



Passport ONE

FAMILY SERVICE TORONTO

How to submit your expense claim

Your claim for reimbursement must include the eligible invoices and receipts you want reimbursed plus a signed Passport Purchase of Service Invoice Form. Please read this carefully so your claim can get processed without unnecessary delays. If you still have questions about your claim, please contact your local Passport Agency. **Thank you!**

Step 1: Collect all your information

Collect all your invoices and receipts you want reimbursed. If they are hard to read, use a black pen to write the date, amount and item(s) on the receipt. You must have a receipt or invoice to claim an expense if submitting for Service Type 4 – 14.

Step 2: Fill out the Passport Purchase of Service Invoice Form.

- PAGE 1. Your local Passport agency fills out the client name and payee information. If you note an error, contact your local Passport agency.
- PAGE 1. Sign the form. The “*person managing the funding*” is the person who signed the service agreement with the Passport agency.
- PAGE 2. Complete only if you hired a Support Worker. The Support worker writes her/his name in the “Name of support worker” and signs the bottom of the form.
- PAGE 2. If you hired multiple Support Workers, you need to fill out a separate PAGE 2 for each worker. Each Support Worker signs his/her form.
- PAGE 2. Travel expenses for a Support Worker or other caregiver can be claimed without a receipt. Just write “flat rate” in the rate section if you paid a flat fee rather than a cost-per-kilometre fee.
- PAGE 3 . Travel expenses for a taxi or ride service (Uber, Lift, etc.) can be claimed in section #9. You must provide a receipt.
- PAGE 3. If you used an administrator, you must have a receipt to claim this expense. NOTE: Total annual expense can’t be more than 10% of your total annual funding.

- **“BLANK” PAGES.** If you don’t have any expenses to fill out on a page, you don’t have to submit that page. For example, if your *only* expense is a camp fee you paid, you can just submit Page 1 and Page 3.

Step 3: Submit your claim

If you prefer to submit via email

- **Your email attachments can never exceed 10MB.**
- If your email attachments exceed 10MB, you must fax or mail your claim instead.
- Never split up your claim into multiple emails.
- Scan your receipts/invoices OR take a photo.
- You can combine multiple receipts into 1 photo if every receipt is clearly readable.
- Scan your form or take a photo of each page.
- **Attach** all photos and scans to your email. Do not embed photos.
- Never ZIP attachments, encrypt or add password protection
- **Email address:** invoices@familyservicetoronto.org.

If you prefer to submit by fax:

- Page 1 (the logo page) **must be** your fax cover sheet.
- Do not use any other fax cover sheet!
- **Fax numbers:** (416)-943-6293 or 1 (855) 814-2403 (toll free)

If you prefer to submit by mail:

- Make copies of all your receipts and invoices for your own record.
- Mail your claim package to your local Passport agency.

Step 4: Processing of your claim

- It may take up to 30 minutes for PassportONE to receive your submission by fax or email.
- An automatic reply email is sent to let you know the forms have been received. Please be patient.
- If no information is missing, invoices will be processed in 24 to 48 hours. Your expense reimbursement will be deposited into your account. If PassportOne has questions about your claim, or information is missing, you will be contacted by your Local Passport Agency.
- If you have questions about your reimbursement, contact your local Passport agency.

IF SUBMITTING CLAIMS FOR MORE THAN ONE PERSON:

- If you submit claims for more than one person, you need to repeat this process separately for each individual. **An expense can only be allocated to one client, not a group of clients** or siblings. If you obtained one receipt/invoice that covers costs associated with multiple individuals eligible for Passport funding, make photocopies and break down the expense per person. **For example**, you received a \$40 receipt when going bowling with 4 clients.

Photocopy the receipt 4 times. On each copy, write a note to say \$10 applies to the client for whom you are preparing a claim.

Questions?

Please do not send any questions to invoices@familyserVICEToronto.org. This email account can only accept Passport claims. Contact your local Passport agency with questions you may have about filling out the form, what expenses are eligible for reimbursement, or the reimbursement payment you received. **Thank you!**