

# eTime Mileage and Expenses

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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](#)

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*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

## Welcome Carlos Demo Medina

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### Self-Direction Resource Guidebook

This guidebook contains information and Frequently Asked Questions to help Participants and their teams navigate Self-Direction.

Additional resources are available at <https://help.issny.org/>

[View »](#)



🕒 OPEN ETIME

## 2. Start a shift



## 3. Input your information

ISS eTime ☰

Cancel Add

---

Employer ✓

**Owen Ellis**

---

Job ✓

**COMHAB**

---

Method ✓

**Face to Face**

---

Location ✓

**Home**  
123 Example Ave, Tiny Town, NY, 12701 (Distance: 9673 meters)

## 4. Select your shift

Select a shift to edit.


**Owen Ellis**

*COMHAB - Face to Face*

*Start Time: 01/01/2025 5:37 PM*



End Shift

Depart Home 



# 5. Tap the 'Add Mileage' button

<b>Cancel</b>	<b>Update Details</b>	<b>Update</b>
<b>Shift ID</b> 1718366		
<b>Employer</b> Owen Ellis		
<b>Job</b> COMHAB		
<b>Start Time</b> 01/01/2025 5:37 PM		
<b>Start Location</b> <i>EVV Valid - Override</i> Home 123 Example Ave, Tiny Town, NY, 12701		
<b>Shift Expenses</b>		
<b>New</b>	You can now add mileage and expenses as part of the shift. <a href="#">Click here</a> for more details.	
	<b>Add Mileage</b>	<b>Add Expense</b>



## 7. Your mileage can be viewed within the shift

### Shift Expenses

**New** You can now add mileage and expenses as part of the shift.  
[Click here](#) for more details.

#### Mileage

**STARTING LOCATION**  
Owen's House

**DESTINATION**  
Blues House

**MILES TRAVELED**  
24.00

**SUPPORT ACTIVITY**  
Watching a Concert

**VEHICLE OWNER**  
Staff

[Edit](#) [Delete](#)

[Add Trip](#) [Add Expense](#)

---

**Totals**      Miles: **24**      Expenses: **0**      Estimated reimbursement: **\$13.44**

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

The screenshot shows the 'Shift Expenses' app interface. At the top, there is a blue header with the text 'Shift Expenses' and a hamburger menu icon. Below the header, there is a red 'New' button and a message: 'You can now add mileage and expenses as part of the shift. [Click here](#) for more details.'

The main section is titled 'Mileage' and contains a list of trip details:

- STARTING LOCATION: Owen's House
- DESTINATION: Blues House
- MILES TRAVELED: 24.00
- SUPPORT ACTIVITY: Watching a Concert
- VEHICLE OWNER: Staff

At the bottom of this list, there are two buttons: 'Edit' (circled in red) and 'Delete'. Below the list, there are two buttons: 'Add Trip' and 'Add Expense'.

At the bottom of the screen, there is a 'Totals' section with the following information:

<b>Totals</b>	Miles: <b>24</b>	Expenses: <b>0</b>	Estimated reimbursement: <b>\$13.44</b>
---------------	------------------	--------------------	---

Cancel

Trips Details

Confirm

**Vehicle Owner** \*Required

Staff

**Starting Location** \*Required

Owen's House

**Destination** \*Required

Blues House

**Support Activities** \*Required

Watching a Concert

**Miles Traveled** - only type the number of miles \*Required

24.00

For further questions, please view our FAQ document:

[FAQ](#)

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*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 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

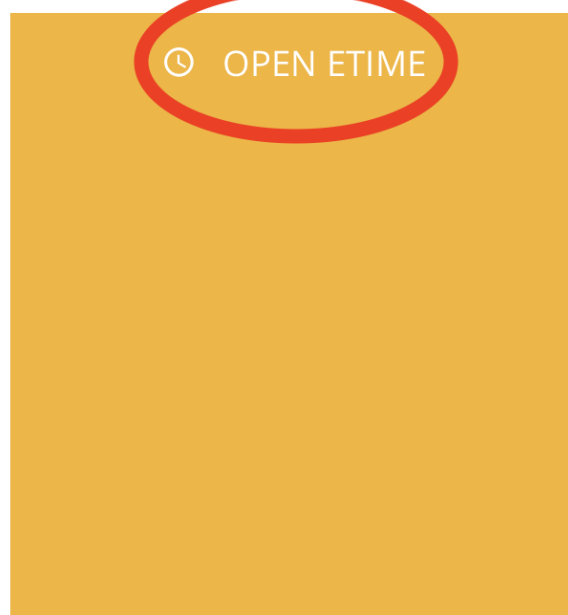
## Welcome Carlos Demo Medina

Self-Direction Resource Guidebook

This guidebook contains information and Frequently Asked Questions to help Participants and their teams navigate Self-Direction.

Additional resources are available at <https://help.issny.org/>

[View »](#)



2. Start a shift



### 3. Input your information

ISS eTime ☰

Cancel Add

---

Employer  
**Owen Ellis** ✓

---

Job  
**COMHAB** ✓

---

Method  
**Face to Face** ✓

---

Location  
**Home** ✓  
123 Example Ave, Tiny Town, NY, 12701 (Distance: 9673 meters)

---

### 4. Select your shift

Select a shift to edit.

---

**Owen Ellis** 🕒  
*COMHAB - Face to Face*  
*Start Time: 01/01/2025 5:37 PM*

End Shift Depart Home 📍 🗑️

# 5. Tap the 'Add Expense' button

**Cancel** **Update Details** **Update**

<b>Shift ID</b> 1718366
<b>Employer</b> Owen Ellis
<b>Job</b> COMHAB
<b>Start Time</b> 01/01/2025 5:37 PM
<b>Start Location</b> <i>EVV Valid - Override</i> Home 123 Example Ave, Tiny Town, NY, 12701

**Shift Expenses**

**New** You can now add mileage and expenses as part of the shift.  
[Click here](#) for more details.





**Add Mileage** **Add Expense**


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

**Expense Details**

**Next**

**Activity** - Please Select One \*Required

 <b>Food</b> Food Related Expense	 <b>Transportation</b> Bus, Train, Uber, etc.
 <b>Entertainment</b> Movies, Concerts, Similar Activities...	 <b>Other Activities</b> Other Expenses not mentioned

**Remove Expense** 

*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


Back Expense Details Next

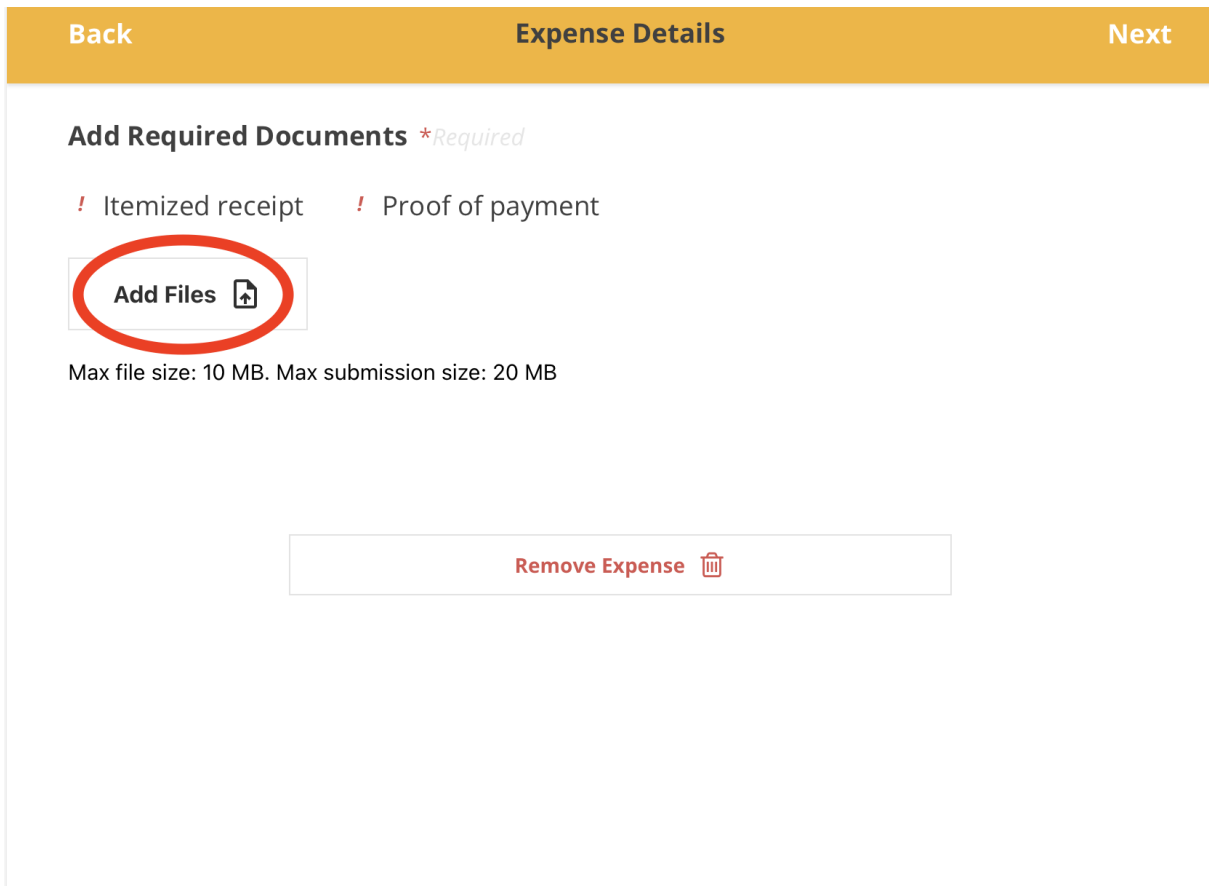
**Add Required Documents** \*Required

! Itemized receipt ! Proof of payment

**Add Files** 

Max file size: 10 MB. Max submission size: 20 MB

**Remove Expense** 

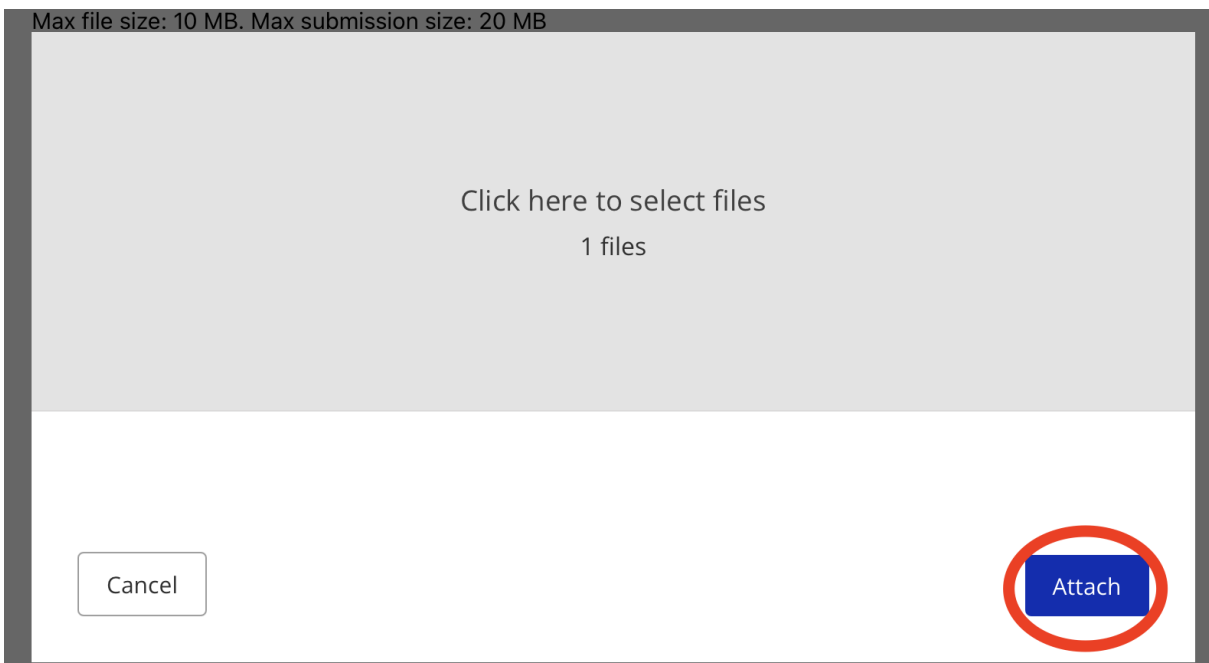


## 8. Tap the 'Attach' button

Max file size: 10 MB. Max submission size: 20 MB

Click here to select files  
1 files


Cancel **Attach**




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

### Add Required Documents *\*Required*

Itemized receipt     Proof of payment

Add Files 


eTime Mileage & Expe...ies.pdf 0.1 MB [View File](#) 

**Document Type** *\*Required*  
Select one or both if the uploaded file qualifies as both

Itemized receipt     Proof of Payment

1 files uploaded. Total size 100.75 KB. [Remove all files](#)

Max file size: 10 MB. Max submission size: 20 MB

Remove Expense 

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

Back Expense Details Done


For in-shift expenses

**Activity** \*Required

Lunch

**Amount** \*Required

\$ 13.57

Remove Expense 

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

Shift Expenses ☰

**New** You can now add mileage and expenses as part of the shift.  
[Click here](#) for more details.

### Expenses

EXPENSE TYPE	Food
ACTIVITY	Burger
EXPENSE AMOUNT	\$13.57
DOCUMENT(S)	<b>Itemized Receipt</b> <a href="#">View File(s)</a> <b>Proof of Payment</b> <a href="#">View File(s)</a>
	<a href="#">Delete</a>

[Add Mileage](#) [Add Expense](#)

---

<b>Totals</b>	Miles: <b>0</b>	Expenses: <b>1</b>	Estimated reimbursement: <b>\$13.57</b>
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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 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

## Welcome Carlos Demo Medina

---

Take Action


**ACTION REQUIRED:** Circle Returned Shift for Correction  
COMHAB shift for Owen Ellis

2. Tap into the shift which has been returned

## My Work

Filter By: Returned Participant Job

**Owen Ellis**  
*COMHAB - Face to Face*

<b>Start Time:</b> THU, 01/02/2025 9:31 AM	<b>End Time:</b> THU, 01/02/2025 9:32 AM	
<b>Hours:</b> 0.02	<b>Shift ID:</b> 1718367	

**THIS SHIFT WAS RETURNED TO YOU BY THE CIRCLE**

3. Take note of the comment from the circle

## Owen Ellis

**This Shift was returned to you by the Circle**

**Returned by:** Maxine Ellis

**Reason:** Issue with Mileage/Expense

**Description:** This seems impossible?

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

Shift Expenses

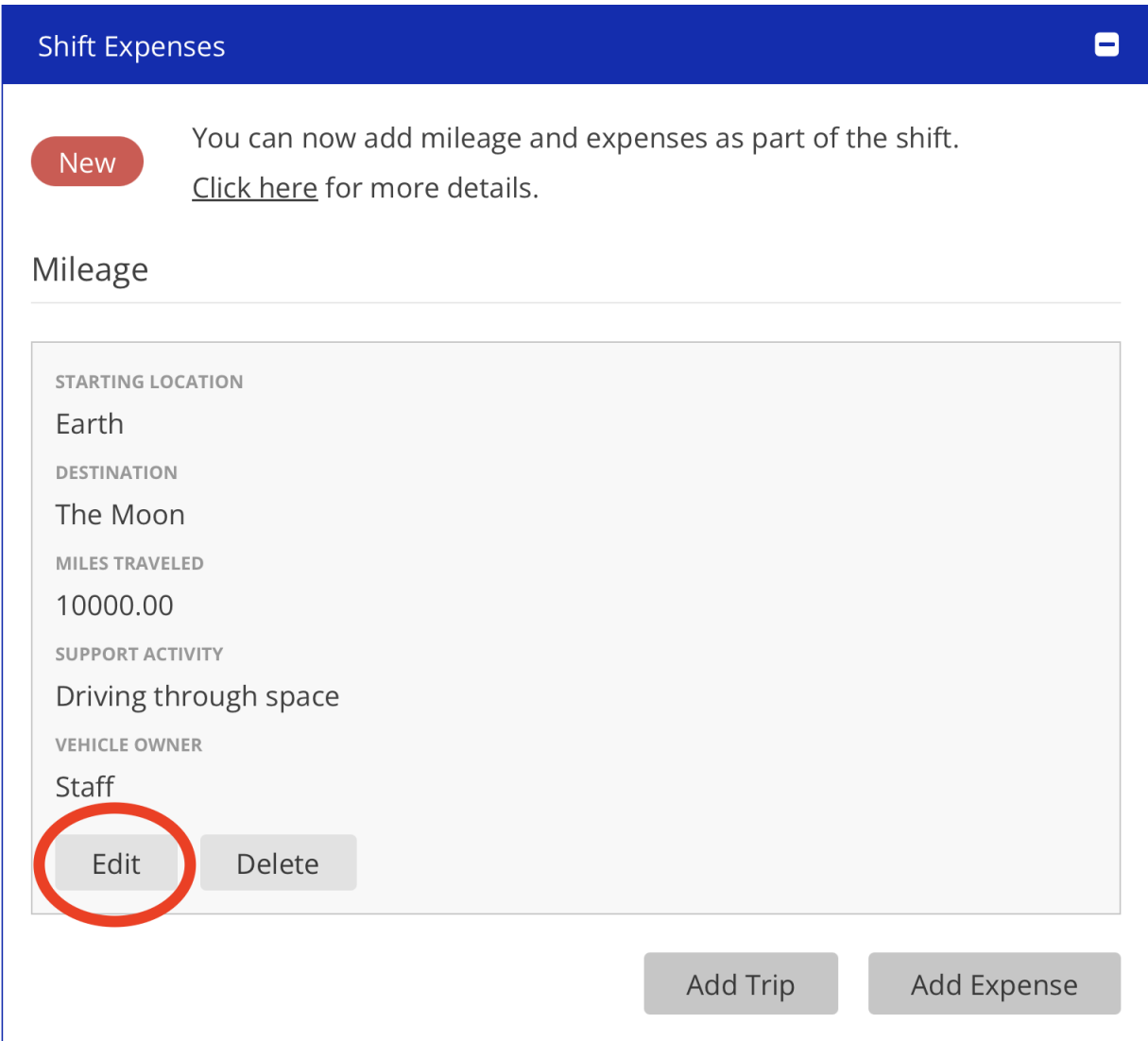
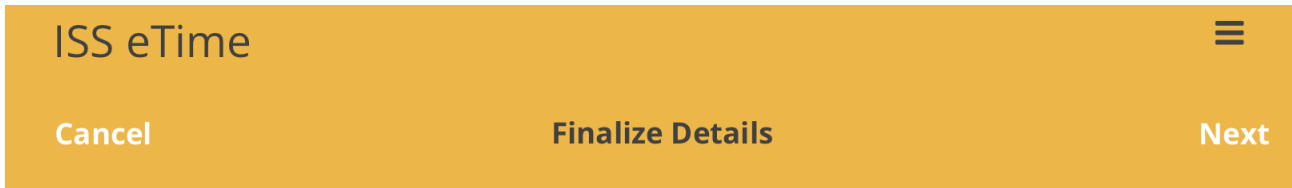


Mileage

- **Starting location:** Earth
- **Destination:** The Moon
- **Support Activity:** Driving through space
- **Miles Traveled:** 10000.00
- **Vehicle Owner:** Staff

Submit in eTime

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.

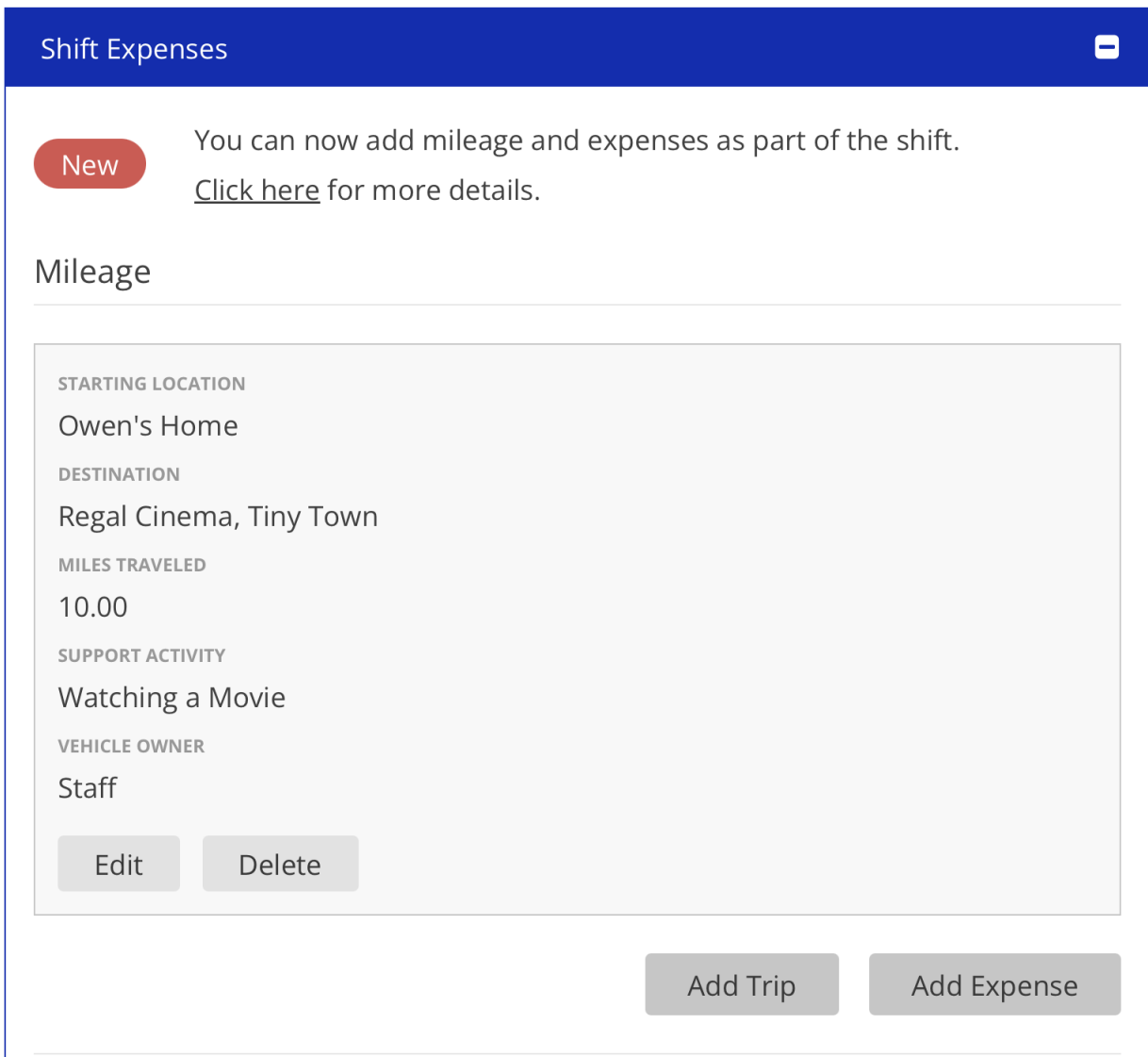
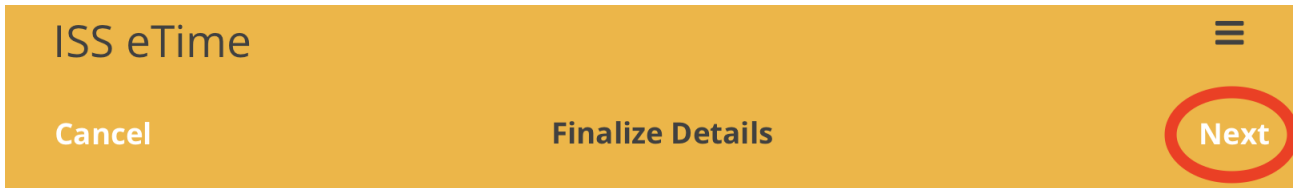
EXPENSE TYPE	
Food	*
ACTIVITY	

---

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

---

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

ISS eTime ☰

[Back](#) **Final Review**

START  
01/02/2025 09:31 AM

END  
01/02/2025 09:32 AM

[View](#)

Staff Activities \* ☰

**Events**

Meeting (circle of support meeting, etc.)

**Comments**

I have reviewed why the shift was returned and made corrections where needed.

You must select the above checkbox to submit this shift.

SUBMIT SHIFT

## 9. Tap 'Submit Shift' to re-submit

ISS eTime ☰

[Back](#) **Final Review**

EVENT  
Meeting

START  
01/02/2025 09:31 AM

END  
01/02/2025 09:32 AM

[View](#)

Staff Activities \*▮

**Events**  
Meeting (circle of support meeting, etc.)

**Comments**

I have reviewed why the shift was returned and made corrections where needed.

**SUBMIT SHIFT**

For further questions, please view our FAQ document:

[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

## Welcome Maxine Ellis

Take Action

**ACTION REQUIRED: Review Shift**

Carlos Demo Medina submitted COMHAB shift

2. Tap into the shift

# Staff Work

**Filter By:** Pending Circle Review 1 Staff 1

**Owen Ellis**  
*COMHAB - Face to Face*

<b>Start Time:</b> WED, 01/01/2025 5:37 PM	<b>End Time:</b> THU, 01/02/2025 9:23 AM
<b>Staff:</b> Carlos Demo Medina	<b>Hours:</b> 15.77
<b>Shift ID:</b> 1718366	

**PENDING CIRCLE REVIEW**

### 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*

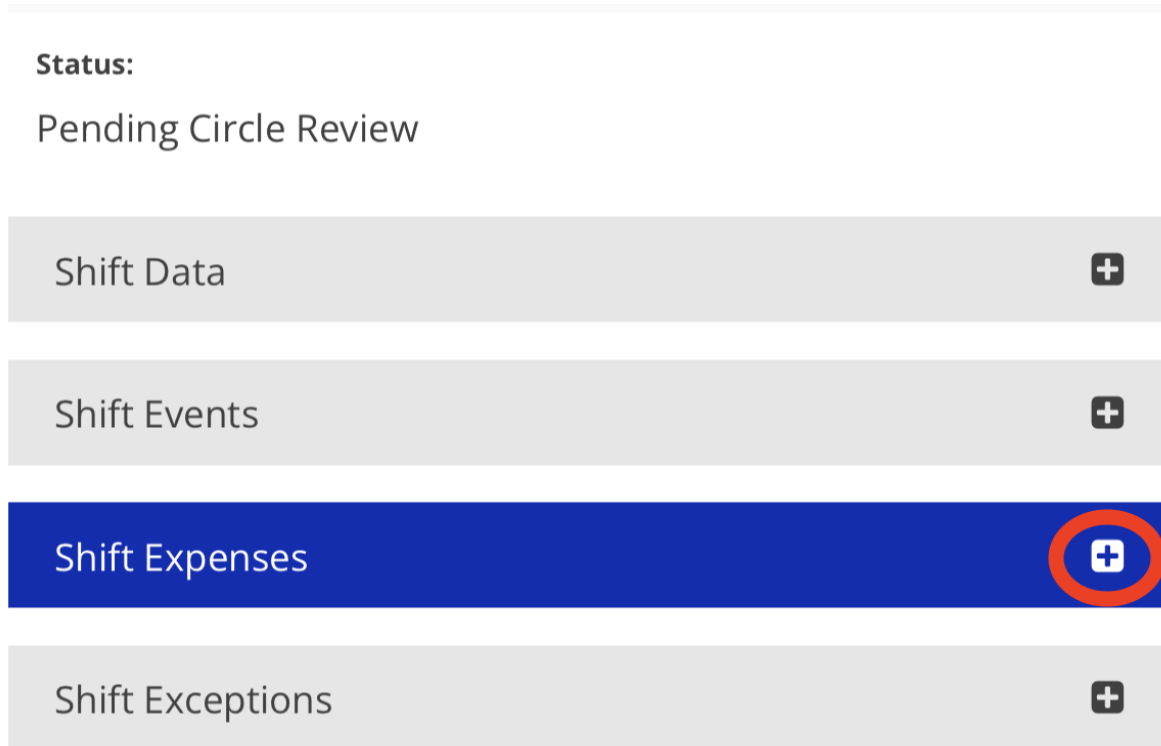
**Hours:**

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.

## Mileage

---

- **Starting location:** Disney World
- **Destination:** Time Square
- **Support Activity:** Roadtrip
- **Miles Traveled:** 40.00
- **Vehicle Owner:** Staff

## Expenses

---

EXPENSE TYPE

Food

ACTIVITY

Burger

EXPENSE AMOUNT

\$12.00

DOCUMENT(S)

**Itemized Receipt** [View File\(s\)](#)

**Proof of Payment** [View File\(s\)](#)

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

EXPENSE TYPE

Food

ACTIVITY



---

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

Expenses

---

EXPENSE TYPE
Food
ACTIVITY
Burger
EXPENSE AMOUNT
\$12.00
DOCUMENT(S)
<b>Itemized Receipt</b> <a href="#">View File(s)</a>
<b>Proof of Payment</b> <a href="#">View File(s)</a>

---

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

---



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



**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

Shift Events	+
Shift Expenses	+
Shift Exceptions	+

[Approve](#) [Return](#)

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.

- **Starting location:** Earth
- **Destination:** The Moon
- **Support Activity:** Driving through space
- **Miles Traveled:** 10000.00
- **Vehicle Owner:** Staff

[Click to Approve](#)

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

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



Shift Events +

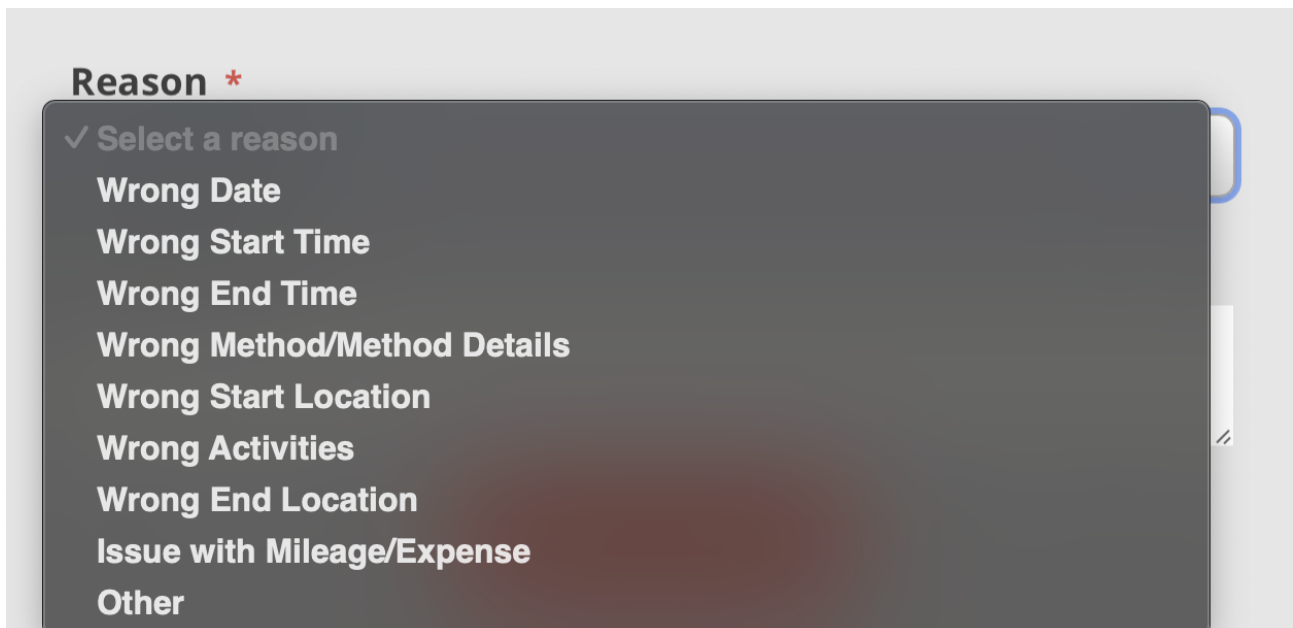
Shift Expenses +

Shift Exceptions +



Approve Return

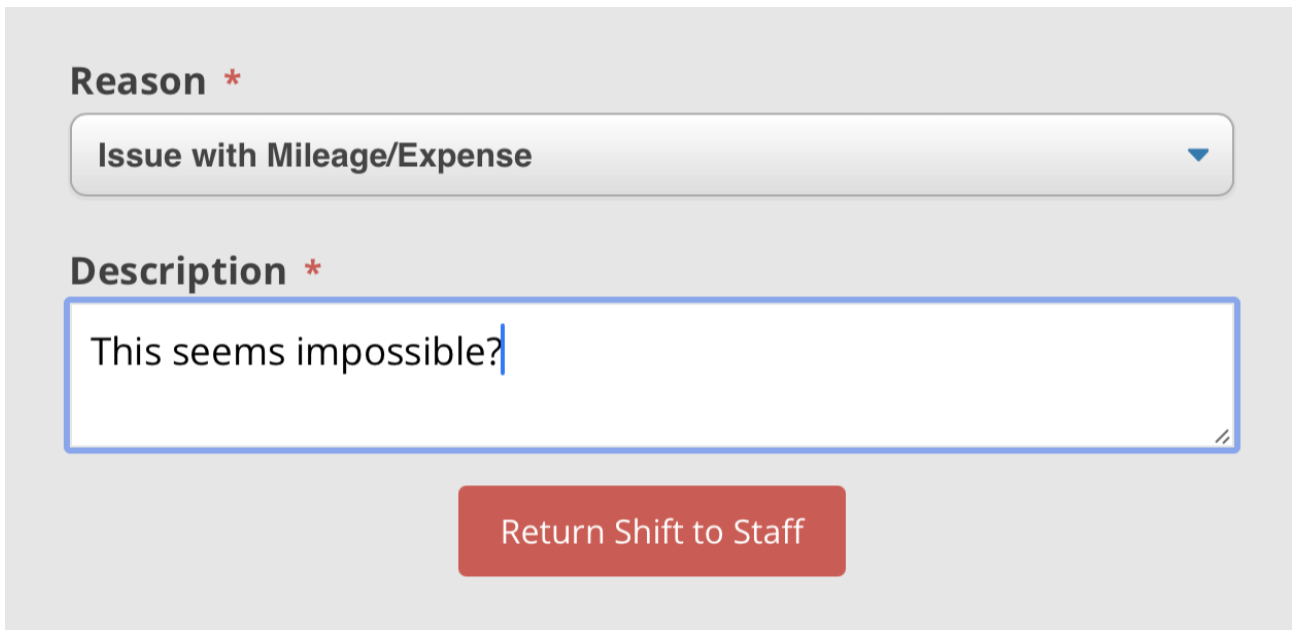
## 12. Select the reason for your Shift return



**Reason \***

- ✓ Select a reason
- Wrong Date
- Wrong Start Time
- Wrong End Time
- Wrong Method/Method Details
- Wrong Start Location
- Wrong Activities
- Wrong End Location
- Issue with Mileage/Expense
- Other

### 13. Write a clarifying comment to the Staff member



**Reason \***

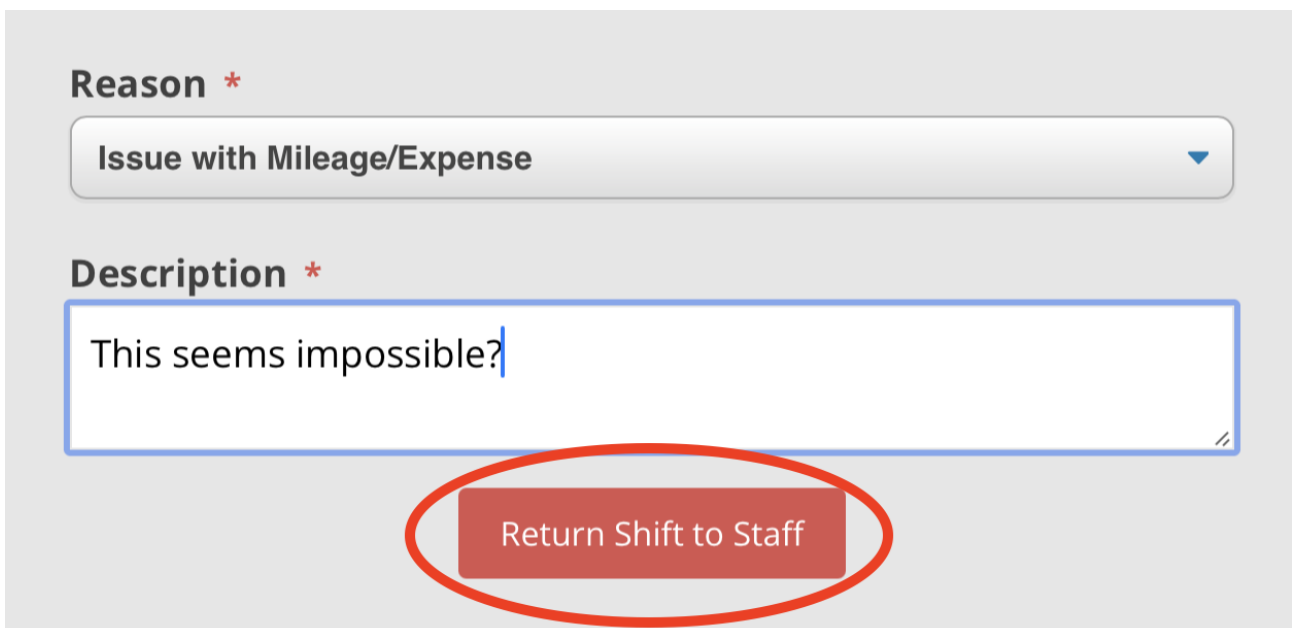
Issue with Mileage/Expense

**Description \***

This seems impossible?

Return Shift to Staff

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



**Reason \***

Issue with Mileage/Expense

**Description \***

This seems impossible?

Return Shift to Staff

For further questions, please view our FAQ document:

[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?

<b>Totals</b>	Miles: <b>0</b>	Expenses: <b>1</b>	Estimated reimbursement: <b>\$13.57</b>
<p><b>*</b> It doesn't look like this participant has the necessary budget line for this expense. This expense may not be reimbursed.</p>			

**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](#).

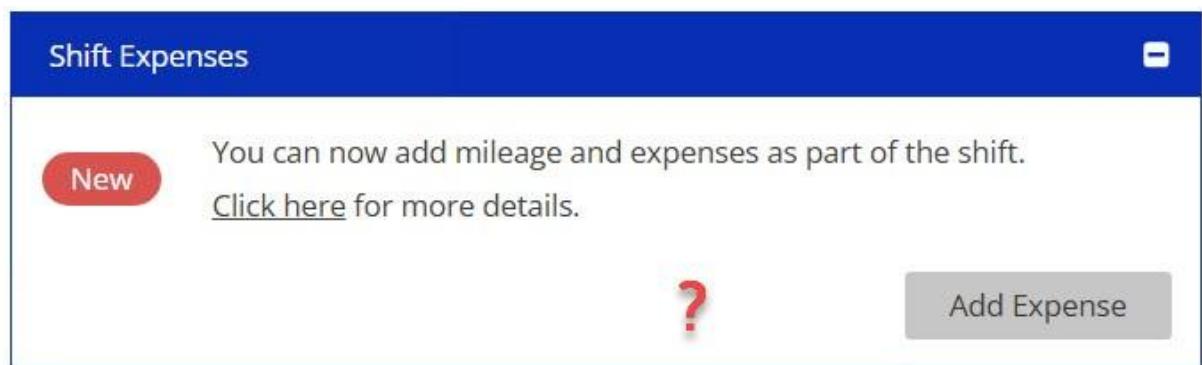
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Updated 12/04/25.

# 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](mailto:peopleservices@issny.org).

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Created 03/07/25.