


# AIM Reimbursement Rejection Steps

## eVeroPortal App

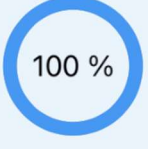
eVeroPortal App user can review 'Dashboard' screen for Invoice Status ([Rejections](#) or [Paid](#) section) upon login:


Dashboard
Close

AVERAGE, JOE



**Budget Summary**


Total Budget Amount  
**\$133810.00**  
Spent Year to Date  
**\$0.00**  
Remaining Balance: **\$133810.00**


100 %


**Rejections**

|                         |   |   |
|-------------------------|---|---|
| Transportation          | 0 | > |
| Individual Summary Note | 0 | > |
| Invoice                 | 1 | > |


**Review Pending**



**Paid**


|                |   |   |
|----------------|---|---|
| Transportation | 0 | > |
| Invoice        | 0 | > |



## Review a Rejected Invoice:

1. Under Invoice select 'View'
2. Select 'Filter' to open 'Invoice-Filter Menu'
3. To filter for rejection, select 'Rejected' under 'Status' category
4. Select 'Apply Filter' (purple button bottom righthand side of menu screen) to apply to all invoices


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 **AVERAGE, JOE**  
28 Years, Male

**INVOICE** Add **View** 


Month/Year: May/2023  Sort by: Invoice Date 

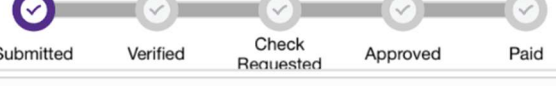
**05-31-2023**


Program : SDS-Individual Directed Goods & Servic...   
Category : Transportation  
Vendor : Jones, Joseph-Test  
Description : may 2023 mileage to music classes  
Amount : \$3.34



**05-25-2023**

Program : SDS-Family Reimbursed Respite   
Category : Reimbursable Items  
Vendor : Jones, Joseph-Test  
Description : FRR  
Amount : \$80.00





Sue Test 

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**INVOICE-FILTER** [Cancel](#)

SEARCH









Paid to  Paid to

Check Number  Check Number






**05-31-2023** **TEMPLATES**

Program  Submitted Today  
Category  Verified Today

**STATUS**

Vendor  Submitted  
Description  Verified  
Amount  Check Requested  
 Approved  
 Paid  
 **Rejected**  
 Partially Verified  
 Voided

**05-25-2023**

Program  Submitted  
Category  Rejected  
Vendor  Partially Verified  
Description  Voided  
Amount  Submitted

[Reset](#) [Apply Filter](#)

5. Select the Month (calendar icon) to toggle between invoices submitted
6. To read reason for rejection select the dropdown menu (purple icon righthand side of screen)
7. 'Rejection Reason' will be located under 'Status History'


Please Note:

- The reason for rejection will appear in the description; rejection notification sent from eVero to communicate rejection and team communications are provided to indicate information needed

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AVERAGE, JOE  
28 Years, Male

**INVOICE** Add View Filter

Month/Year: Dec/2023  Sort by: Invoice Date

**12-31-2023**

Program : SDS-Family Reimbursed Respite  
Category : Reimbursable Items  
Vendor : Jones, Joseph-Test  
Description : REVIEW: This is in review due to overlap of sta...  
Amount : \$240.00

Submitted Rejected Check Requested Approved Paid

**STATUS HISTORY**

|               |   |
|---------------|---|
| Date Time     | : 12-14-2023 06:02:04 PM                                  |
| Username      | : Test, Sue   |
| Status        | : Submitted   |
| Date Time     | : 12-18-2023 09:06:00 AM                                  |
| Username      | : Jablonski, Jessica                                      |
| Status        | : Rejected  |
| Reject Reason | : If you are already working with your AIM support tea... |


Resubmit a Rejected Invoice:

1. Select the invoice in need of editing (purple arrow righthand side of screen)
2. User will be prompted to agree to make changes which will update the status of the invoice; User will select 'Yes' to continue

**12-31-2023**

Program : SDS-Family Reimbursed Respite  
Category : Reimbursable Items  
Vendor : Jones, Joseph-Test  
Description : REVIEW: This is in review due to overlap of sta...  
Amount : \$240.00

Submitted Rejected Check Requested Approved Paid



**View**

Invoice is in Rejected Status. Making changes will change the invoice status to Submitted. Do you want to continue ?

No Yes

Additional Resources:

AIM Rejection Resource- eVeroPortal; AIM Reimbursement Process; AIM Life Cycle of an Invoice

R. Jan-24

- Invoice can be edited as needed (select 'Save' when edits are complete; invoice will update status as 'Submitted')

← Back Save

**AVERAGE, JOE**  
28 Years, Male

**INVOICE** Add View

Program\*  
31 SDS-Family Reimbursed Respite

Category\*  
Dec 2023 Reimbursable Items

Paid to\*  
Jones, Joseph-Test

Amount [<2574.00]\*  
\$ 240.00 Add Service 1099 Required

Associated Vendor  
0

Check Memo

Description\*  
REVIEW: This is in review due to overlap of staff on shift. Will need hours confirmed by payee. Please reach out to the SD Team with any questions -BK

Attachments Add

Please Note:

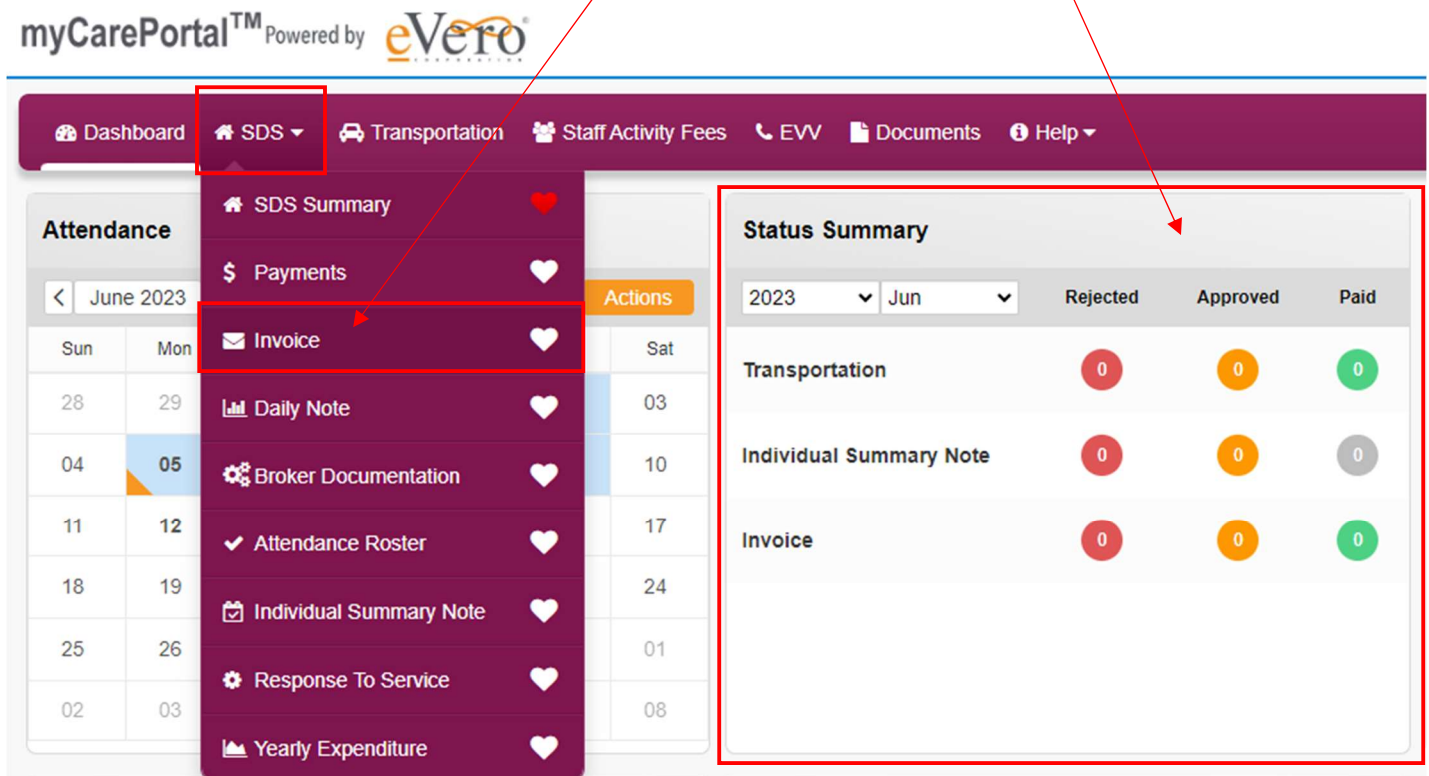
- Rejection of a reimbursement request may not mean the request cannot be paid
- Two Types of Rejections:**
  - Corrections needed
  - Not reimbursable due to programmatic standards
- Needed corrections will be identified through **team communications**

| Description  |
|--|
| REVIEW: This is in review due to overlap of staff on shift. Will need hours confirmed by payee. Please reach out to the SD Team with any questions -BK |

Close

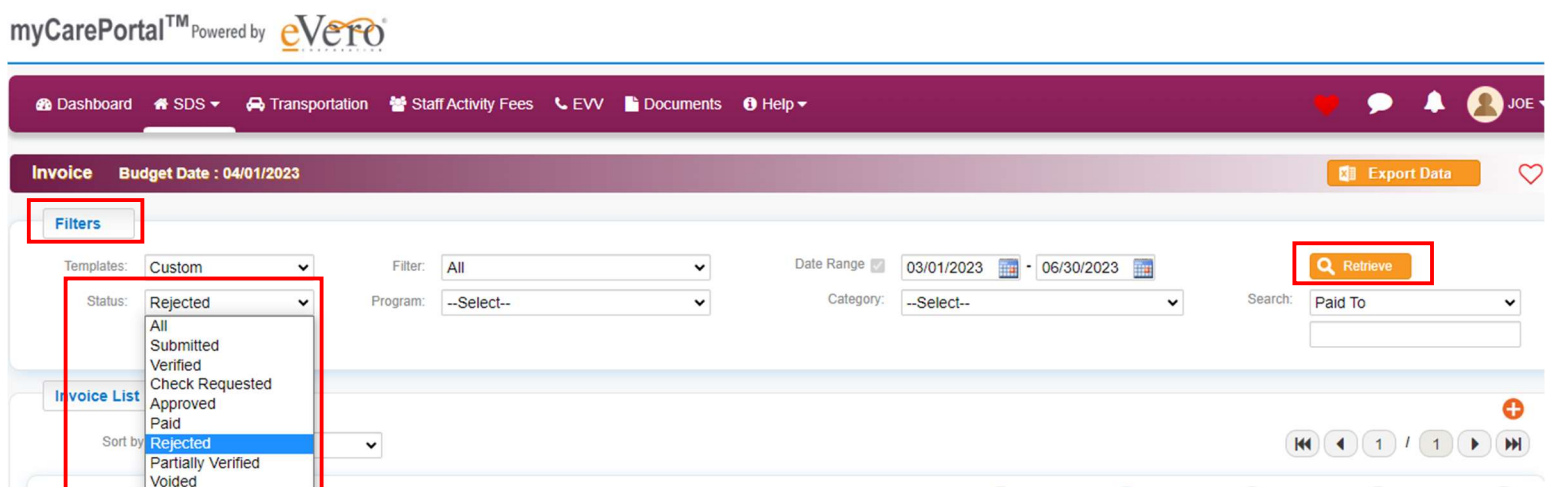
- Once rejected invoice corrections are made communications will be provided to AIM team for review and processing
- Audit trails in eVero capture submission/ correction dates for every invoice request

eVeroPortal Website user can review 'Dashboard' upon login for a quick look at 'Status Summary' for invoices or transportation ([Rejections](#) / [Approved](#) / [Paid](#) section) or select 'SDS' dropdown for "Invoice" page:



## Review a Rejected Invoice:


1. Under 'Invoice' page user can filter entries to 'Rejected' under 'Status'
2. Once filters are applied select 'Retrieve' (orange button on righthand side of page)




Additional Resources:

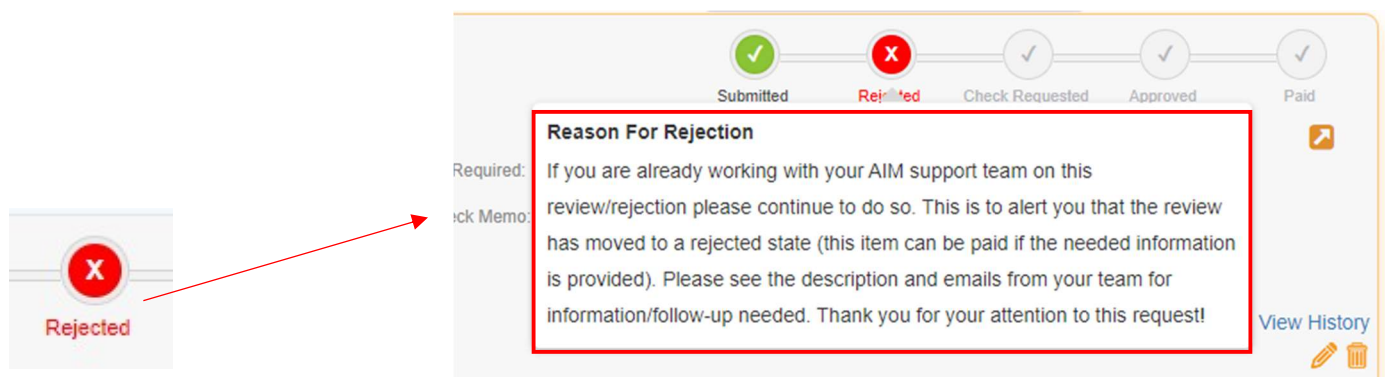
AIM Rejection Resource- eVeroPortal; AIM Reimbursement Process; AIM Life Cycle of an Invoice

R. Jan-24

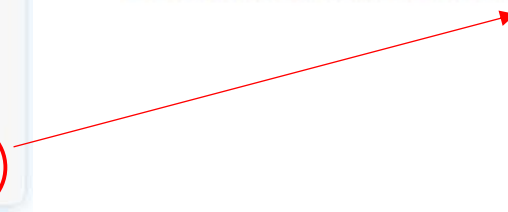
- Rejected invoice will populate indicating '**Rejected Status**' (red X icon labeled '**Rejected**')
 

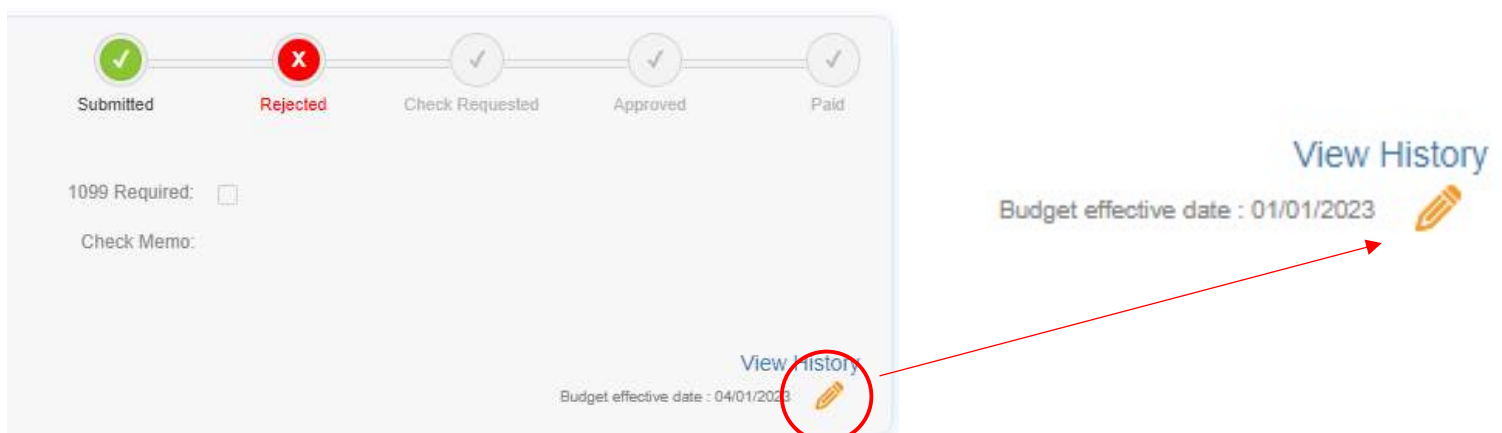


- To review reason for rejection hover over the '**Rejected Status**' icon; further details can be found in the description box of the invoice
 



### Resubmit a Rejected Invoice:

- Select the **orange pencil** to open the invoice for editing (bottom righthand side of invoice submission status)
 





2. User is notified that editing the selected invoice will update invoice status to 'Submitted'
3. User will select 'Yes' to agree to changing the invoice status to submitted in order to continue with editing

4. Invoice will open and can be edited as needed (select 'Save' once edits are complete; invoice status will update as 'Submitted')

### Please Note:

- Rejection of a reimbursement request may not mean the request cannot be paid
- **Two Types of Rejections:**
  - Corrections needed
  - Not reimbursable due to programmatic standards
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- Once rejected invoice corrections are made communications will be provided to AIM team for review and processing
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