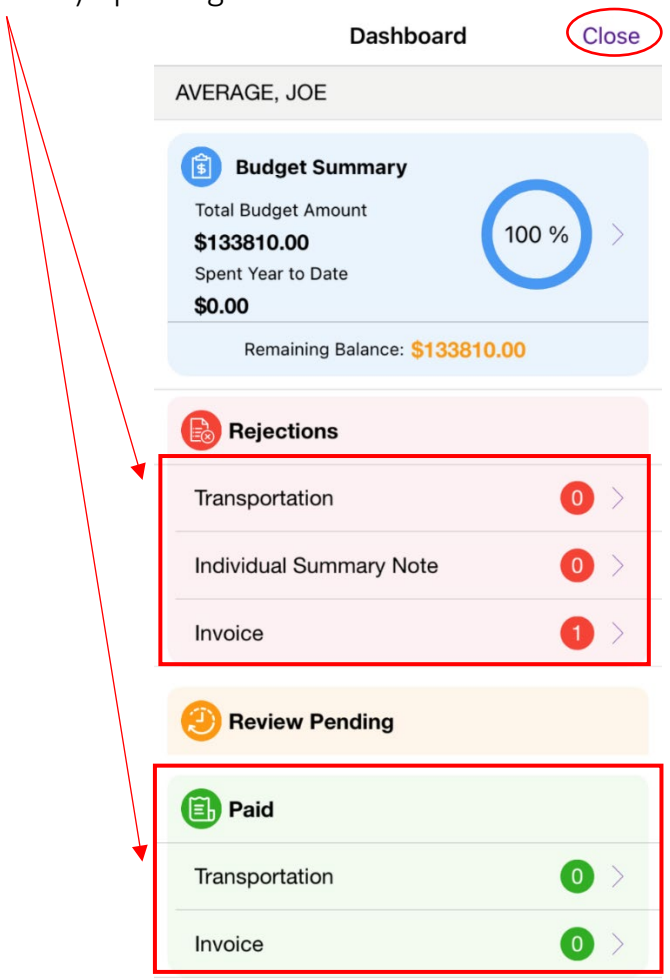
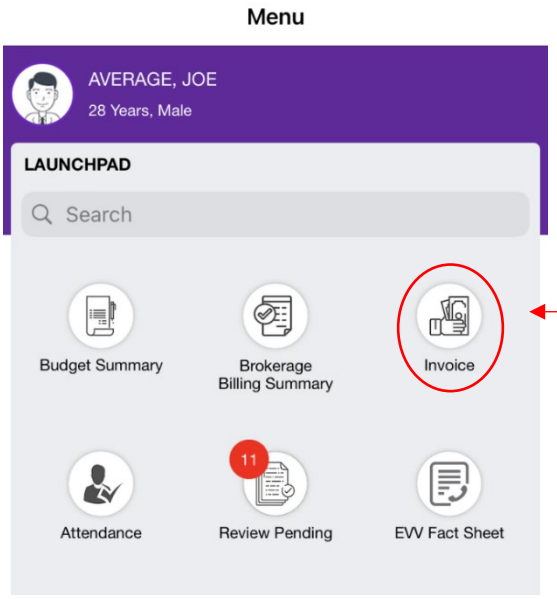
AIM Reimbursement Rejection Steps

eVeroPortal App

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



Dashboard Note: Select 'Close' in the top right-side corner to access Menu Launchpad

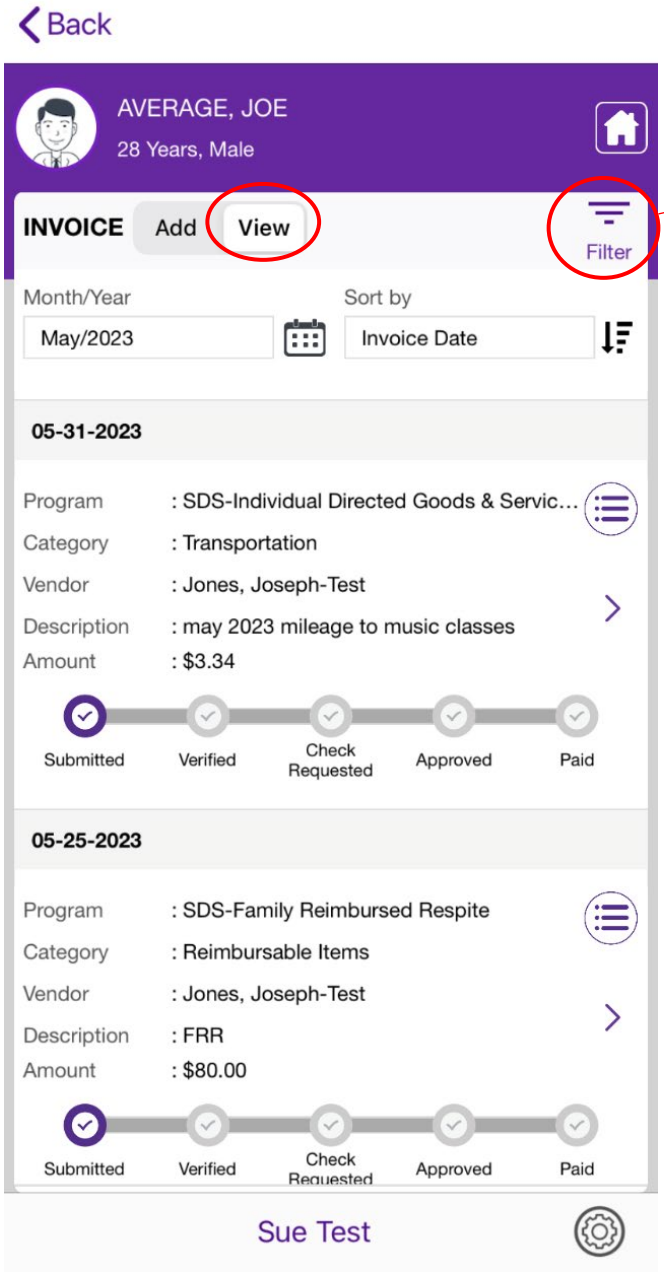


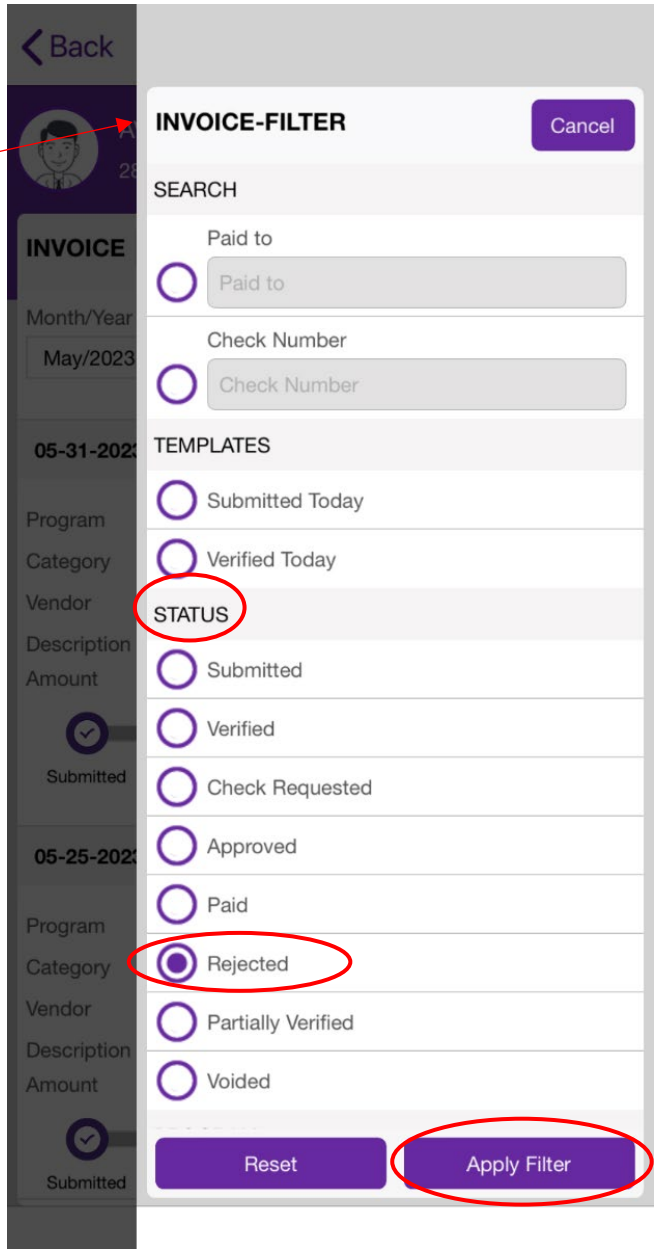
1. Select 'Invoice' Icon from the Menu Launchpad

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

Review of a Rejected Invoice:

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

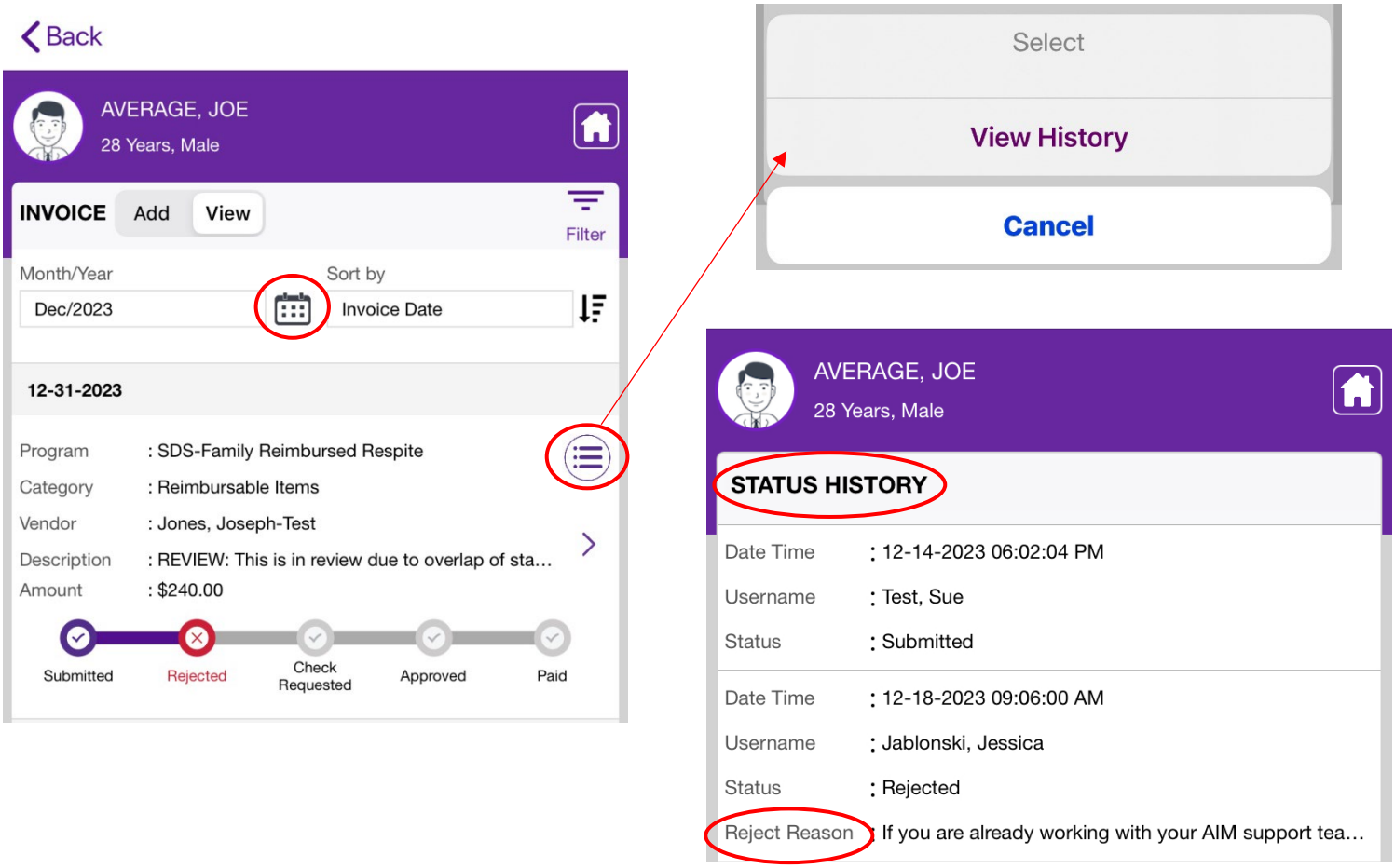




5. Select the Month (calendar icon) to toggle between invoices submitted
6. To read reason for rejection select the dropdown menu (purple icon righthand side of screen), and select View History
7. 'Rejection Reason' will be located under 'Status History'

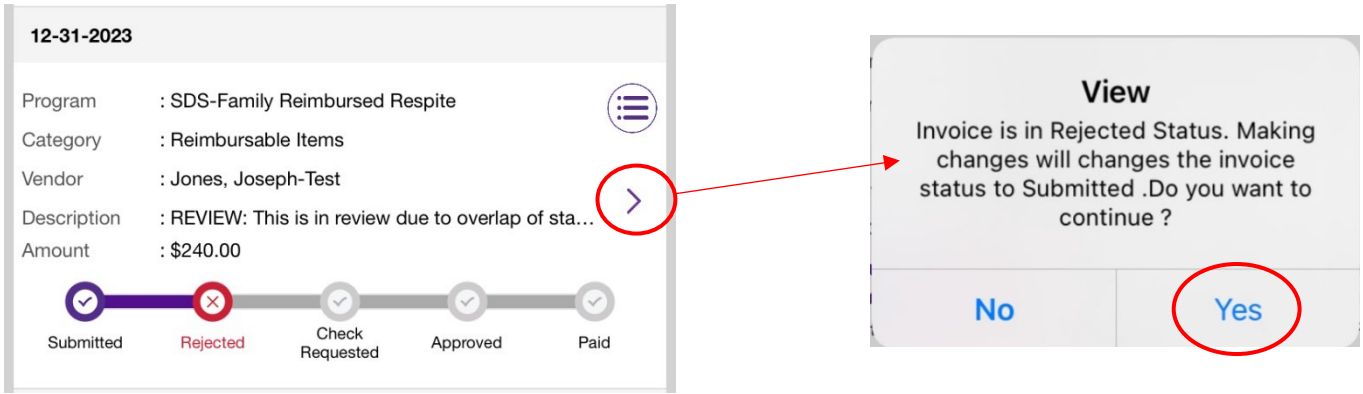
Reason for Rejection Note:

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



Resubmit a Rejected Invoice:

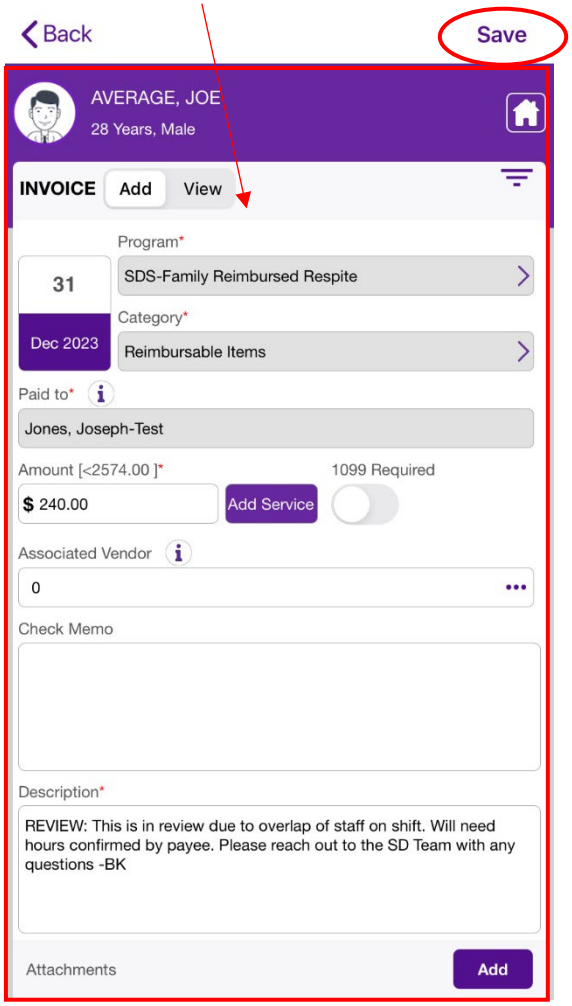
1. Select the invoice in need of editing (purple arrow righthand side of screen)
2. User will be prompted to agree to make changes which will update the status of the invoice; User will select 'Yes' to continue



Additional Resources:

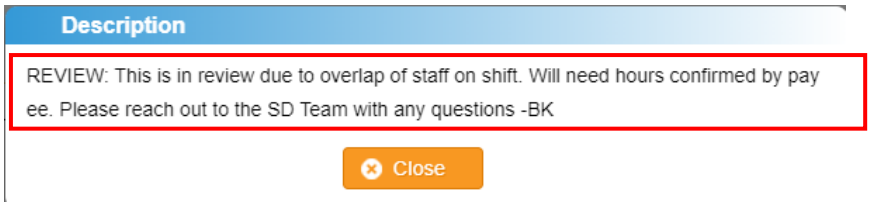
AIM Rejection Resource- eVeroPortal; AIM Reimbursement Process; AIM Life Cycle of an Invoice

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



Rejection Process 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

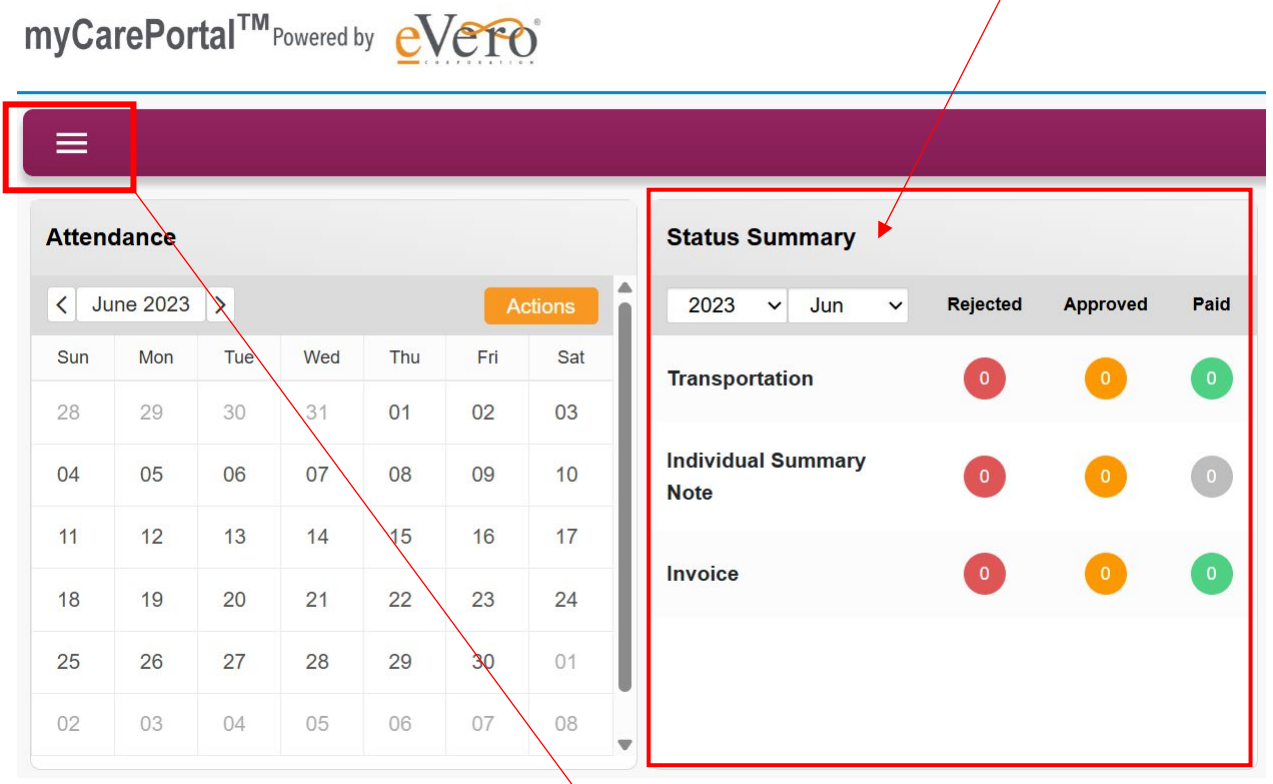


- Once rejected invoice corrections are made communications will be provided to AIM team for review and processing
- Audit trails in eVero capture submission/ correction dates for every invoice request

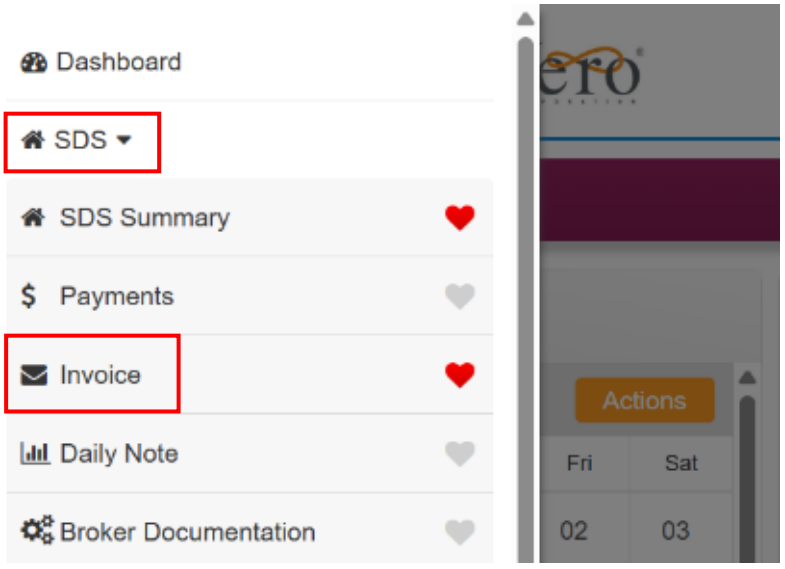
AIM Reimbursement Rejection Steps

eVeroPortal **Website**

eVeroPortal Website user can review 'Dashboard' upon login for a quick look at 'Status Summary' for invoices or transportation (Rejections / Approved/ Paid section)



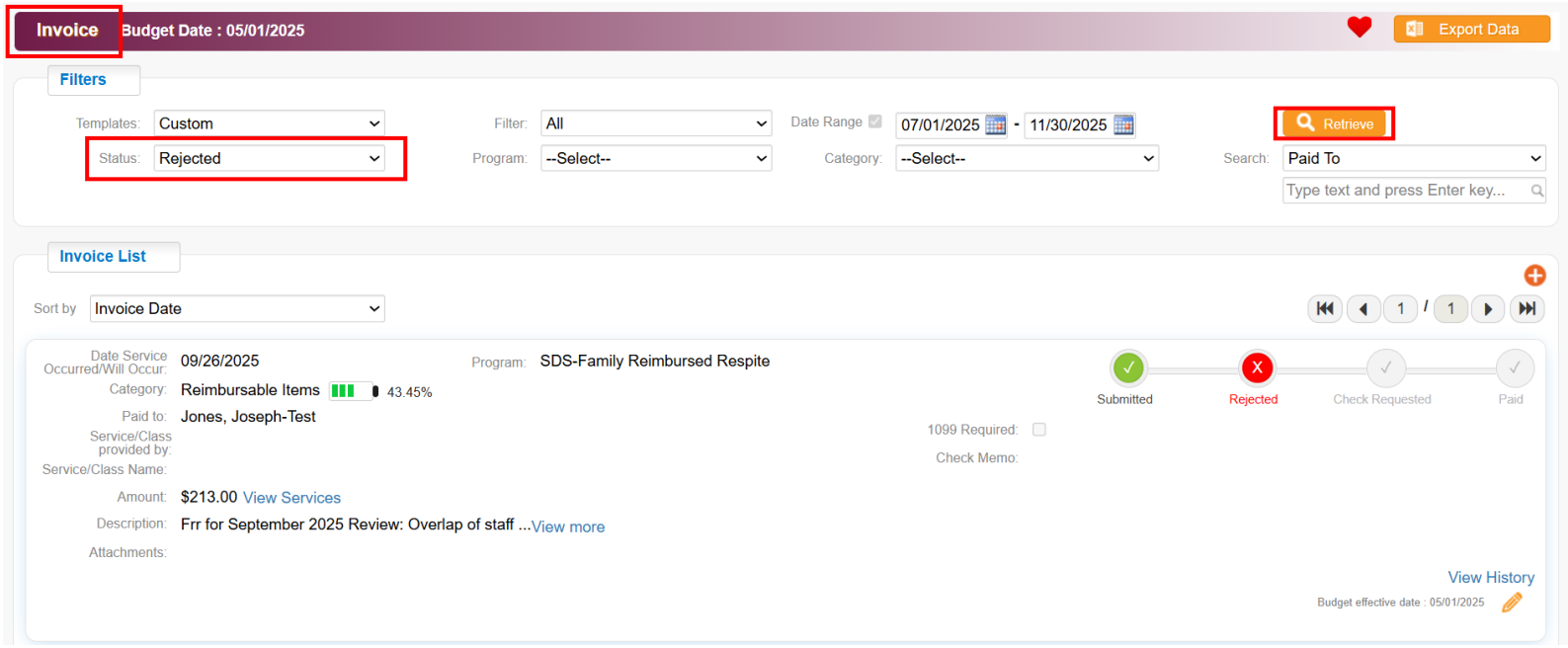
To open the invoice page, select the three-line drop down menu in the top left corner, revealing a dropdown menu. Under 'SDS' select 'Invoice' from the dropdown menu



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

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)

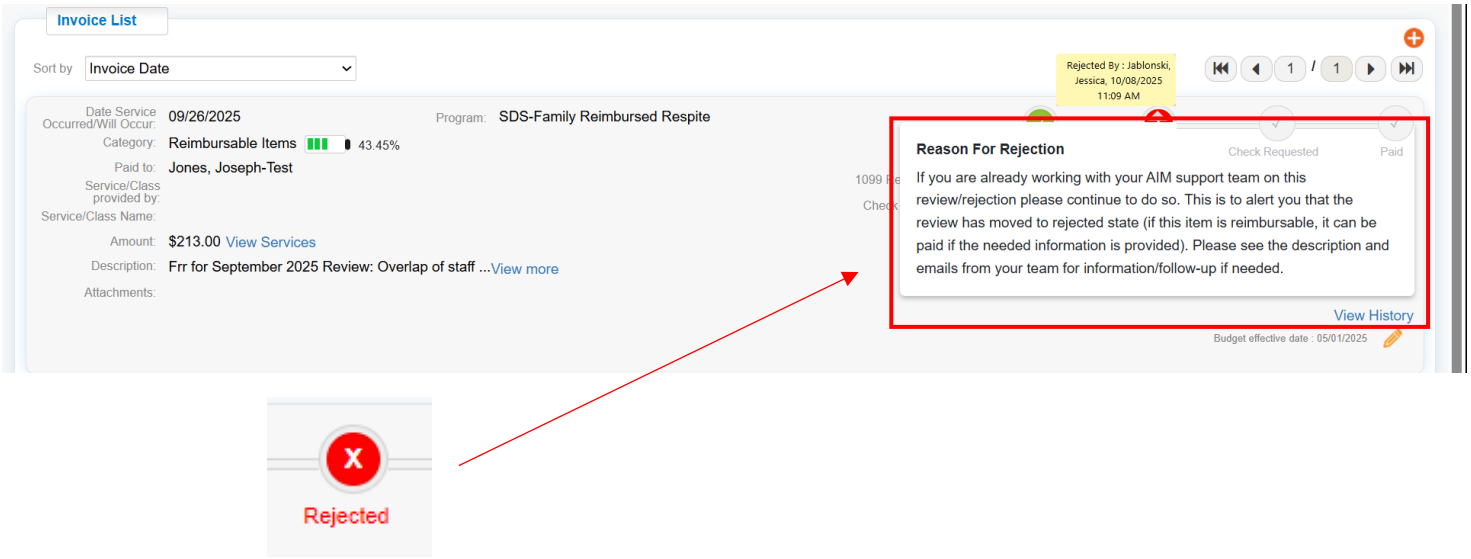


3. Rejected invoice will populate indicating ‘Rejected Status’ (red X icon labeled ‘Rejected’)



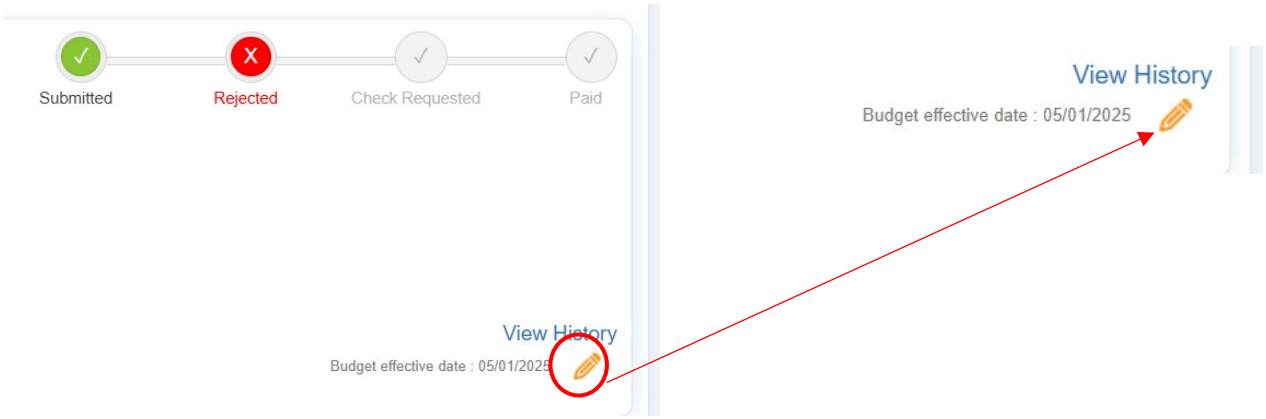
Additional Resources:
AIM Rejection Resource- eVeroPortal; AIM Reimbursement Process; AIM Life Cycle of an Invoice R.Oct-25

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

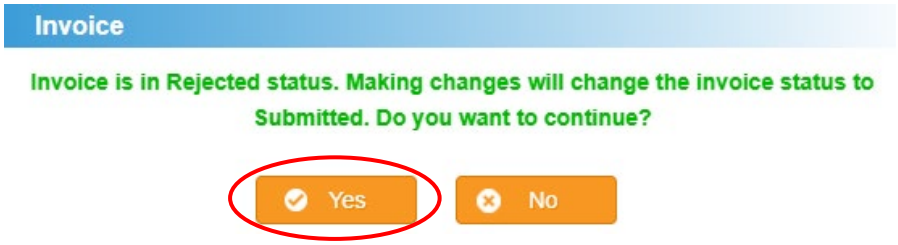


Resubmit a Rejected Invoice:

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

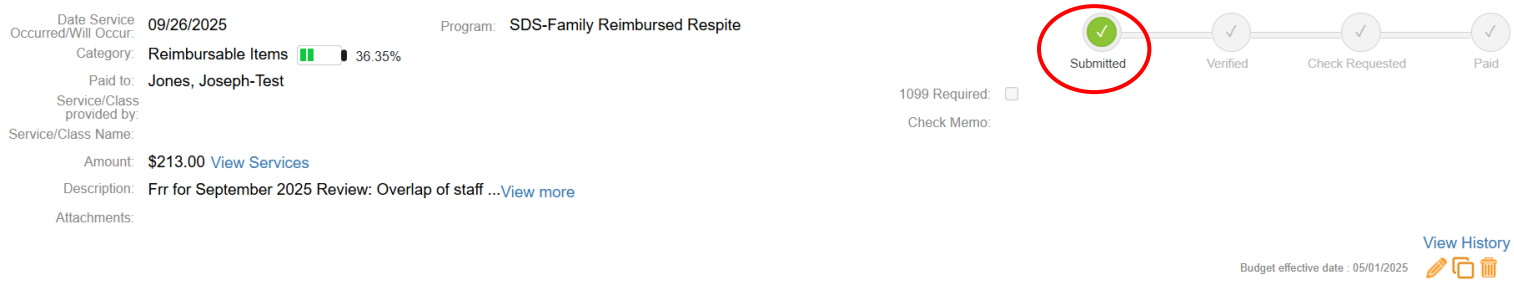


2. User is notified that editing the selected invoice will update invoice status to 'Submitted'
3. User will select 'Yes' to agree to changing the invoice status to submitted to continue with editing



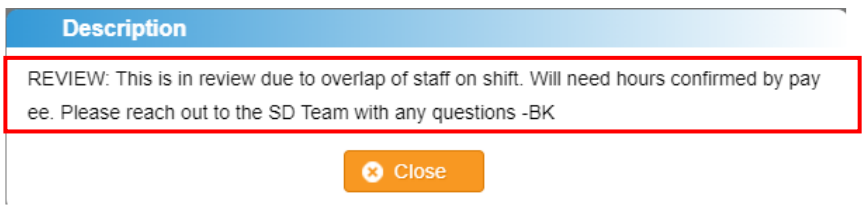
4. Invoice will open and can be edited as needed (select 'Save' once edits are complete; invoice status will update as 'Submitted')





Rejection Process 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 the **team communications**



- 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

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