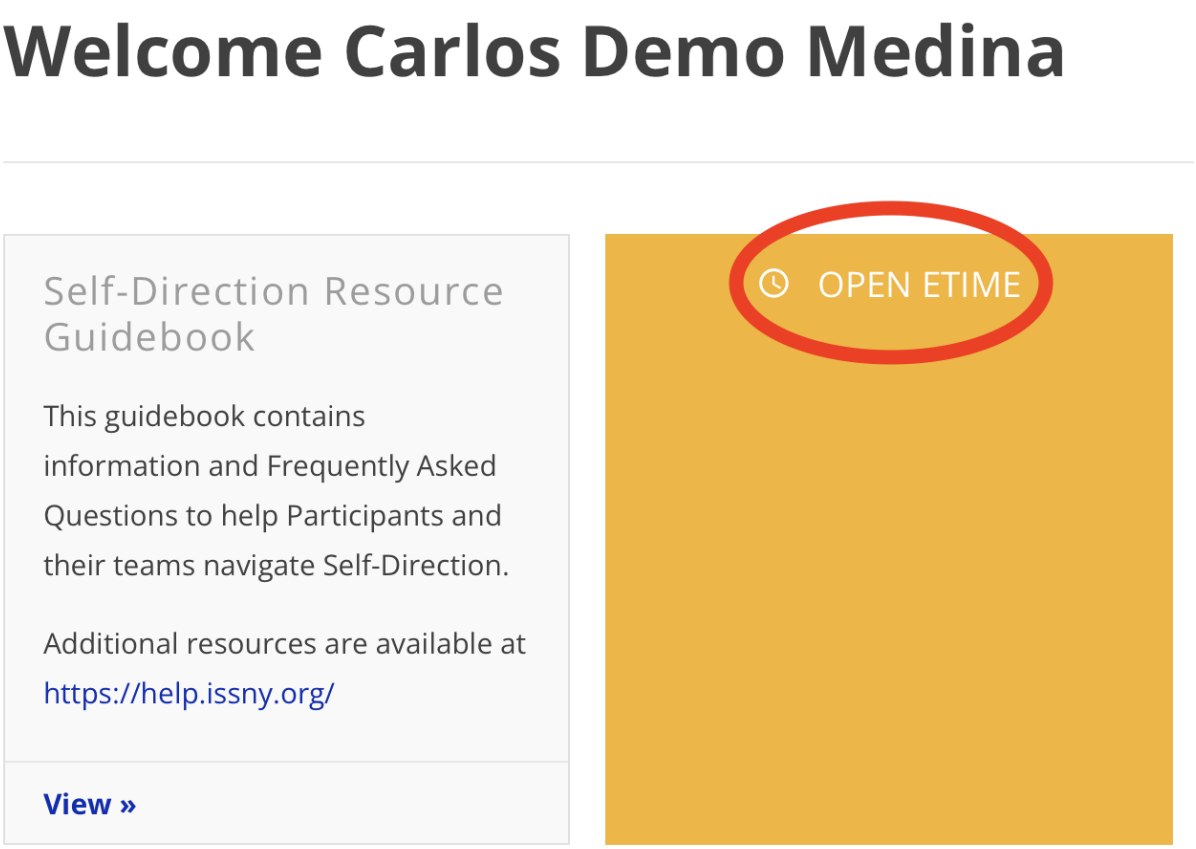
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Updated 01/07/25.

Adding an Expense in eTime - Support Staff

Adding an Expense is simple. The most important thing is to make sure that you provide the correct documentation. The steps for this process are below:

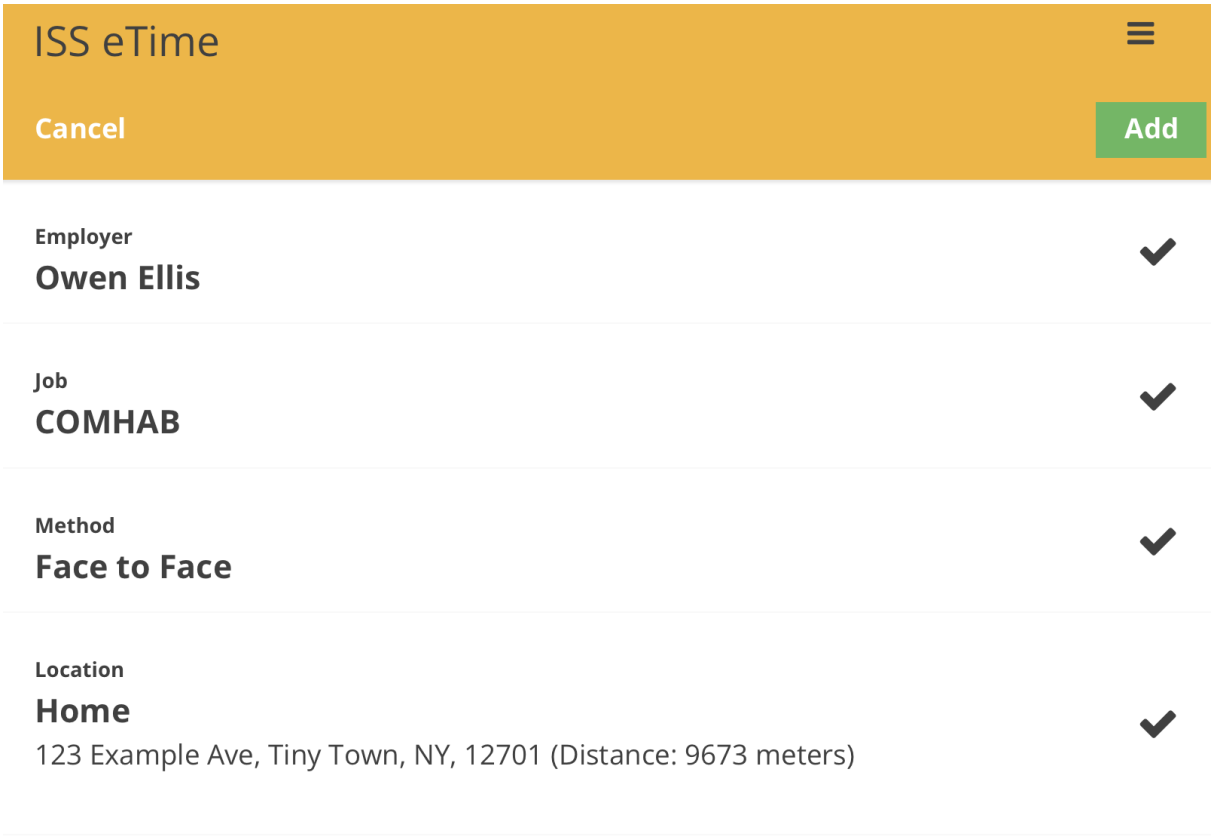
1. Log into the Portal and open eTime



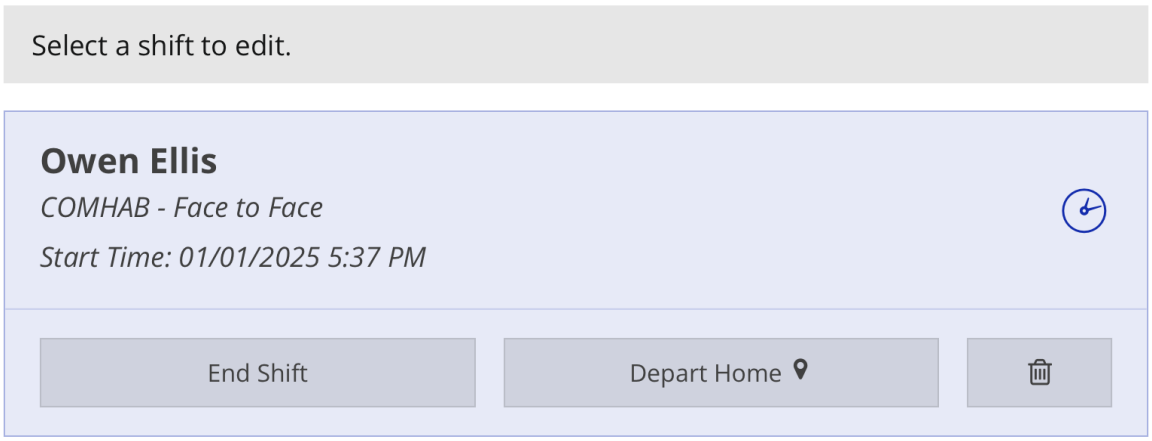
2. Start a shift



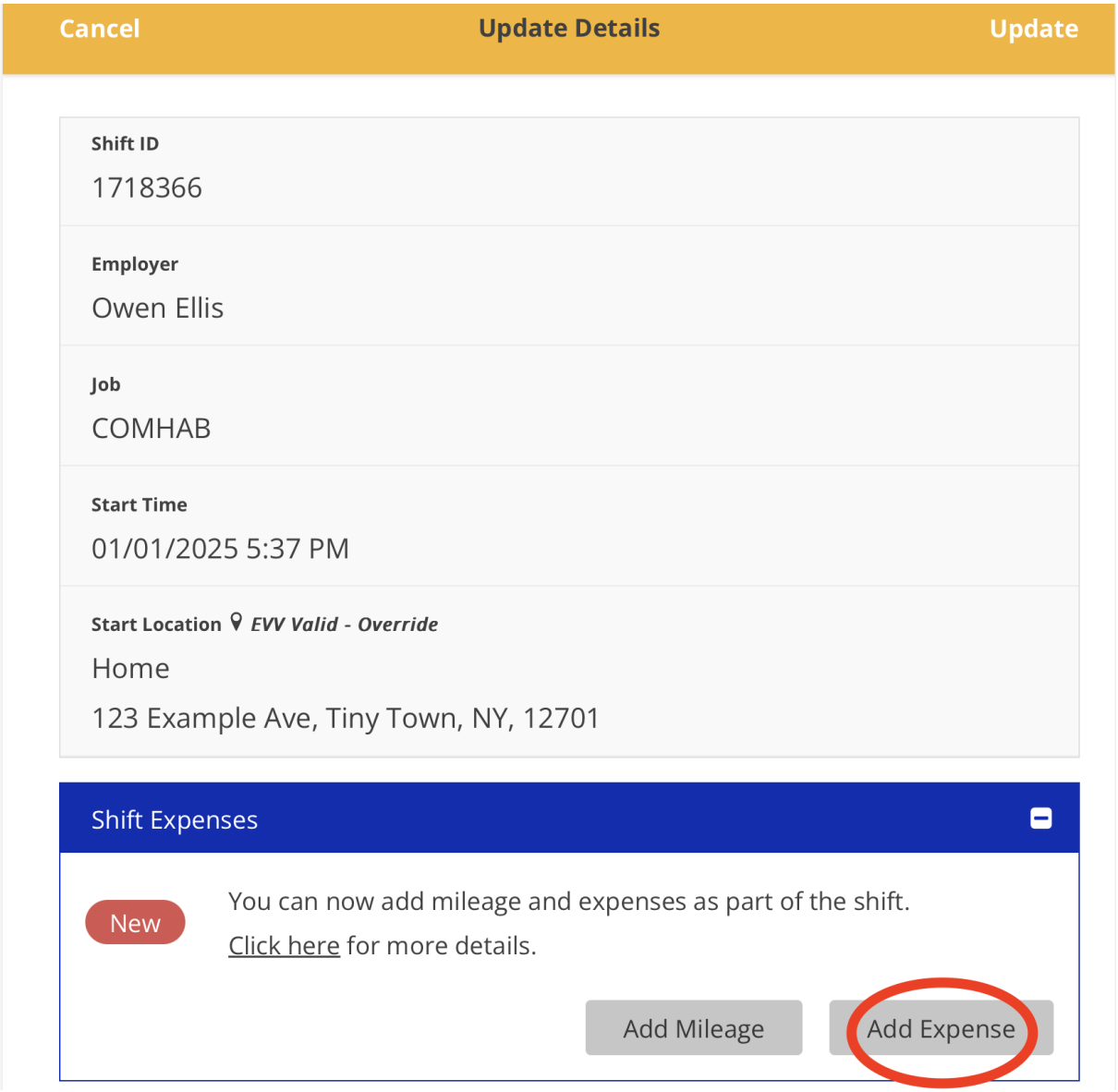
3. Input your information



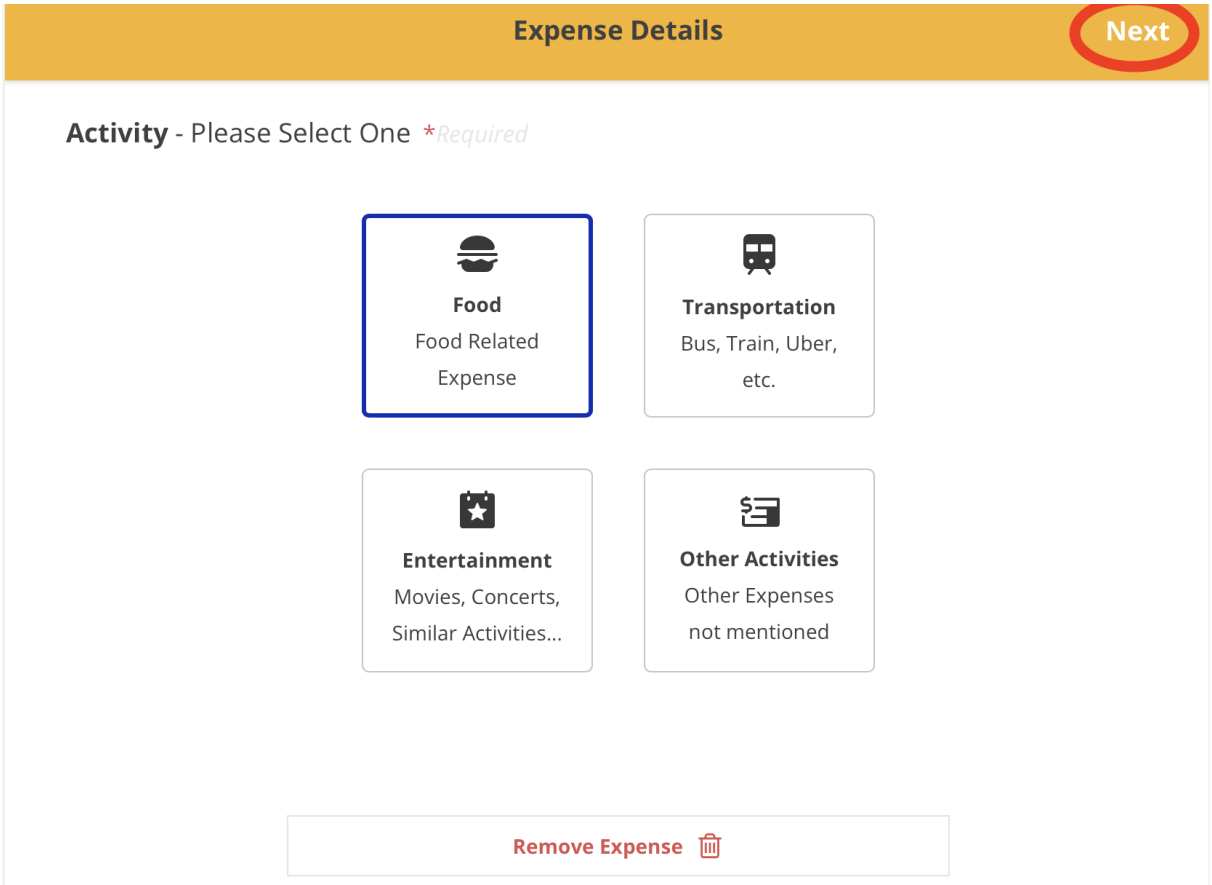
4. Select your shift



5. Tap the 'Add Expense' button



6. Pick your Expense Activity and tap the 'Next' button

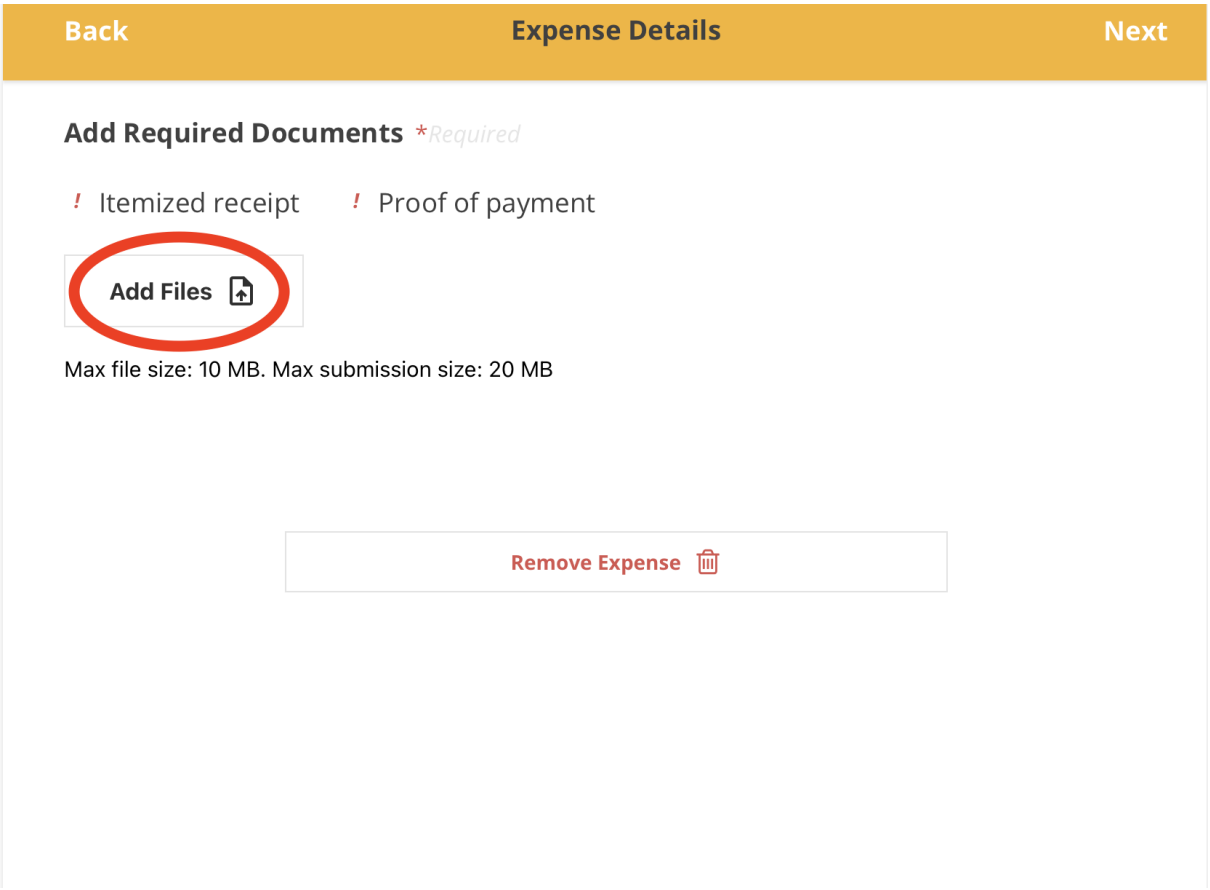


Food, *Entertainment*, and *Other Activities* are usually billed to a Participant's OTPS: Staff Activity Fees budget line.

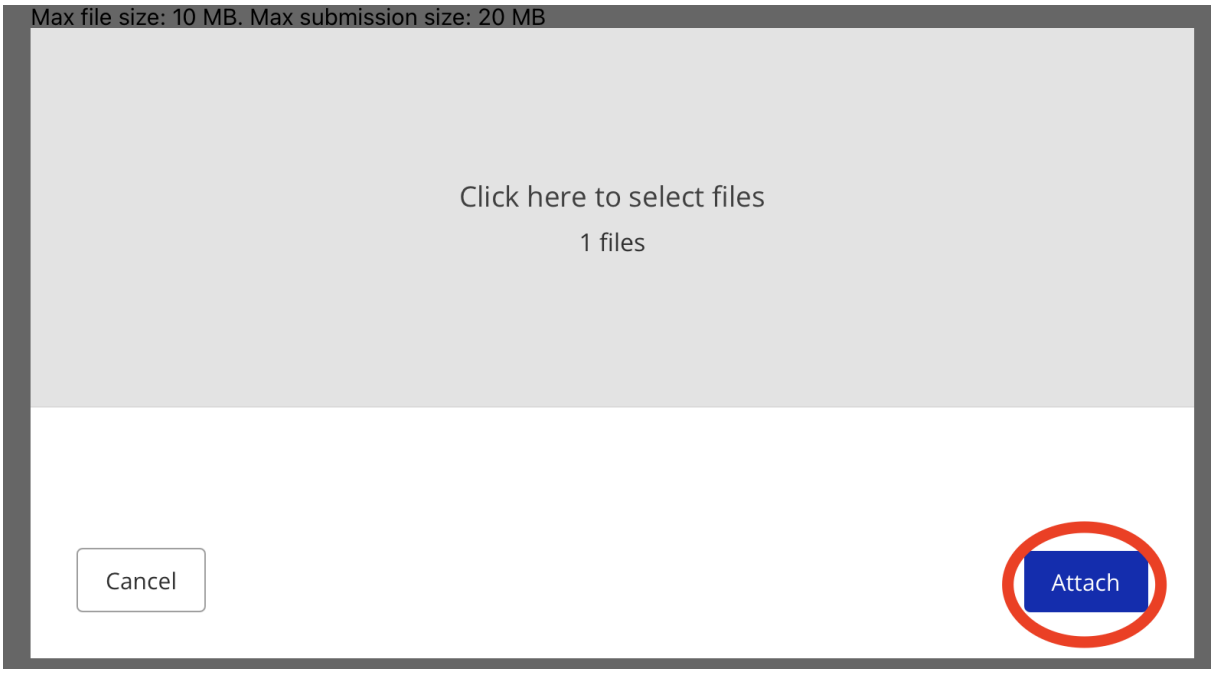
Transportation is usually billed to a Participant's IDGS: Transportation budget line.

Budget lines vary by participant and the service being provided. The above are just the most commonly used budget lines for these types of staff expenses.

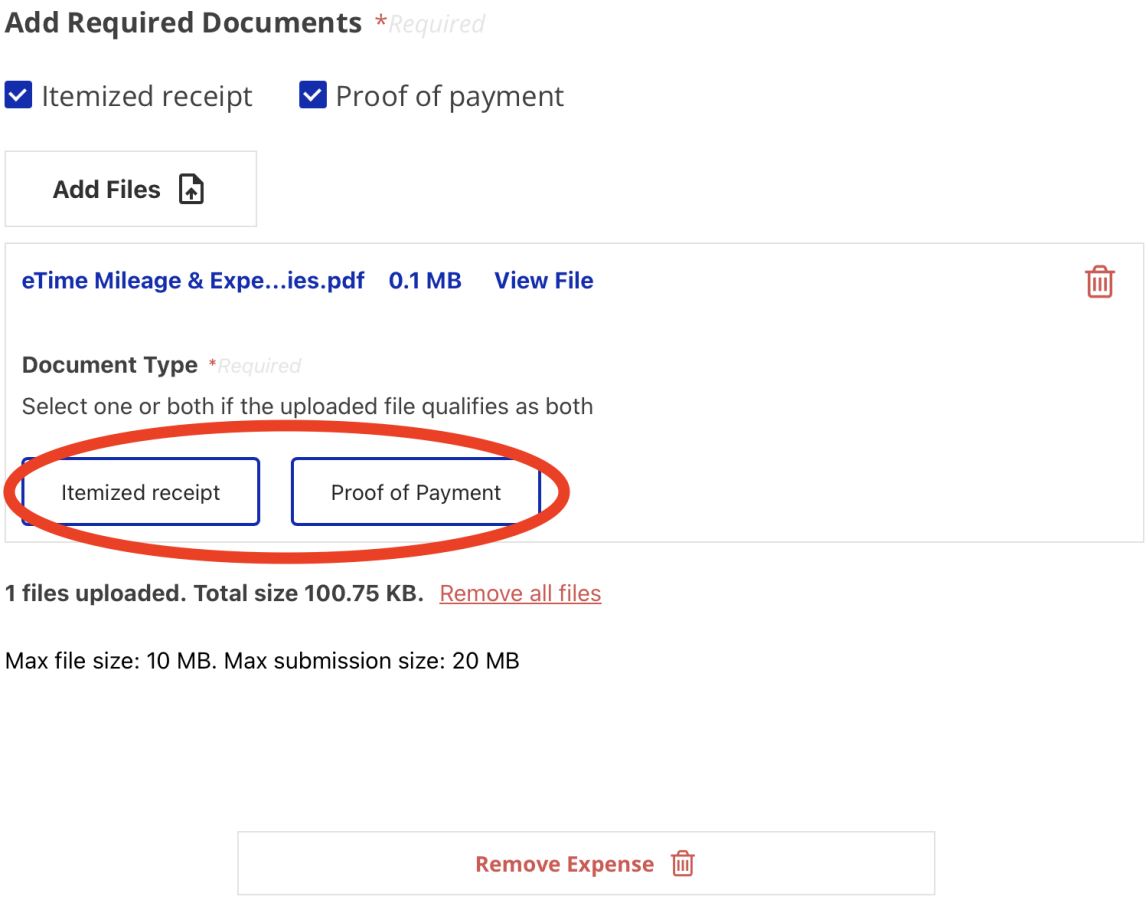
7. Tap the 'Add Files' button



8. Tap the 'Attach' button

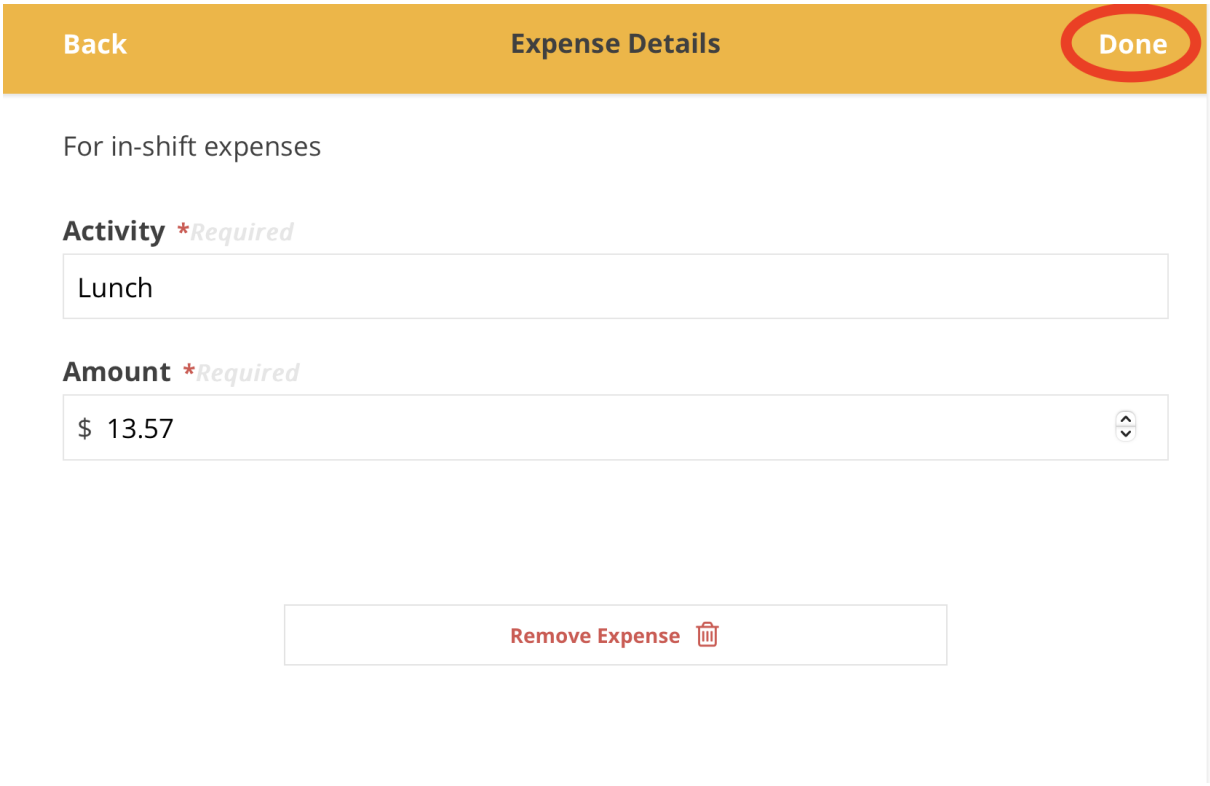


9. After uploading, select whether the item represents an Itemized Receipt, Proof of Payment, or both.

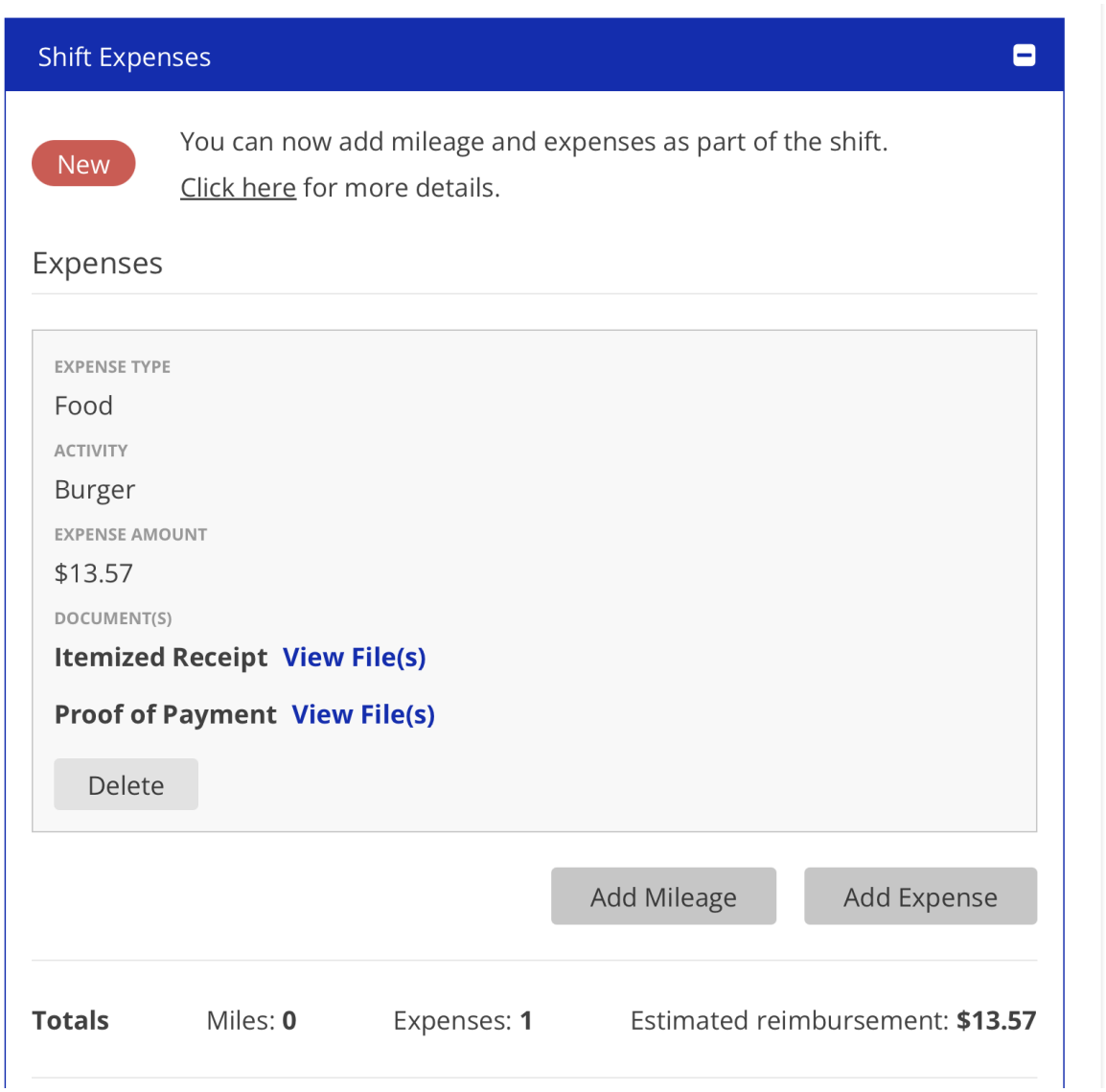


Further information on itemized receipts and proof of payment can be found on Staff Activity Fee Itemized Receipts and Proof of Payment.

10. Input your Expense Details and tap the 'Done' button



11. The finished Expense can be viewed and deleted within the shift



For further questions, please view our FAQ document:

FAQ

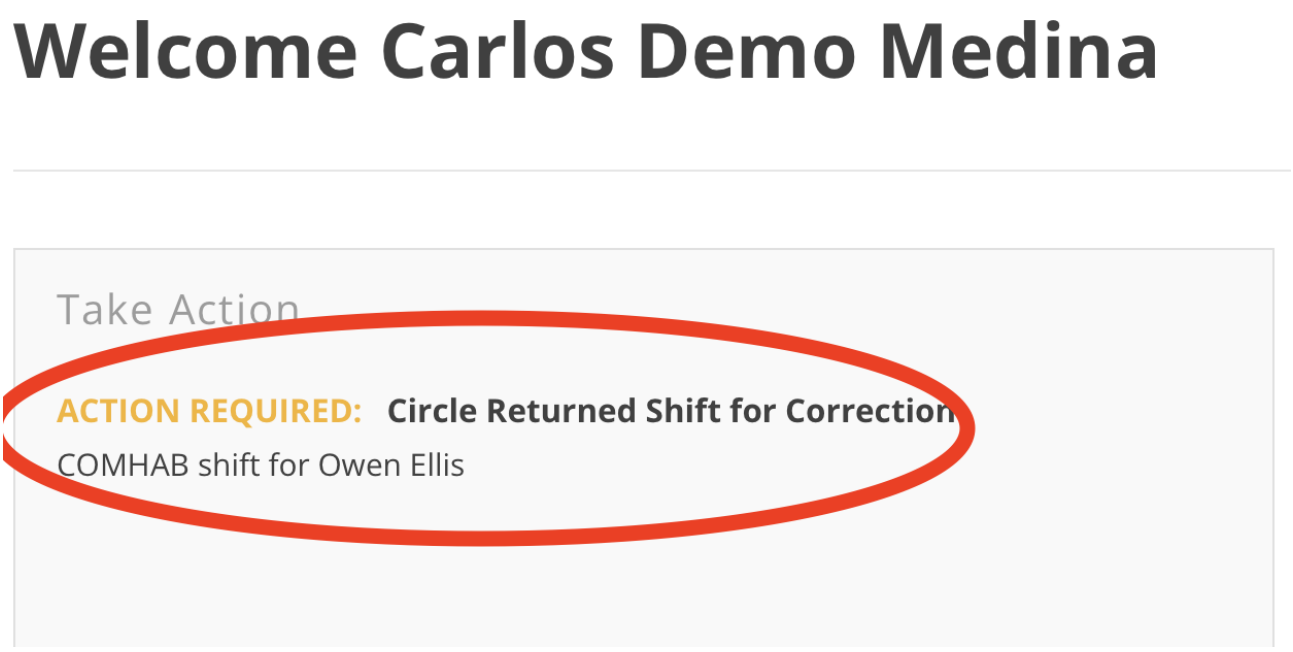
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Updated 09/03/25.

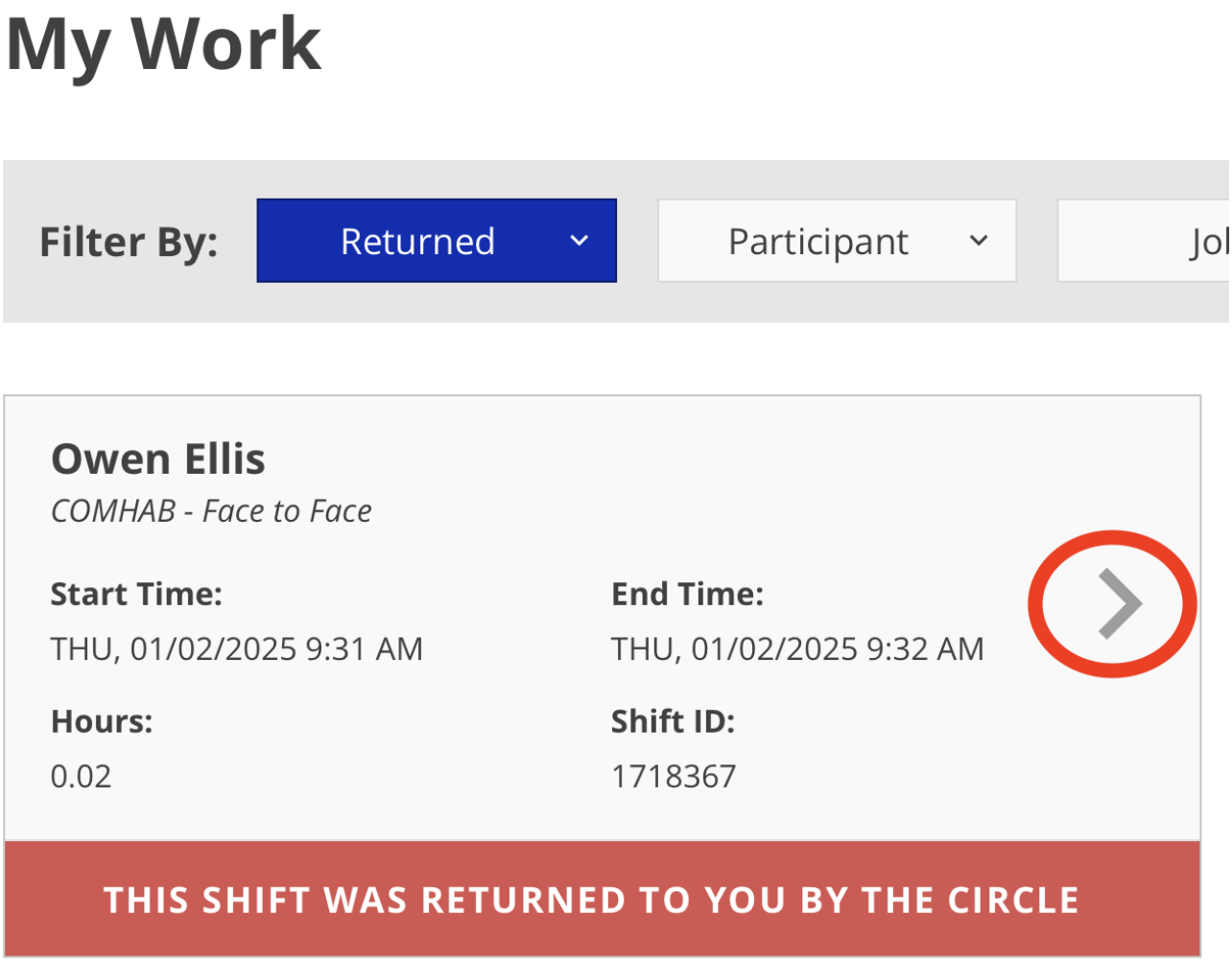
Correcting a Returned Shift - Support Staff

Correcting a Returned Shift is simple. The most important thing is to make sure that you address any comment made by the Circle. The steps for this process are below:

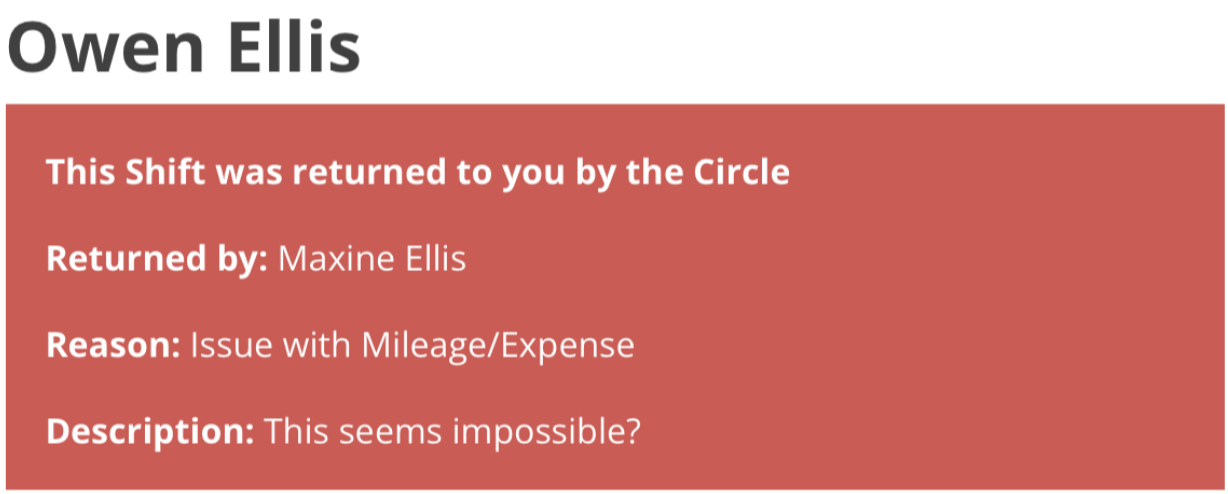
1. Log into the Portal and tap on the "Action Required" button



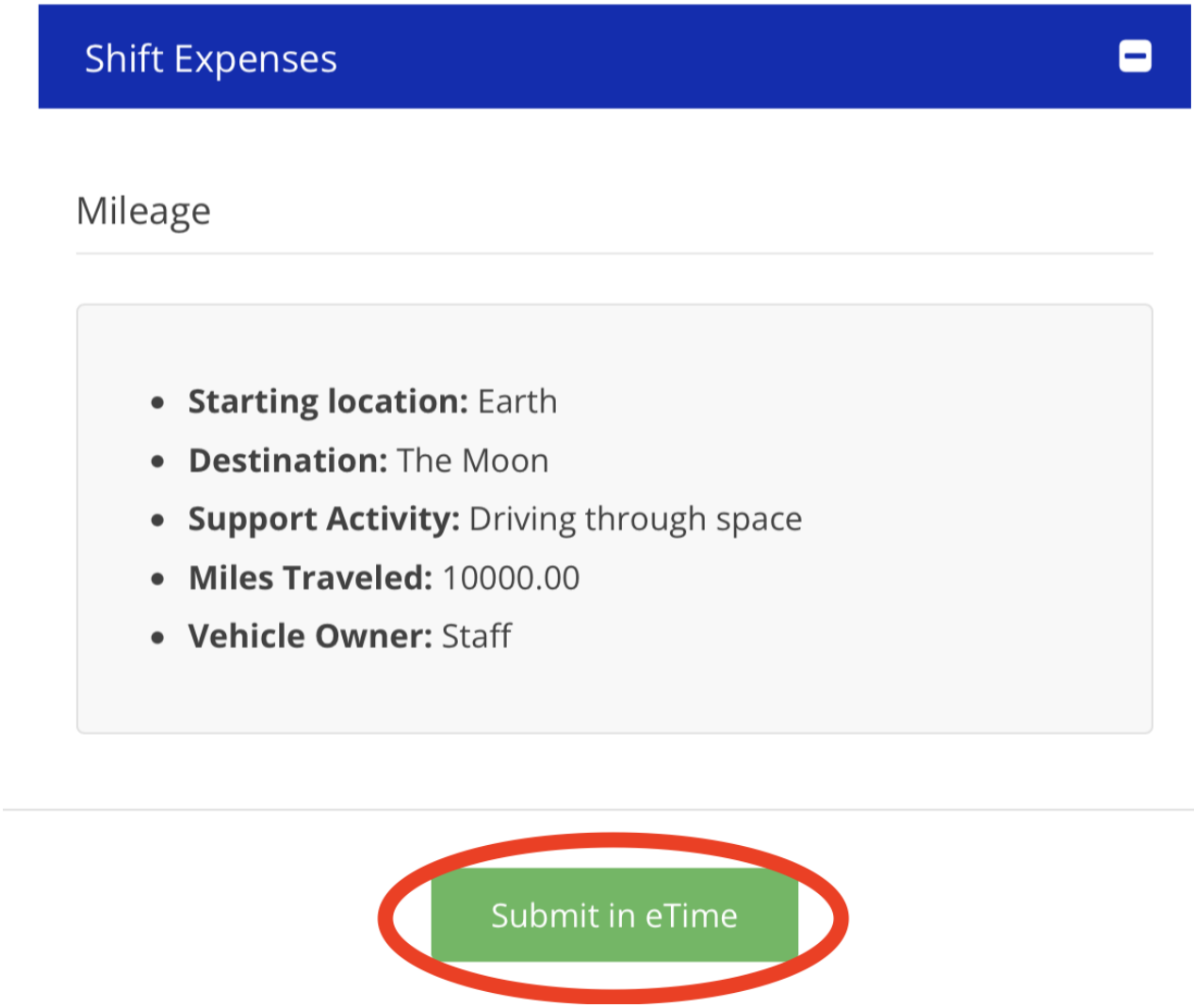
2. Tap into the shift which has been returned



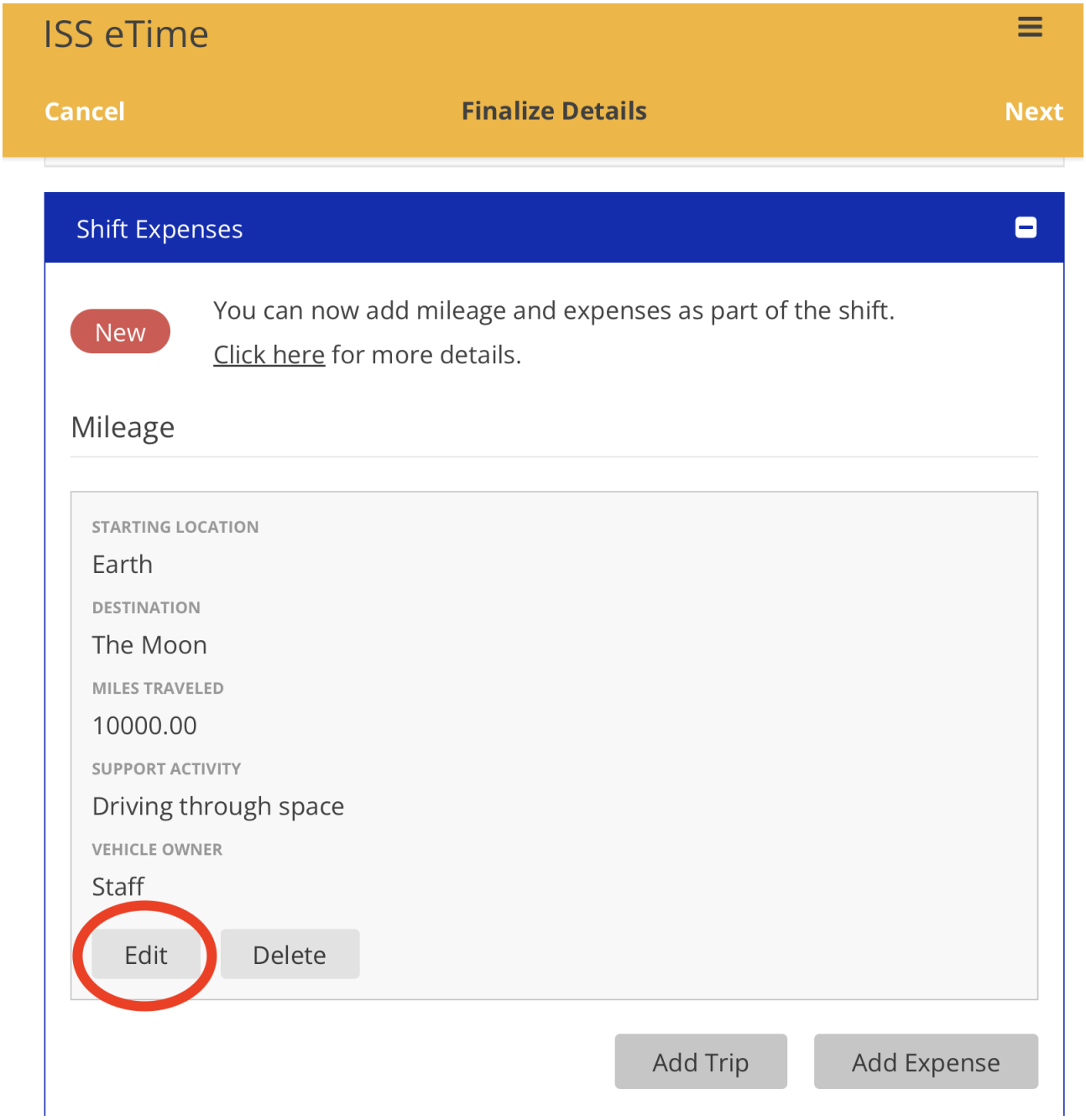
3. Take note of the comment from the circle



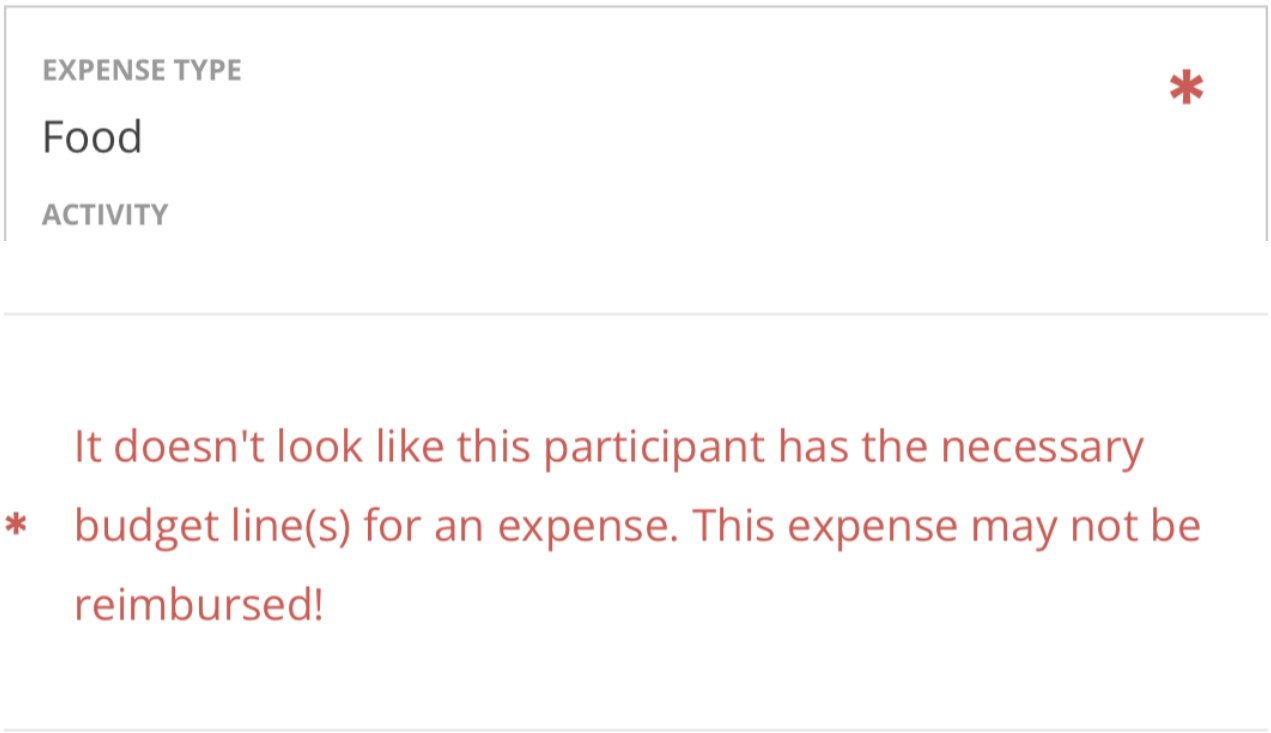
4. Scroll down, and select the 'Submit in eTime' button



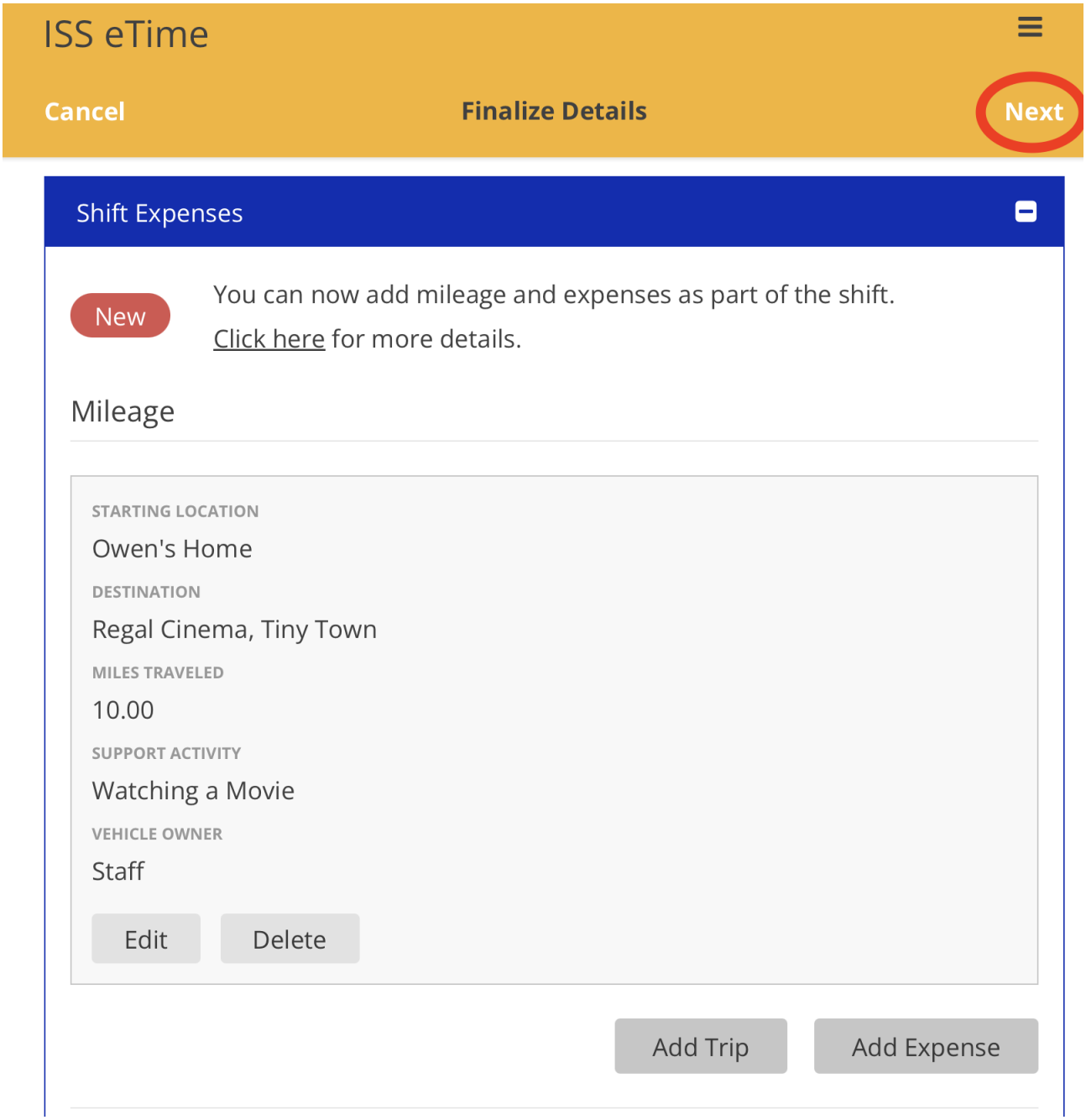
5. After the shift opens in eTime, find the error in the expense section. Expenses can be deleted and re-added, and Mileage may be edited by tapping the 'Edit' button.



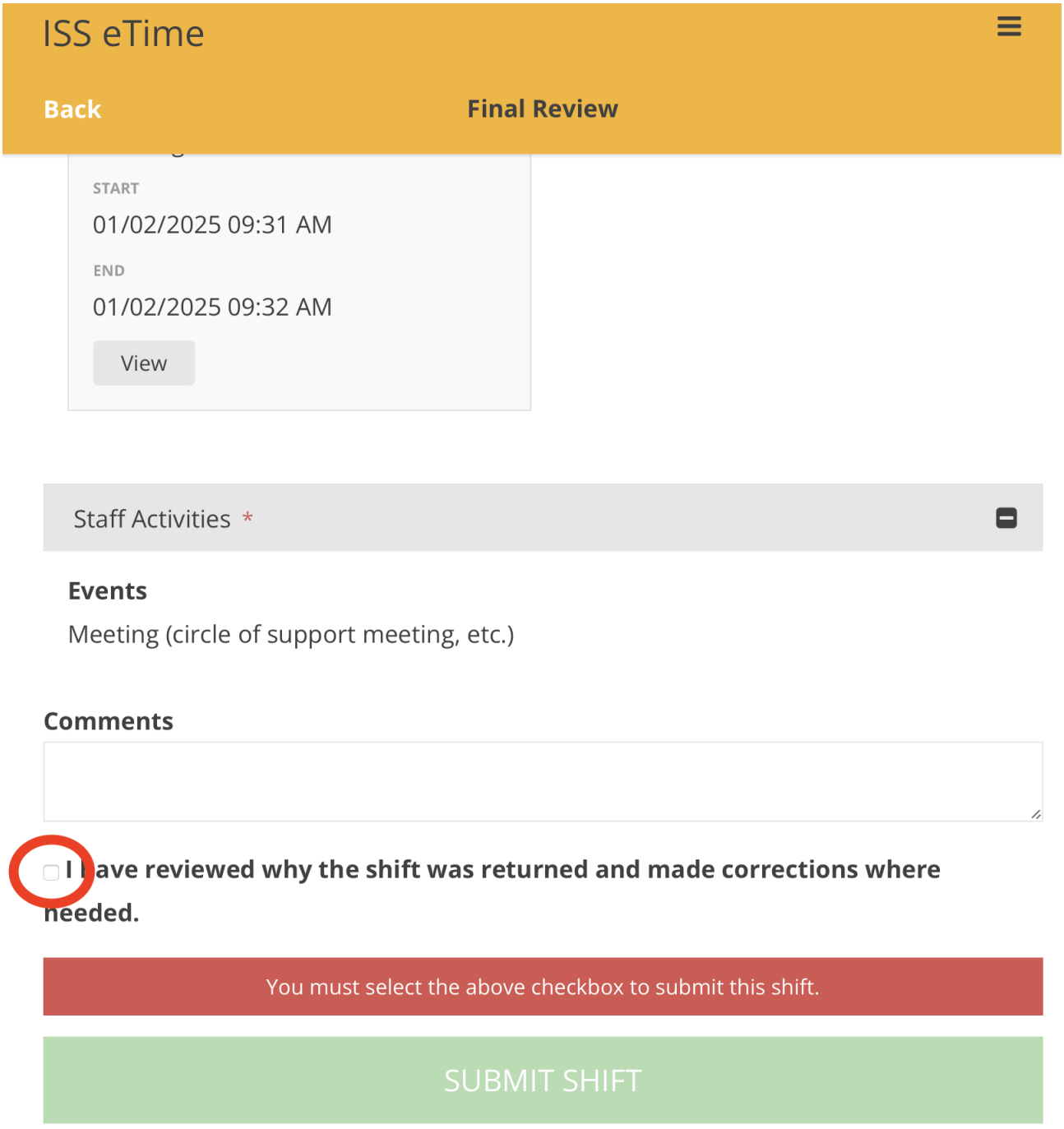
6. Take note of any expenses with a red asterisk This indicates which expenses aren't covered by your budget line.



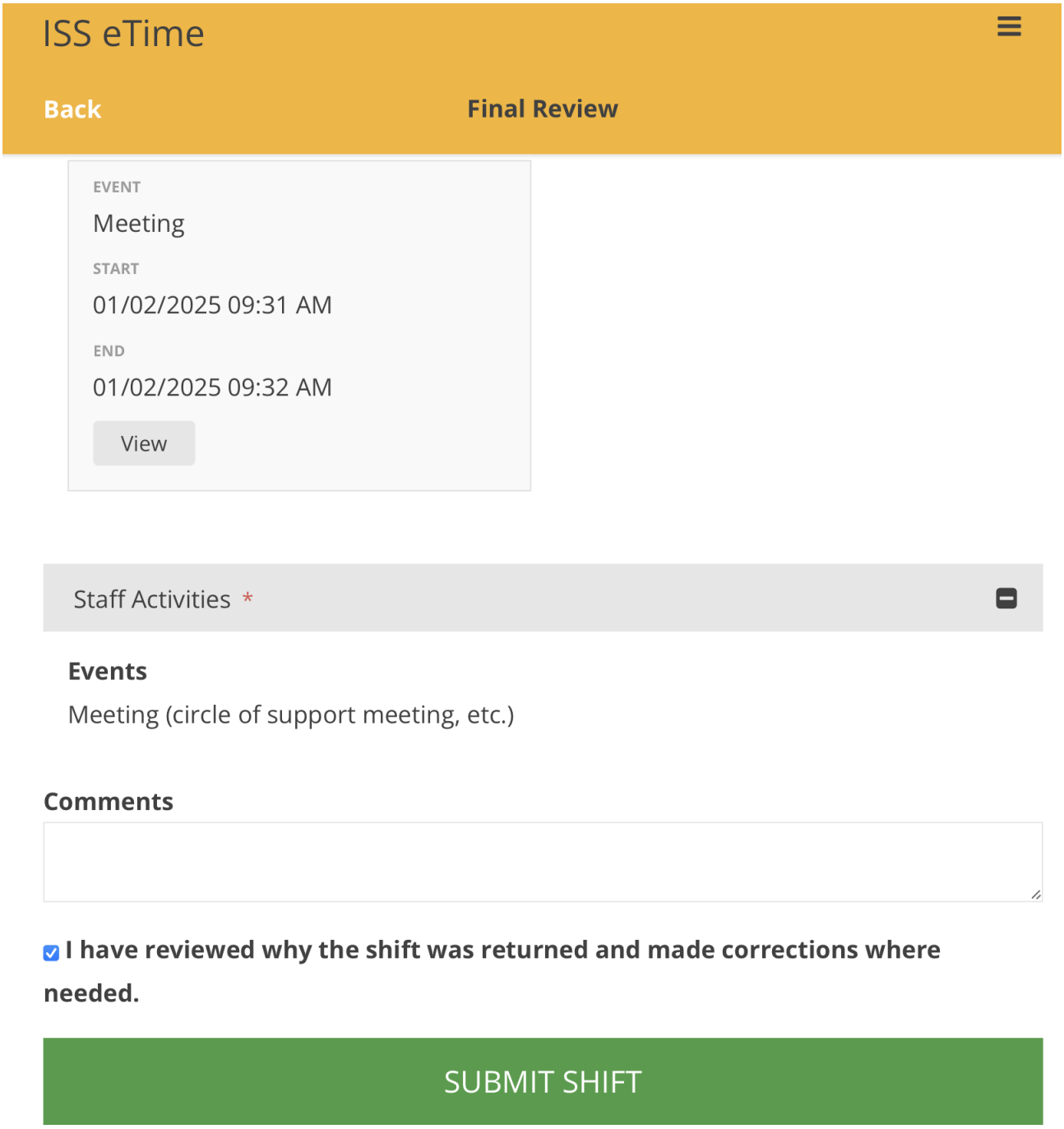
7. After you've fixed any errors and confirmed details, tap the 'Next' button



8. Before you re-submit your shift, confirm that you have reviewed and corrected the commented error



9. Tap 'Submit Shift' to re-submit



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FAQ

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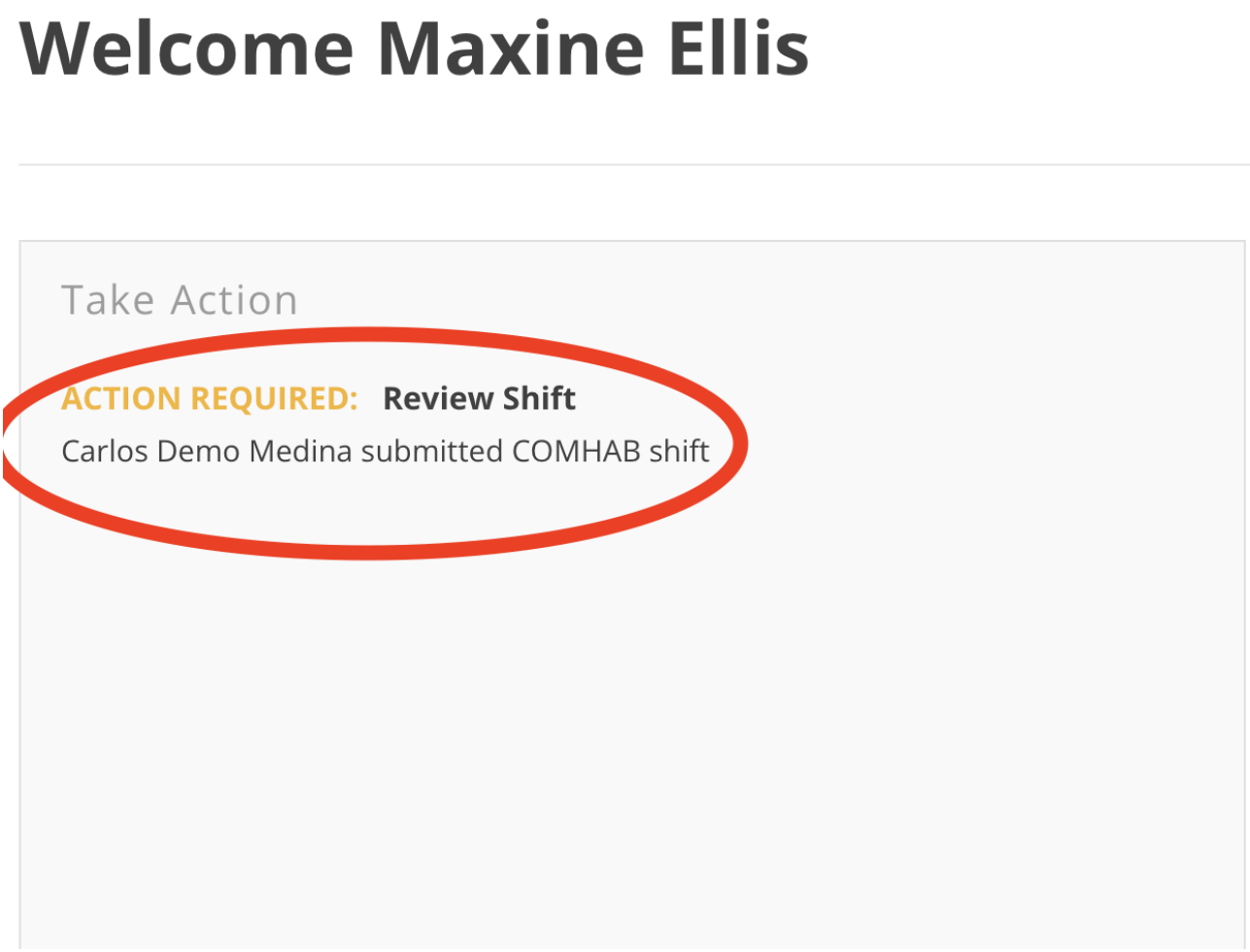
Updated 01/24/25.

Reviewing Expenses and Mileage in eTime - Circle of Support

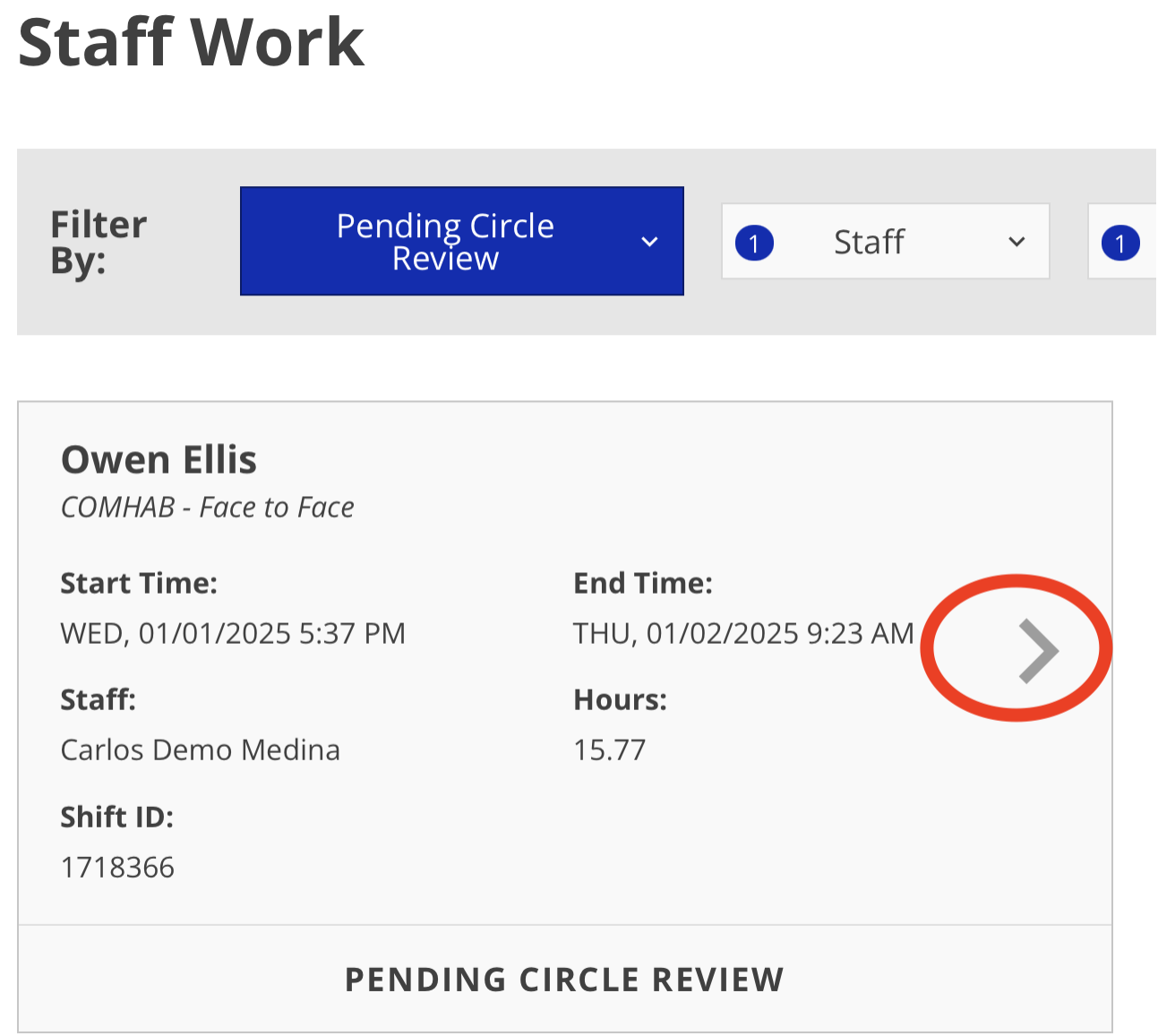
The most important things to verify when it comes to Expenses & Mileage are these: Verify that (1) Starting locations and destination make sense, (2) the activity makes sense, (3) the amount makes sense, (4) and that the provided documentation confirms the written story.

If there is an issue with any part of the shift, you must return the entire shift. Here are the steps to approve AND return a shift:

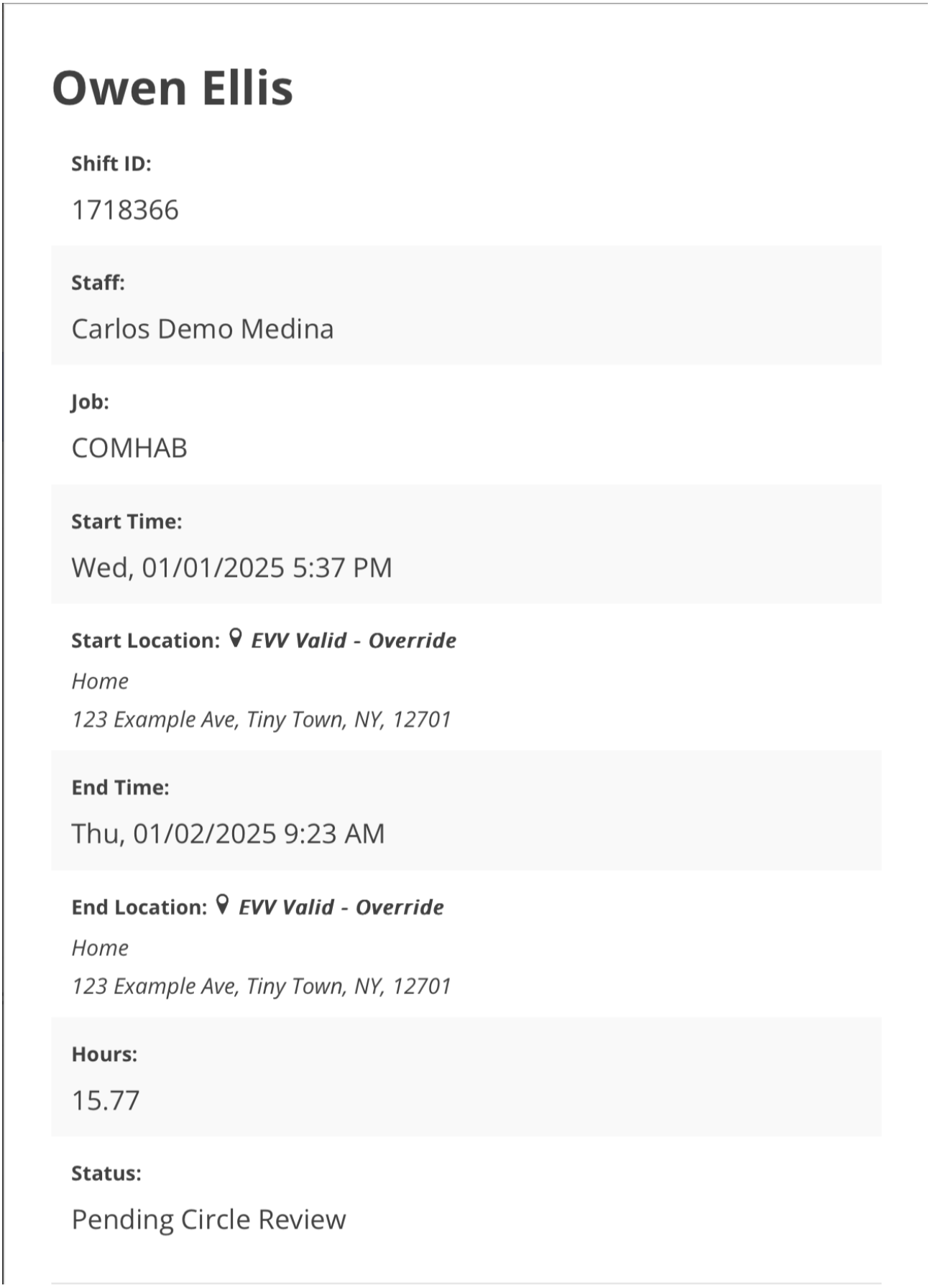
1. Log in to the Portal and tap on the Shift you need to review



2. Tap into the shift



3. Verify that the basic information of the shift looks correct



Owen Ellis

Shift ID:

1718366

Staff:

Carlos Demo Medina

Job:

COMHAB

Start Time:

Wed, 01/01/2025 5:37 PM

Start Location: ***EVV Valid - Override***

Home

123 Example Ave, Tiny Town, NY, 12701

End Time:

Thu, 01/02/2025 9:23 AM

End Location: ***EVV Valid - Override***

Home

123 Example Ave, Tiny Town, NY, 12701

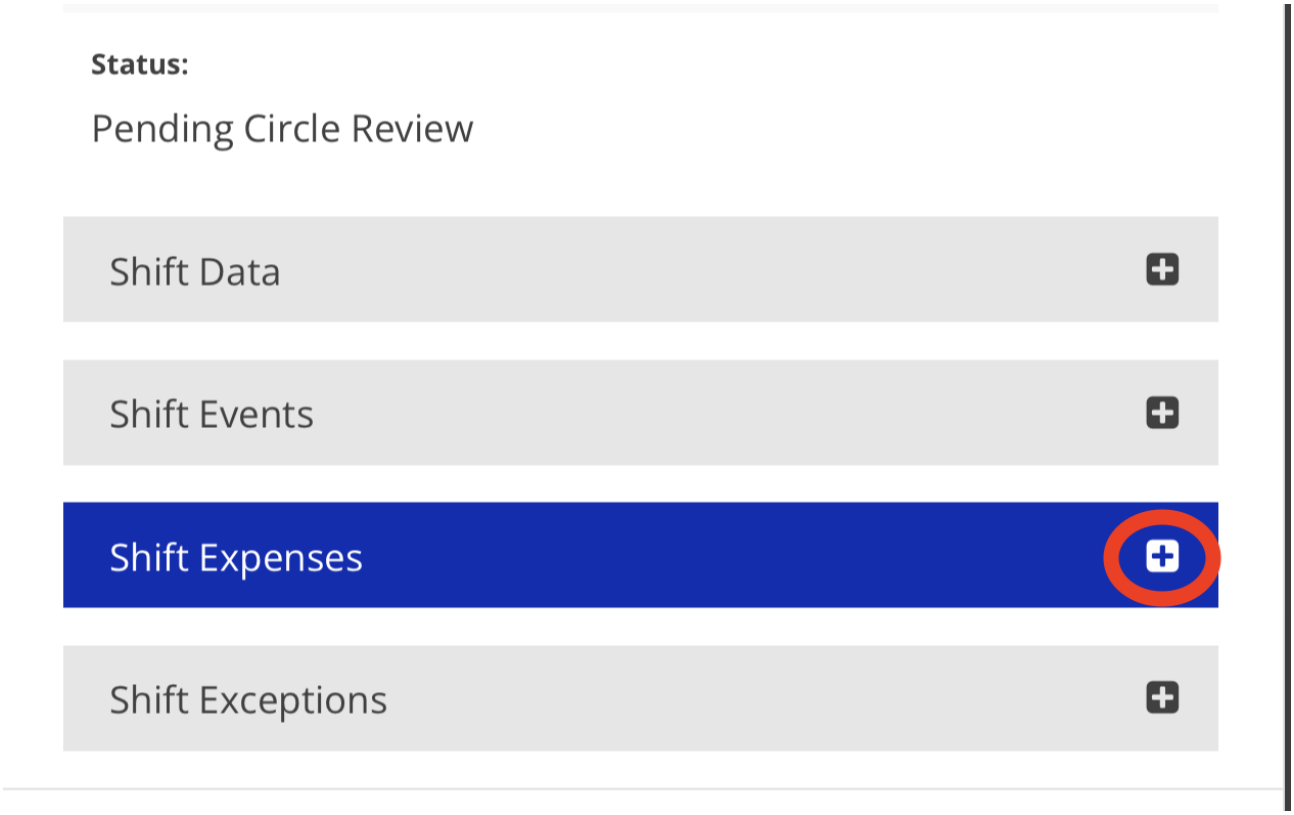
Hours:

15.77

Status:

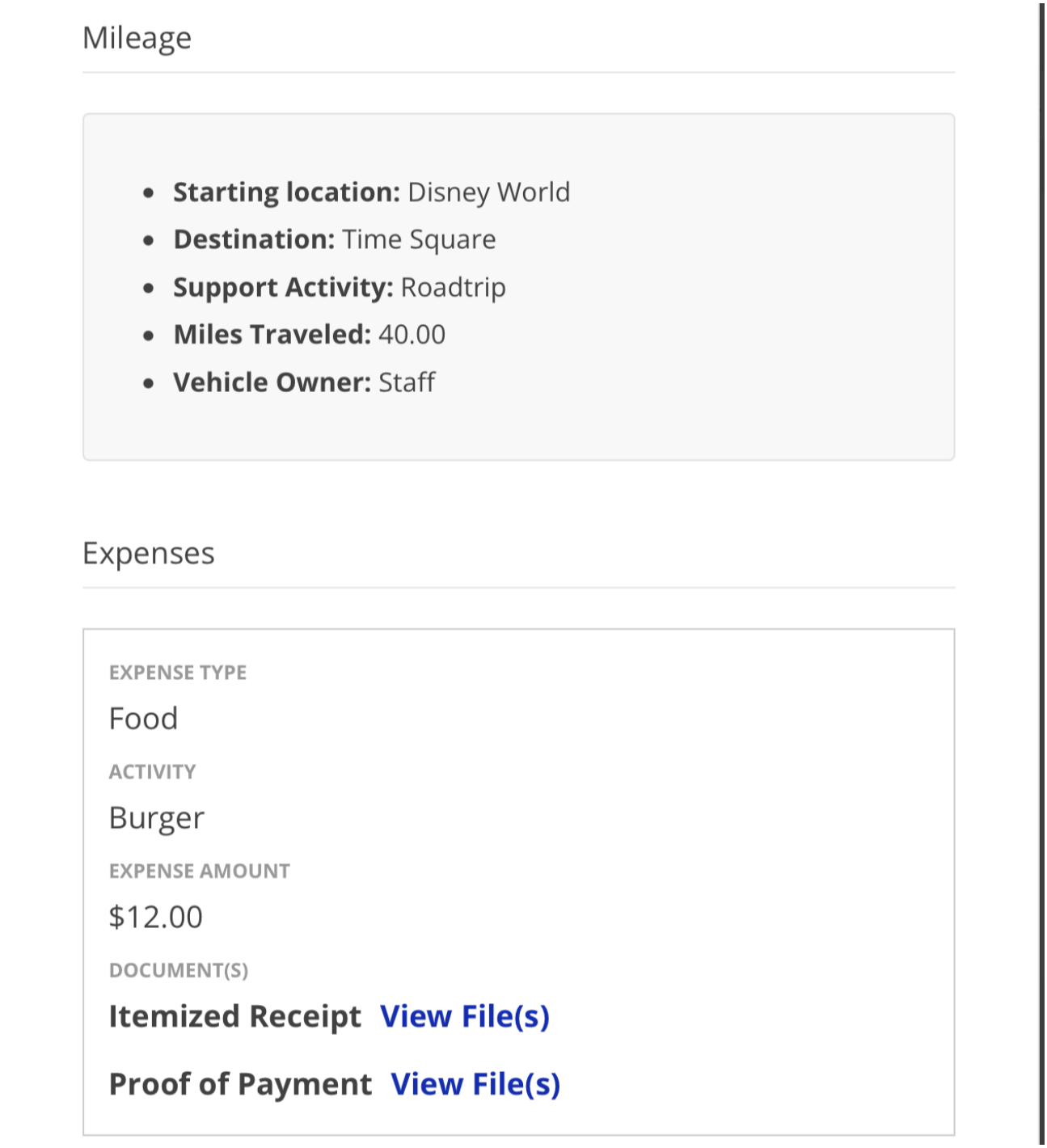
Pending Circle Review

4. Tap on any section to reveal details. In this case, tap on "Shift Expenses"

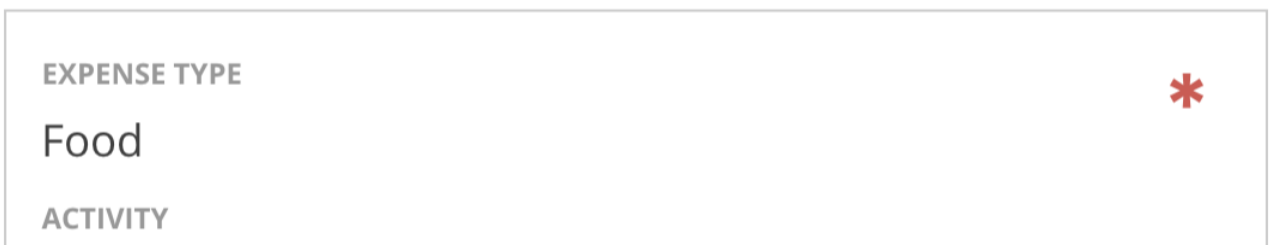


5. Review the Mileage and Expense details

Verify that (1) Starting locations and destination make sense, (2) the activity makes sense, (3) the amount makes sense, (4) and that the provided documentation confirms the written story.

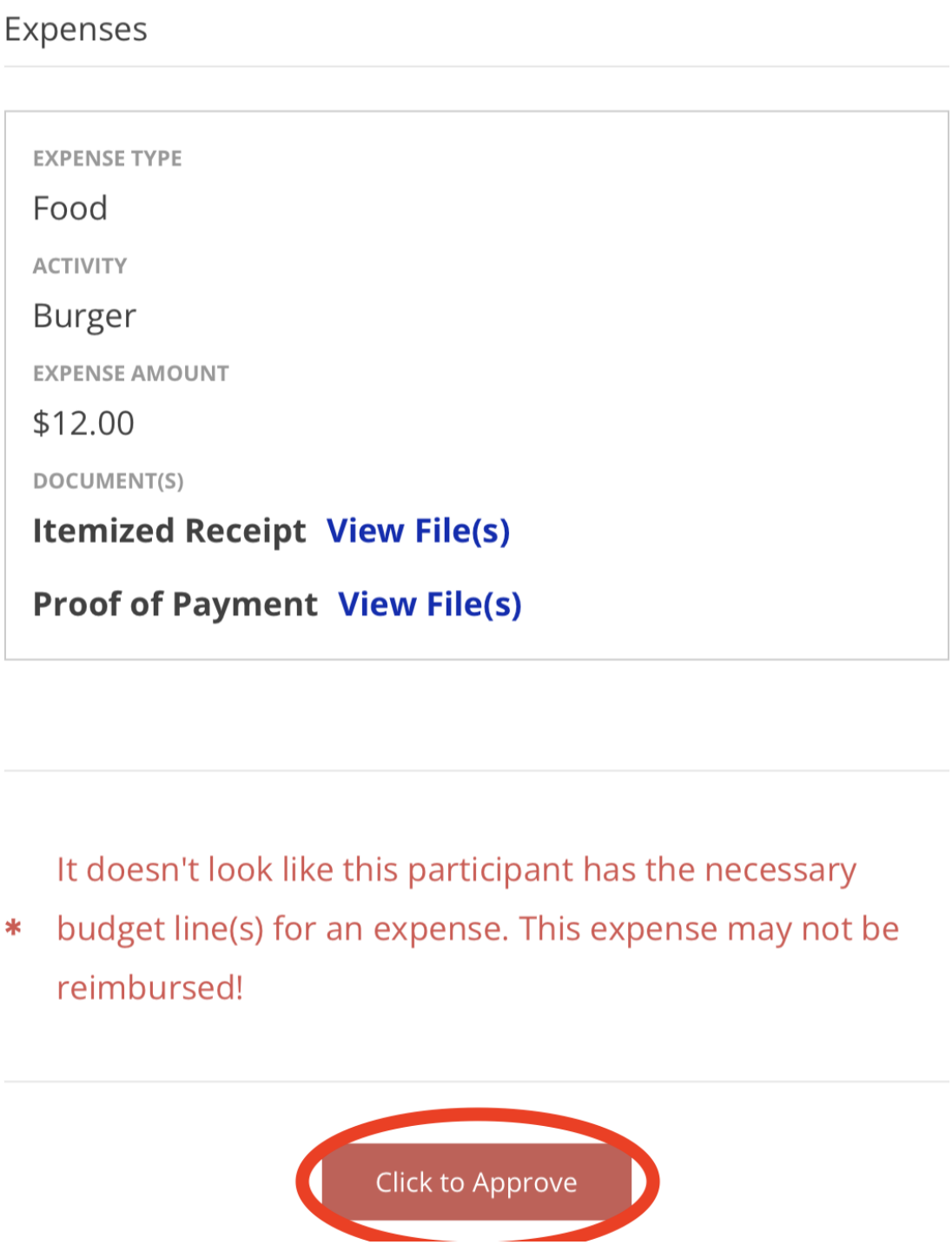


6. Underneath the details, take note of any budget line warnings, the red asterisk indicates which expenses won't be covered.



* It doesn't look like this participant has the necessary budget line(s) for an expense. This expense may not be reimbursed!

7. If everything looks good with the Mileage and Expenses, tap the 'Click to Approve' button



8. In the "Shift Exceptions" section, take note of any EVV Override requests, and approve if appropriate

Shift Exceptions

This shift has an EVV Override Request

Start Location: 123 Example Ave Tiny Town, NY 12701 (Distance: 9673 meters)

Address Given: 123 Example Ave, Tiny Town, NY, 12701

End Location: 123 Example Ave Tiny Town, NY 12701 (Distance: 9660 meters)

Address Given: 123 Example Ave, Tiny Town, NY, 12701

Click to Approve

This shift has an EVV Override Request

Start Location: 123 Example Ave Tiny Town, NY 12701 (Distance: 9673 meters)

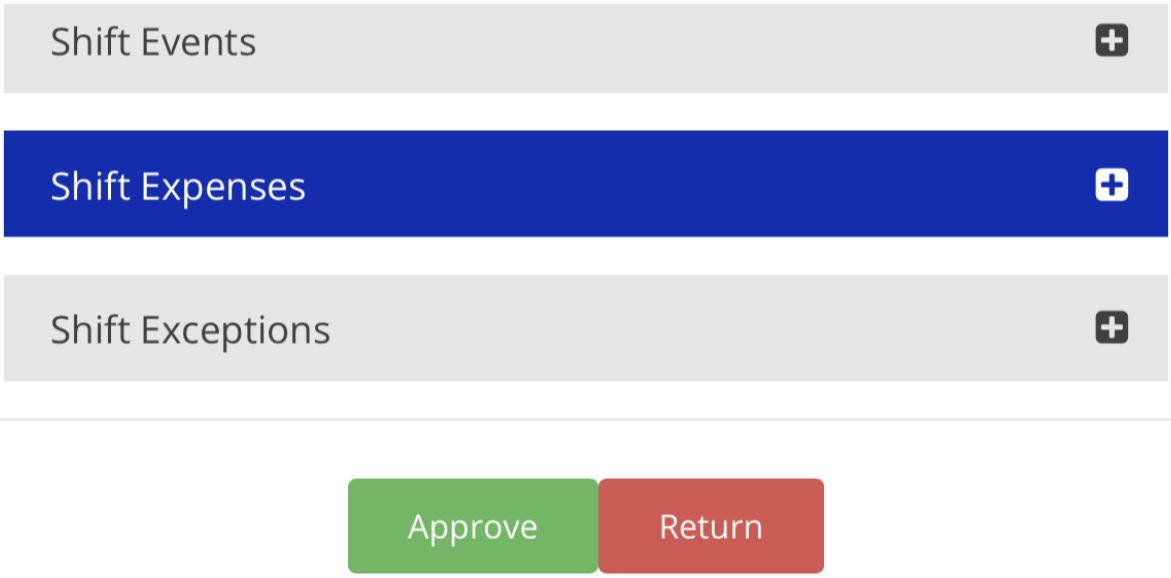
Address Given: 123 Example Ave, Tiny Town, NY, 12701

End Location: 123 Example Ave Tiny Town, NY 12701 (Distance: 9660 meters)

Address Given: 123 Example Ave, Tiny Town, NY, 12701

Override Approved

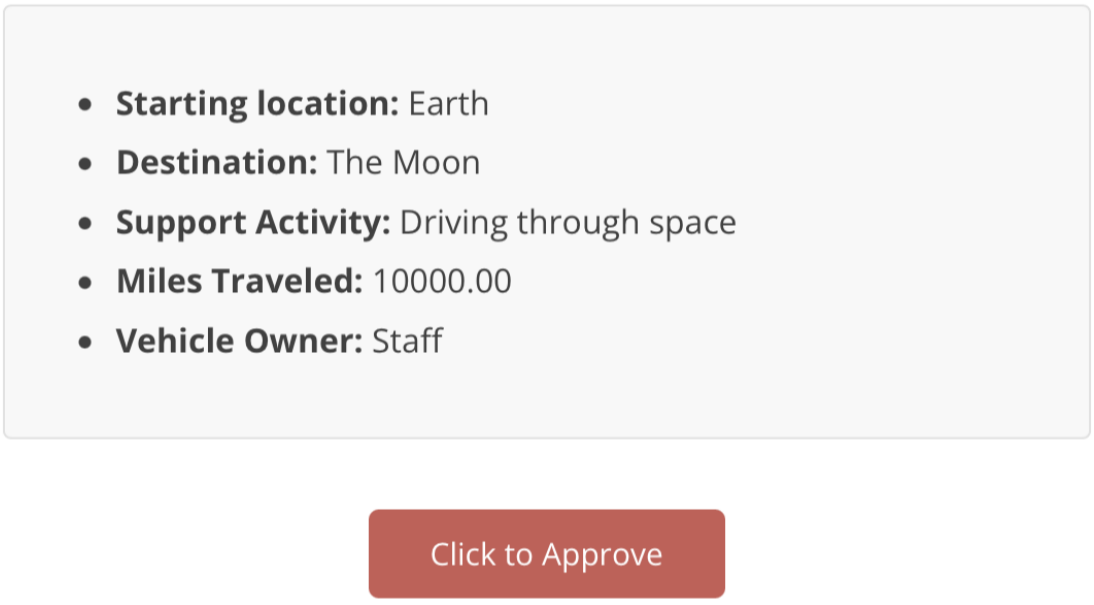
9. If everything looks good to submit, tap the green ' Approve' button



You're done! Unless...

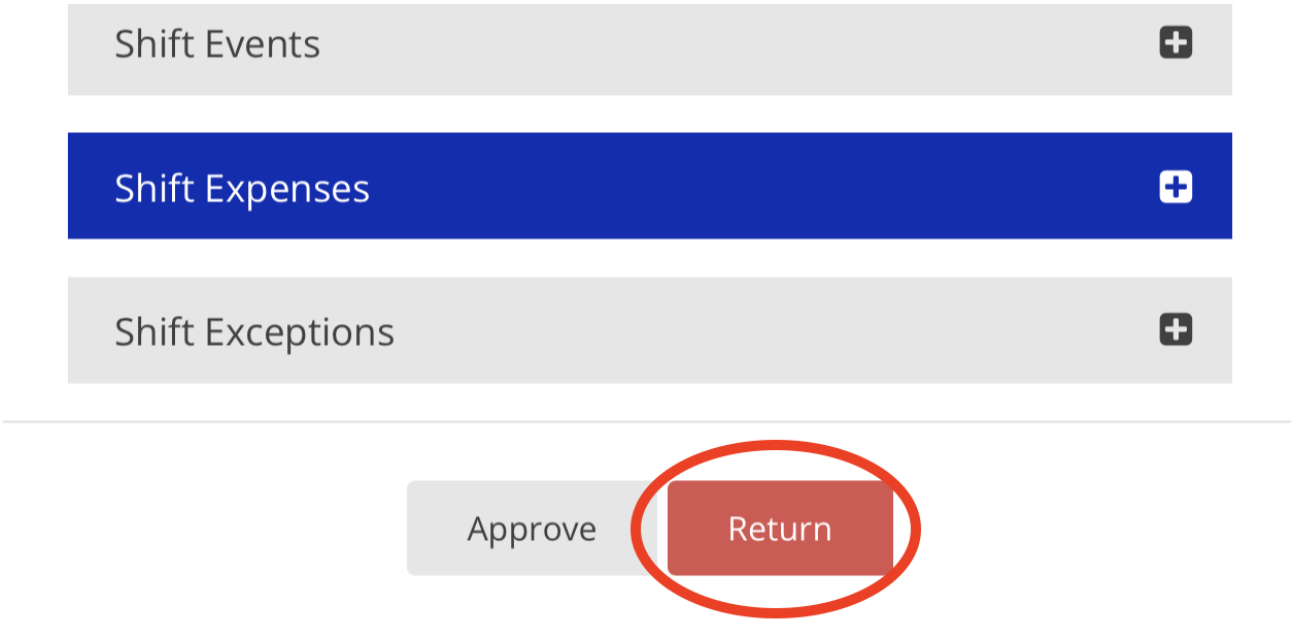
10. If the shift has an issue, as seen below, it will need to be returned

Common issues are (1) incorrect starting locations and destinations, (2) incorrect activities, (3) incorrect dollar amounts, (4) and issues with provided documentation.

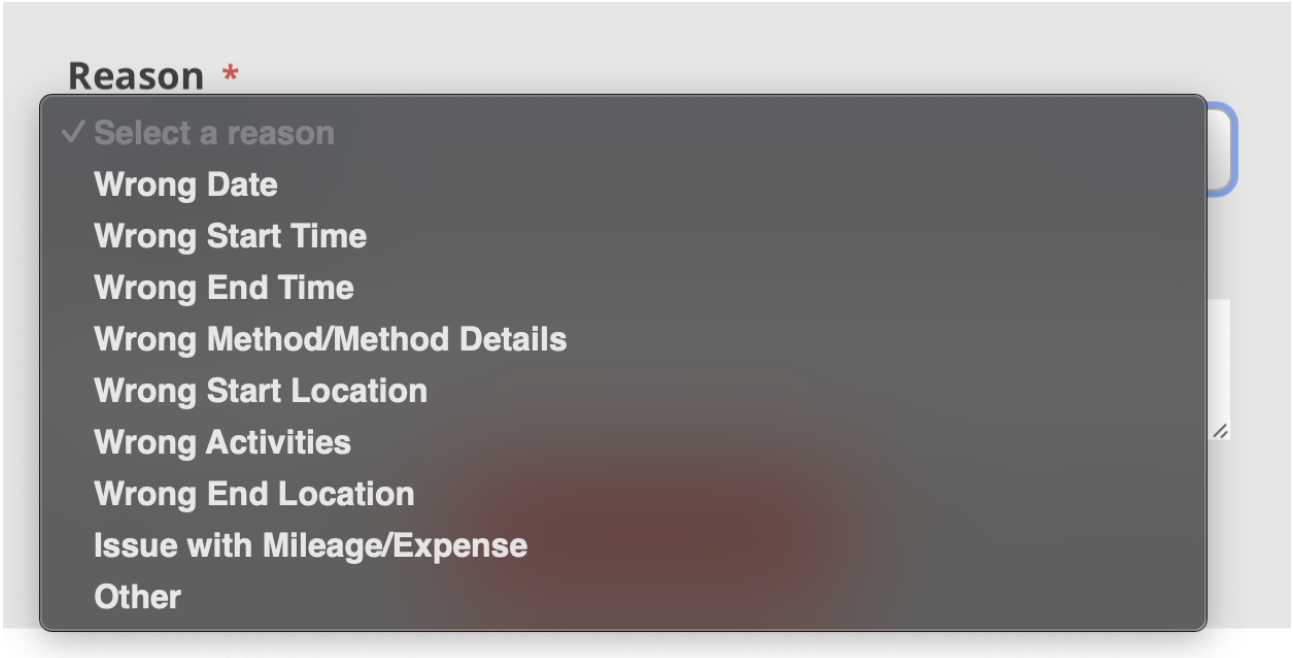


11. To return a shift, tap the 'Return' button

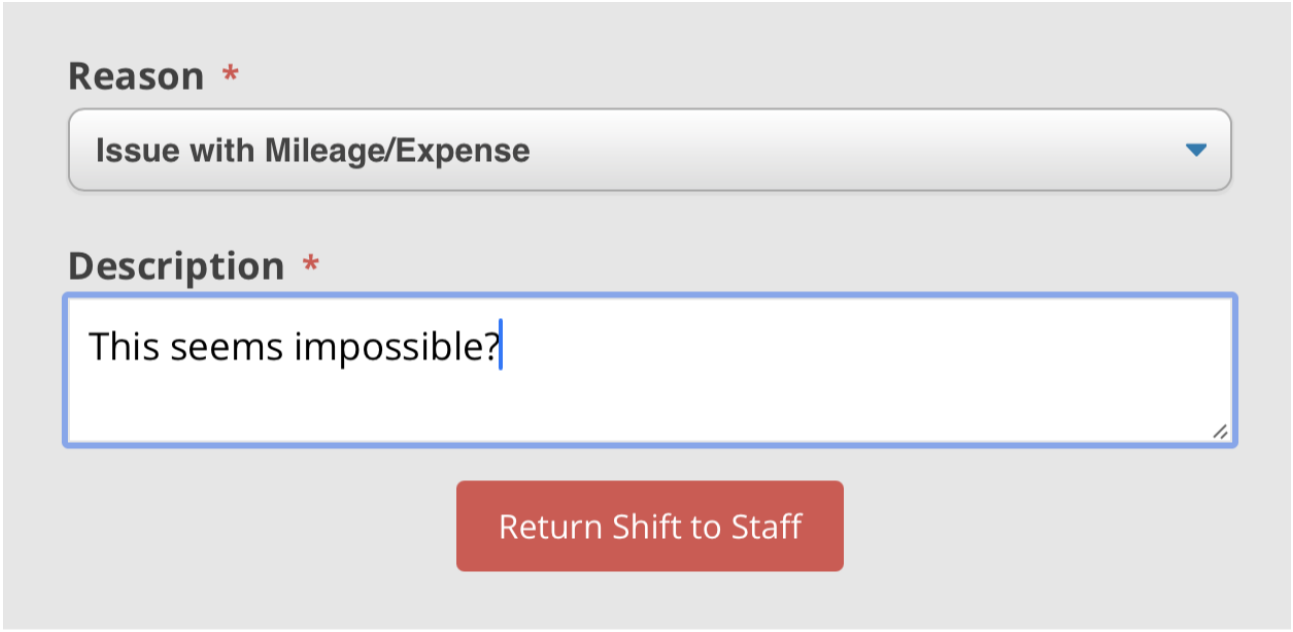
If the shift has an issue of any kind, the whole thing must be returned.



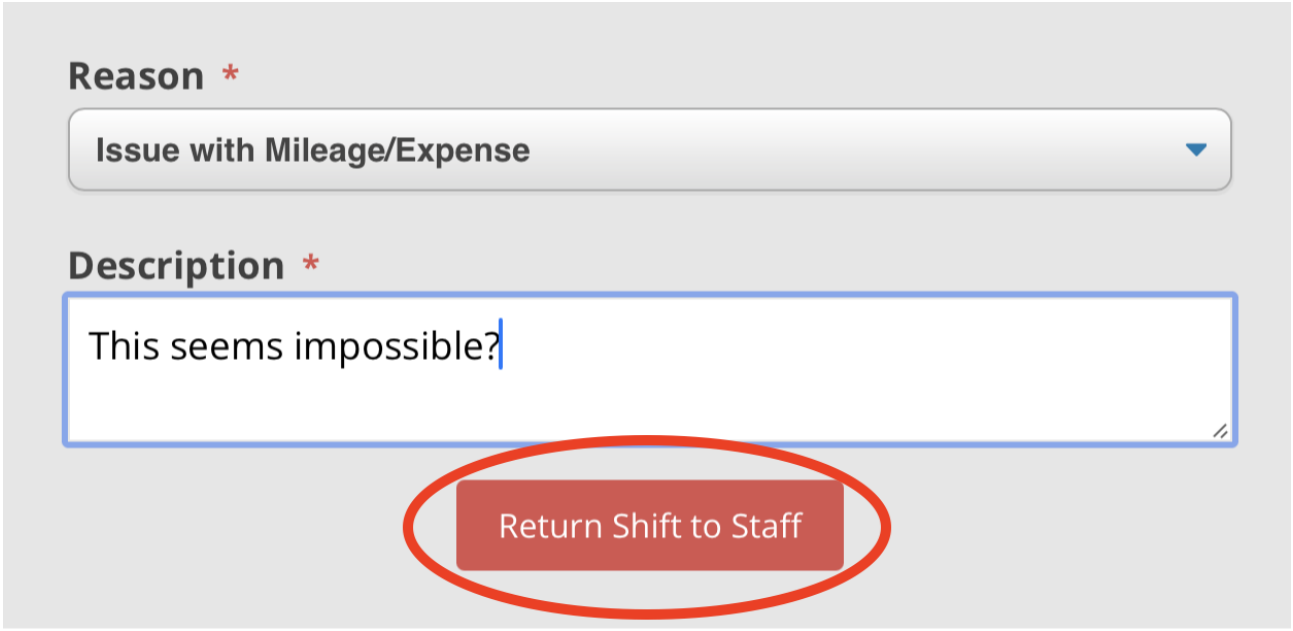
12. Select the reason for your Shift return



13. Write a clarifying comment to the Staff member



14. Tap the 'Return Shift to Staff' button to complete the return process



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FAQ

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Updated 01/24/25.

FAQ

General Questions:

Q: Where will I get these payments?

A: Mileage and Expenses submitted via eTime will be paid bi-weekly with your payroll.

Q: Since mileage and expenses are reimbursed on my paycheck, will they be taxed?

A: No. Mileage and expenses are not taxable and will not be taxed regardless of whether or not you submit them via Expense Upload on the Portal or with your shift via eTime.

Q: Can I still submit mileage and expenses via the Portal?

A: Effective 12/1/2025, Staff must submit mileage and activity fee reimbursements via eTime. However if the staff position does not utilize eTime, refer to your SDC for reimbursement procedure

Mileage Questions:

Q: What if I forgot to add mileage during my shift?

A: You can add mileage at any point before the shift is submitted by tapping the 'Add Mileage' button. If the shift is already submitted, you will need to submit the Mileage as you did before, on paper, and preferably submitted via the expense upload feature on the Portal.

Q: What criteria do I need to meet so that my mileage is covered?

A: Three things: **(1)** The vehicle a Support Staff member uses for a trip must be provided by that Support Staff. **(2)** The end destination of a trip cannot be a location that the State provides funds to travel to such as a Hospital or Courthouse. **(3)** The miles marked for reimbursement must only be miles driven during a shift, not miles driven to or from a shift.

Q: Should I enter the mileage for a round-trip together?

A: No. Track the mileage of each leg of a trip separately.

Q: Can I submit mileage if the vehicle I drove was provided by the Circle?

A: No. Staff cannot use the expenses feature to reimburse the Circle when a family vehicle is used. The Circle will need to submit mileage via Expense Upload on the Portal. Improvements to that process will be coming at a later date and they should keep an eye out for future announcements.

Q: Do I have to record every part of a trip?

A: Yes, as always, you need to submit for every part of your trip to be eligible for reimbursement. We're not asking you to do anything different than what was supposed to be done before in the tracking and reporting of mileage while providing services to our Participants. If you have any questions on how that should be done, please speak with your Self-Direction Coordinator.

Q: Why can't you track my trip, use GPS, or a map search service, and enter the mileage automatically?

A: ISS' policy is to respect people's privacy and we, therefore, do not track their locations except when they clock in and out for an EVV required shift as explained at How is my location data used?

Expense Questions:

Q: What if I forgot to add an expense during my shift?

A: You can add an expense at any point before the shift is submitted by tapping the 'Add Expense' button. If the shift is already submitted, you will need to submit the Expense as you did before, on paper, and preferably submitted via the expense upload feature on the Portal.

Q: What criteria do I need to meet so that my Expense is covered?

A: Two things: **(1)** Expenses must be submitted with supporting documentation. **(2)** The supporting documentation must demonstrate the proof of payment and an itemized receipt must be included.

Further information on itemized receipts and proof of payment can be found on Staff Activity Fee Itemized Receipts and Proof of Payment.

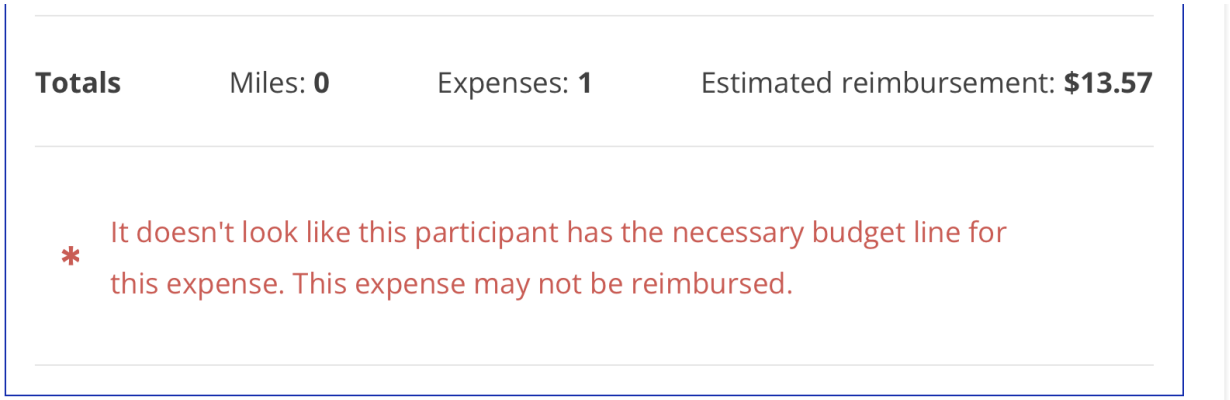
Q: Can I submit multiple expenses all together?

A: No. Expenses should be submitted individually with individual documentation.

Q: Can I be reimbursed for my telephone bill, electric bill, or other things?

A: No. You can only be reimbursed for expenses that occurred during the shift which are related to the shift.

Q: What does it mean if I see the red asterisk "Missing Budget Line" indicator?



A: This just means that the participant in question does not have the budget line to cover a certain expense. You can still submit your shift, but some expenses may not be covered.

Returned Shift Questions:

Q: What if my shift is returned?

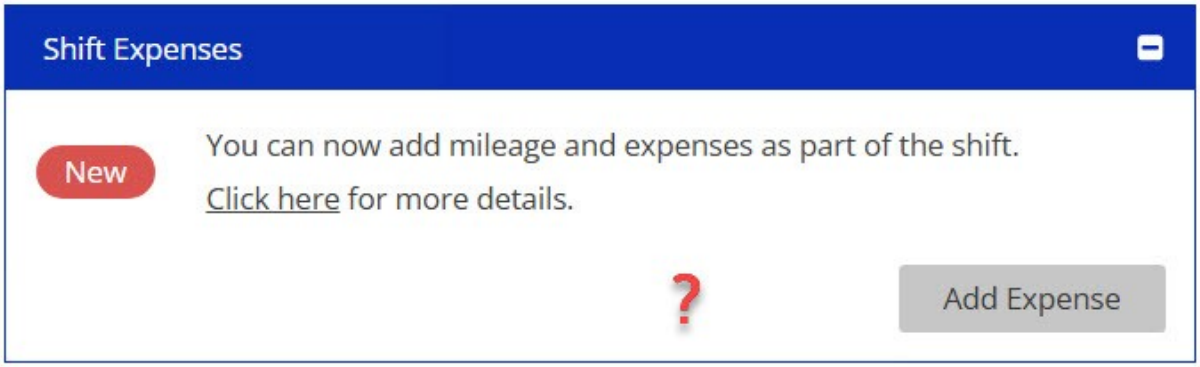
A: If your shift is returned, you will need to correct any errors before resubmitting. For detailed instructions, go here.

Updated 12/04/25.

Non-Drivers Cannot Submit Mileage

If you are recognized in ISS' systems as being a non-driver, you will not have the option to submit mileage within eTime.

You will not see the *Add Mileage* button.



You can, of course, still submit expenses as needed with your shift via eTime.

If you should no longer be classified as a non-driver or have any questions regarding your non-driver status, please contact People Services at peopleservices@issny.org.

Created 03/07/25.