



# OREGON DEPARTMENT OF EMERGENCY MANAGEMENT

## Outside Agency Reimbursement Frequently Asked Questions

(Please refer to [OEM's RFR Guidance](#) for submitting reimbursement)

- **I put the expenses on my personal credit card. Can you reimburse me directly?**

No. All reimbursements must go to an agency or organization. Have your employer reimburse you and we will reimburse them.

- **My reimbursement was less than the amount I requested. Why?**

ODEM follows the most restrictive policy governing the contract. If your organization's policy is less restrictive than State or Federal policy, the most restrictive policy will be followed. If your organization's policies are more restrictive than State or Federal policy, your organization's policies will be used. For example, if your organization pays mileage at a higher rate than State or Federal policy, you will only be reimbursed at the lower State or Federal rate. If your mileage rate is reimbursed at a lower rate than State or Federal policy, you will be reimbursed at your organization's lower rate.

For example: Oregon policy states that you must use an agency vehicle if there is one available. If your agency had a vehicle available for you to use and you chose to take your own vehicle, OEM reimburses at the lower rate (.22 cents per mile). The full rate (or the rate your agency pays) would have been available if you used an agency vehicle. If an agency vehicle is not available, OEM can pay at the government rate (or your agency rate, whichever is lower).

- **The hotel cost more than the government rate. Will you reimburse at that rate?**

Always request the government rate when booking accommodations. If you made a good faith effort to find a hotel at the government rate, and none was available, then OEM can pay the higher rate. (Complete Good Faith Statement)

- **How long will it take for reimbursement?**

OEM makes every effort to reimburse quickly, but it is dependent on staffing availability. If you ensure all your backup documentation is included according to the RFR Guidelines, payment will be much quicker. If OEM finance staff need to reach out for additional documentation, it extends the timeline. Payments go through an external process, so it will at least take 2 weeks once the payment is processed at OEM, but it is usually longer.

- **Why didn't you pay the full per diem for meals?**

There are specific rules about when per diem can be paid, depending on when you travel. Please review the [Oregon Statewide Travel Policy](#) before you submit your reimbursement.

- **Why am I being asked to provide another signature on the reimbursement form?**

OEM requires a "wet" signature, or an Adobe/DocuSign verified signature on the reimbursement form. We do not accept a typed signature. OEM also requires an authorized representative to sign the reimbursement request who is not getting a reimbursement for their own expense.