

GA/R^YSE
Independent Living Program
INVENTORY MANAGEMENT SYSTEM

ILS User Manual

Updated July 2024



GA/RYSSE System

GA/RYSSE is the online inventory management system of Georgia's Independent Living Program (ILP). Regional specialists use GA/RYSSE to request items for youth enrolled in the ILP program or eligible for a waiver; items are disbursed from central warehouses.

In addition, specialists use the system to request waivers for ILP youth, which are processed by state administrators. State vendors who provide training to ILP youth report training sessions and attendance in the system.

GA/RYSSE was built for Georgia's Independent Living Program in 2016 and is managed by Care Solutions, Inc.

Technical Assistance

For technical assistance with the GA/RYSSE website or application, contact Care Solutions at support@gascore.com or 1-800-227-3410.

Tips:

- The inventory system runs in modern browsers, including Mozilla Firefox, Google Chrome, and Microsoft Edge. If you're having difficulty, especially difficulty logging in, try switching to a different browser on your computer.
- Please do not open GA/RYSSE in multiple tabs in your browser. Use a single tab to ensure that data is displayed and stored correctly as you make changes.
- To protect system data, accounts are automatically logged out of GA/RYSSE after a period of inactivity. Please remember to sign out using the link at the bottom of GA/RYSSE when you are finished.

GA/RYSSE User Accounts

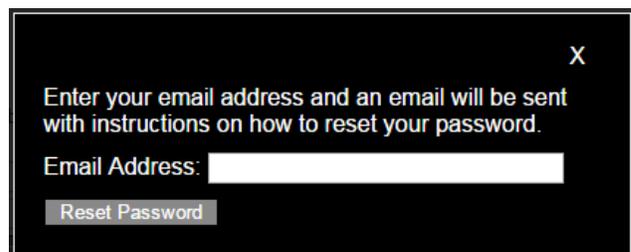
GA/RYSSE user accounts are available to regional specialists and state staff working with the ILP program. Account requests should be made through the state office, which will forward them to Care Solutions.

Logging into your GA/RYSSE User Account

GA/RYSSE is hosted at www.gascore.com/inventory/management/. Regional specialists and warehouse administrators log in through this page.

Changing or Recovering Your Password

By default, your password is set to a random string. To change your password, click on the "Forgot your password" link on the login screen. Type your email address into the pop-up box and click "Reset Password". You will receive an email containing instructions for resetting your password.

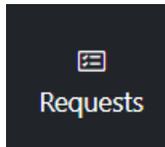


The image shows a dark-themed pop-up window with a close button (X) in the top right corner. The text inside reads: "Enter your email address and an email will be sent with instructions on how to reset your password." Below this text is a label "Email Address:" followed by a white input field. At the bottom of the pop-up is a button labeled "Reset Password".

What Can You Do in the GA/RYSSE Inventory System?

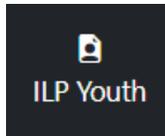
Specialists can add new youth to the system, edit records for existing youth, and make requests for youth to receive certain items. Specialists are also responsible for recording when shipments are received in their region and what happens to those items: were they delivered, returned, or reassigned to other youth?

To navigate the system, use the icons in the page header. (If you are using the site on a smaller screen, the navigation menu appears as three lines; click on them to expand the navigation options.)



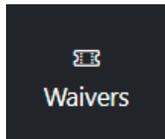
Use the Requests page to:

- See open requests at a glance
- Switch to another region
- **Learn more on page 4**



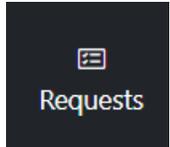
Use the ILP Youth page to:

- Look up an ILP Youth
- Add a new ILP Youth
- Submit an item request
- Submit an affidavit for a missing receipt
- **Learn more on page 5**



Use the Waiver page to:

- Submit a waiver request
- See pending requests
- Print waiver letters
- **Learn more on page 19**



Requests Page

The Requests page provides a quick overview of the open and recently completed requests in any region. If you are responsible for more than one region, you can change the region you're viewing with the dropdown on this page.

Each region's Requests page includes five sections:

- **Current Inventory**
This section lists any items that are currently in the region: the specialist has reported them received but not yet distributed them to the youth.
- **Outstanding Requests**
This section lists youth requests that the specialist has submitted. A request remains in this section until the requested item has been assigned to the youth by the warehouse administrator.
- **Outstanding Returns**
This section lists youth requests that the specialist has sent back to the warehouse. A request remains in this section until the warehouse administrator has marked that the item was received (or lost in shipment).
- **Assigned Requests**
This section lists youth requests once the requested item has been assigned to the youth by the warehouse administrator. A request remains in this section during the distribution process: when it is shipped from the warehouse, when it is received in the region, and when it is distributed to the youth. A request remains in this section until the signed receipt for the requested item has been uploaded into GA/RYSSE by the specialist.
- **Recently Completed**
This section lists youth requests once the requested item has been signed for by the youth and the receipt has been uploaded into GA/RYSSE by the specialist. A request remains in this section for several weeks after delivery. Older completed requests do not appear in this list but can be viewed by clicking on the name of the youth anywhere in the system.

In any section, click on a youth's name to view and edit details about that youth, including the request history.



ILP Youth Page

The ILP Youth page provides a complete list of all youth added to GA/RYSSE for the region. Users can return to the ILP Youth page from anywhere in the system by clicking on the "ILP Youth" icon.

Each region's ILP Youth page includes three sections:

- Search ILP Youth
- Add Youth
- Bulk Request

The screenshot shows the ILP Youth page interface. At the top, there are two buttons: "Add Youth" (blue) and "Bulk Request" (grey). Below these is a dark blue header bar with the text "ILP YOUTH". To the right of the header is a checkbox labeled "Show All". Below the header is a search box with the label "Search:". Below the search box is a table with three columns: "Name", "Region", and "SHINES Person ID". The table has a light grey header and a white body. The first row of the table is partially visible, showing "Allen T. Link", "Region F", and "10016443".

Search ILP Youth

This section lists the name and SHINES Person ID for active youth in the region, whether or not they have open requests. Click on the youth's name to view and edit details about that youth, including the request history.

Type all or part of a youth's first or last name into the Search box to see a list of all youth in that region with matching results. Click on the youth's name to view and edit details about that youth, including the request history.

****The list of youth defaults to showing only youth with activity within the last few years.** To see older youth's records, check the box "Show All" on the right side of the screen and wait a few seconds for the screen to refresh.

Add Youth

To add a youth to the system, click the "Add Youth" button at the top of the ILP Youth screen, under the logo. Enter the youth's first name, last name, and SHINES Person ID into the fields in this section and click the "Create New Youth" button. All fields are required.

If you attempt to add a youth with the same SHINES ID as another youth already in the system, you will receive an error message identifying the region in which the youth currently resides. Contact the ILS in that region or any administrator to have the youth transferred to your roster using the process on page 8.

Bulk Requests

The link " Bulk Request" at the top of the ILP Youth page allows a specialist to quickly request an item for multiple youth. In order to use the Bulk Request link, you must be requesting the same item for the same purpose, and **all youth must have their Eligibility Status entered in GA/RYSSE** (see page 8 for details on Eligibility Status).

Note that Bulk Requests are always sent to the regional address and cannot use the alternative e-signature shipping method.

The screenshot shows a web form titled "Bulk Request". At the top, it says "Select ILP Youth: Youth with no Eligibility Status are not shown". Below this is a scrollable list of names: Henderson, Evelyn; Hogan, Kayla; Honea, Samara; Hou, Himbra; Huiel, Chaniyah; Jameson, Thomas; Johnson-Garvin, Stephano; Jordan, Chelsea; Kou, Kimbra; Lazenby, Triniti; Lee, Joshua; Lester, Alexaver; Lewis, Kyra; Lou, Imbra; Lovejoy, Kyra; Marat, Dustin; Maxwell, Mysterra; Morris, Egan; Munoz, Janos; and Munoz, Josue. Below the list are three dropdown menus: "Select Product Type:", "Select Purpose:", and "Notes:". At the bottom left is a blue button labeled "Add Requests".

Click on the names of the youth who are included in the request (hold down the Ctrl key to select multiple youth at once). Select the desired product and purpose and enter any notes. The request will be added to the Outstanding Requests section for each included youth; from that point, each request will proceed individually following the normal steps as outlined below.

ILP Youth Records

The ILP Youth record allows users to view and edit information about a single youth in the region. To access this page, click on the youth's name anywhere it appears in GA/Ryse. You can also look up a youth from the ILP Youth Page in the navigation menu.

The screenshot shows the GA/Ryse Inventory Management System interface. At the top left is the logo and text "GA/Ryse INVENTORY MANAGEMENT SYSTEM". At the top right is a hamburger menu icon. Below the header is a grey bar with an "Edit Youth Profile" button. The main content area has a blue header "YOUTH PROFILE" and displays the name "Sarah Aralo-Tester". Below the name are two columns of information: Eligibility: Missing, GAScore ID: Missing, Region: Region 5 on the left; and Date of Birth: Missing, SHINES Person ID: 33010936, Legal County: Missing on the right. Below this is a "Start New Request" button and a red text instruction: "To start a new request, first fill out the ILP Eligibility on the Youth Profile page." At the bottom is a blue header "REQUESTS WAITING APPROVAL" and the text "No waiting approval requests".

Each youth's record includes several sections:

- Youth Profile
 - Edit Youth
 - Youth Training
- Start New Request
- Requests Awaiting Approval
- Outstanding Requests
- Assigned Requests
- History

Youth Profile

This section displays information about the youth, including first & last name, SHINES Person ID, the youth's shipping address, uploaded files, and any general notes.

To add or edit information that shows in the Youth Profile, click the “Edit Youth Profile” button at top right. Regional specialists are responsible for completing these fields and making any necessary changes. To return to the youth’s main record, click “Back to Youth Page” at top left.

←| Back to Youth Page

Edit Youth | **Youth Training**

EDIT YOUTH PROFILE

First name Sarah	Legal County Choose County
Last name Aralo-Tester	Region Region 5
Date Of Birth Date Of Birth	GA SCORE Resident ID: Resident id
Request Type: Choose Request Type	SHINES Person ID: 33010936
ILP Youth Notes Enter notes for ILP Youth...	Specialist: No

Use the **Edit Youth** tab to:

- Add or update a youth’s name, SHINES Person ID, date of birth, address, or other personal data.
- Add a youth’s ILP Eligibility status (this field is required before you can start a new request for the youth).
- Upload a copy of the youth’s waiver in the “Youth Files” section (.pdf, .doc/.docx, or image file) if their ILP Eligibility status is waived.
- Transfer a youth to another region by selecting the new region from the dropdown and clicking "Save". The ILS in the destination region will receive an email notifying them of the transfer.

****Note that GA/RYSSE can be used to ship items directly to a specialist to be shared among multiple youth (e.g., a gift card spent on meals for multiple youth). In this case, enter yourself as a youth with a placeholder SHINES ID, and be sure to select Yes for "Specialist" on the Youth Detail page for the ILS.**

Use the **Youth Training** tab to:

- View a list of trainings reported by vendors that match the youth’s name and date of birth.
- Confirm trainings attended by the youth.

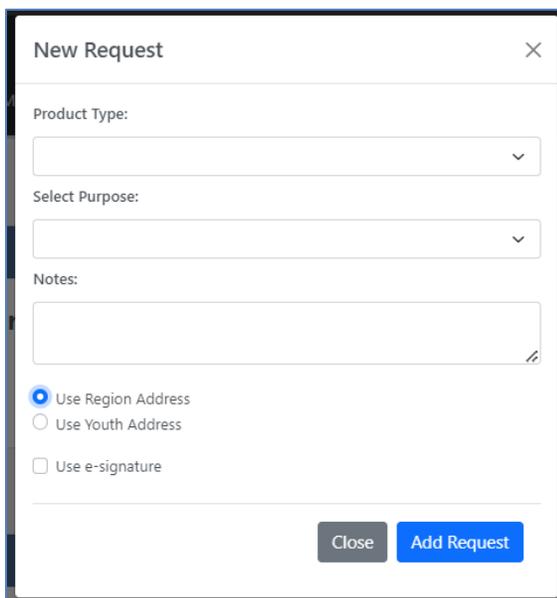
Start New Request

Request each item for the youth separately using the “Start New Request” button on the youth’s main page.

Before you can start a request, you must:

1. Indicate the youth’s ILP Eligibility status on the Edit Youth tab; if their status is “Waiver Approved”, you must also upload a copy of their waiver on the Edit Youth tab. **The “Start New Request” button will not be active if that information is missing.**
2. If the item will be sent directly to the youth’s address, add the youth’s address on the Edit Youth tab.
3. If you intend to use the e-signature (online confirmation) process, add the youth’s address and email address on the Edit Youth tab.

To make a request, click the “Start New Request” button. In the pane, select a product type and the purpose for the request. You may also enter notes. The address defaults to the region address.



If the youth's Eligibility Status is "Waiver Approved", verify that the waiver is uploaded to the page, and then check the box "ILP waiver has been uploaded to GA/RYSSE". This box will not appear for youth with another Eligibility Status.

Click “Add Request” to send the request to the state administrators for review.

The list of product types and purposes you see is set by your state administrators.

****Shipping to the youth:** If the youth’s address is filled out on the “Edit Youth” tab, you have the option to send the item directly to their address. Please select this option only if you’ve spoken with the state administrator. Select "Use Youth Address". If system admins have

approved you for the e-signature feature, you will see the checkbox, "Use e-signature". Check this box if the item will be sent directly to the youth without a signed, paper receipt.

Note that you can also submit Bulk Requests using the process described on page 6.

Requests Awaiting Approval

New requests show in this section and remain there while a state administrator reviews them. You will receive an email notifying you of the administrator's decision.

- **Approved** requests move to the Outstanding Requests section of the page.
- **Denied** requests move directly to the History section of the page.
- The warehouse administrator may **request additional information**; in that case, you have the option to resubmit the request after making the requested edits.
- If you submitted the request in error, click on the pencil icon and then click the "Withdraw Request" button to remove it.

Outstanding Requests

Approved new requests show in this section and remain there until a state administrator assigns an item to the request. You do not need to take additional action on requests displayed in this section of the page.

Assigned Requests

Approved requests with an assigned item (serial number) show in this section and remain there until the item has been delivered, returned, or reassigned.

Please see the following page for details about this section.

- ☑ Use the pencil icon next to a row in the Assigned Requests section to view the current status of the request. If the request is waiting on input from you, the required fields are shown here. If the request is waiting on input from a state administrator, you will see a note.

History

This section lists youth requests that are complete and cannot be edited. That includes requests where the requested item has been signed for by the youth and the receipt has been uploaded into GA/RYSSE by the specialist, where the item has been declined by the youth or sent back to the warehouse for replacement, or where the request was denied. You do not need to take additional action on requests displayed in this section of the page.

- ☑ Use the pencil icon next to a row in the History section to view the complete history of a request, including the purpose, ILP eligibility, shipping information, any notes added by specialists or administrators in GA/RYSSE, etc.

Note that once a receipt is uploaded, no further changes can be made to the record without contacting the warehouse administrator. Administrators can delete an uploaded receipt to allow you to enter new information. If you receive an email notifying you that the administrator has requested an updated receipt, the record will have moved out of History and into Assigned Requests, allowing you to make changes.

More Information on Assigned Requests

A request in GARYSE goes through the following stages:

1. **Add Youth** (page 5)
2. **Add Request** (page 9)
3. **Review request and assign product** (completed by state administrator)
 - a. **E-signature confirmation** (completed by youth for e-signature requests only; see below)
4. **Ship product** (completed by state administrator)
 - a. **Receive product in region** (completed by ILS; see below)
5. **Distribute the item** (completed by ILS; see below)
 - a. **Receive returned product in warehouse** (completed by state administrator)

You will receive an email each time a warehouse administrator or youth moves a request to a new stage, for instance when a request is approved, when a product is assigned, when an e-signature is requested or confirmed, and when an item is shipped.

 In general, you can use the pencil icon in any request row on the youth's screen to see its current status. If the request is waiting on input from you, the required fields are shown here. If the request is waiting on input from a state administrator, you will see a note.

Note that not all requests go through all stages. For example:

- A request for an item to be sent to the regional office for distribution will not go through stage 3.a. E-signature confirmation.
- A request for an item to be sent directly to a youth using the e-signature option will not go through stage 4.a. Receive product in region.
- A request that is withdrawn will not go through later stages.
- A product that is kept by the youth will not be returned to the warehouse.

3.a. E-signature confirmation

If you have submitted a request marked "Use Youth Address Above" and "Use e-signature", the youth must confirm their shipping address before the item can be sent from the warehouse.

When the state administrator approves this request and assigns a product to the youth, you and the youth will receive an email containing a link for confirmation. The item won't be shipped until the youth has completed the confirmation step.

You can resend the confirmation email using the "Re-send Email" button. You may need to update the youth email address first. The subject line of the email is "Please confirm your shipment from GA RYSE/Chafee".

If the youth DOES wish to receive the product, they should click the link and answer Yes to question #1. This opens additional questions.

They should update their address if necessary, agree to all three questions on the confirmation screen, and type their name as an e-signature on the indicated line. Once they click "Submit", you and the warehouse administrator will be notified that the item is ready to ship. You and the youth will receive an email when the item has been shipped.

If the youth DOES NOT wish to receive the product, they should click the link, answer No to question #1, and click "Submit". You and the warehouse administrator will be notified that the item has been declined. You should withdraw the request at this point.

If the youth changes their mind after submitting this screen, they will not be able to change their response even if you re-send the email. Please contact the state administrator for assistance.

GA/R YSE
GA/R YSE Inventory Management System - Shipping Confirmation

Name: Taylor Smith
SHINES Person ID: 10639894
Request Date: 7/23/2020

Youth Address:

5656 Boot Street

West point

Georgia

30111

1. I wish to receive this item: Yes No
2. I verify that the mailing address above is correct and I have made any necessary changes: Yes No
3. I understand that from the day I receive it, the item listed is my responsibility. The State of Georgia releases the legal and financial rights of all of the items listed below, to the named recipient above. The State of Georgia is not liable and will not replace the asset(s) if they are lost, stolen, or damaged. By signing below, I agree that I accept full responsibility for the asset(s) listed below. I agree to contact HP and DELL if any technical assistance is needed. The State of Georgia will not provide technical support. Yes No
4. By typing my name below, I affirm that the above is correct to the best of my knowledge.

Request For: Laptop - Dell Latitude 3190 - Serial Number: 1L4KRV2 - Orange Duffle Bag

If you have any questions regarding this shipment, please contact Jo Thomas - Jo.Thomas@dhs.ga.gov

Submit

4.a. Receive product in region

You will receive an email from GARYSE when the state administrator reports that a product has been shipped to you, and the status of the youth's request will change to "In transit".

When you receive the item, click on the youth's name anywhere in the system and scroll to the Assigned Requests section.

Serial Number	Ship Date	Tracking	Received	Status
Printer1010-4	10/18/2023	3-8gaious		In transit

To report that an item has arrived, click on the pencil icon, enter the date of the delivery, and click "Submit". Even if the item is in poor condition and must be returned, you should report that you received it. The date you entered will appear in the Received column, and the Status will change to "Received by Specialist".

Edit Assigned Request

Date Specialist Received:

Close Submit

Note that this step will not occur for e-signature requests. Those requests will show "received in region" as soon as the item has been shipped from the warehouse.

7. Distribute the item

Once an item is marked received, you have several options:

- Deliver an item to the youth.
- Return a damaged item to the warehouse for replacement.
- Return an item to the warehouse because the youth declined it.
- Deliver the item to another youth because the youth declined it.
- Share an item among multiple youth (for items shipped directly to a specialist).
- Confirm that the youth received an item (e-signature only).

All distribution options (except stipend cards sent to an ILS for shared use) use the same screen:

Edit Assigned Request ✕

(1) If the youth is keeping the item, please answer:

Delivery Method:

Date Received:

[Print receipt to be signed](#)

Upload signed receipt:

No file chosen

(2) If the youth is NOT keeping the item, why not?

The item is defective.
Please describe the problem in the field in part 3
(if necessary, submit a new request for a replacement).

The item works but should be reassigned.

**(3) If you are returning the item for any reason --
whether the item works or not -- please answer:**

Returned to warehouse in person.

Mailed in return

Ship Date:

Reason for return:

a. Deliver an item to the youth

If the item arrives at the regional office in good condition and the youth accepts the delivery, click "Print receipt to be signed" in section (1) to generate a receipt for each item you are distributing. Once you have the signed receipt back from the youth, upload the signed receipt and fill out the fields in section (1). Click Submit. The request will move immediately to History.

For gift cards delivered to a youth, you must also enter the remaining balance for the card in section (1). If the balance is more than \$0, the partially spent card must be returned to the warehouse for redistribution. For these cards, complete section (1) including the receipt AND the return fields in section (3) to indicate how and when you will return the card to the warehouse. Click Submit. The request will remain in the Assigned Requests section until the warehouse has confirmed receipt; then it will move automatically to History.

Also, the uploaded receipt file for stipend cards should include both the signed GA/RYSSE receipt and the store receipt, if any. Combine all pages into one PDF and upload as the receipt.

b. Return a damaged item to the warehouse for replacement

If the item arrives in poor condition and needs to be replaced, check the box "The item is defective" in section (2) and then fill out the three fields in section (3). Click Submit. The request will remain in the Assigned Requests section until the warehouse has confirmed receipt; then it will move automatically to History.

c. Return an item to the warehouse because the youth declined it / is not eligible

If the item arrives in good condition but the youth does not accept it and no other youth in your region have approved requests for the same item, you should return the item to the warehouse for reassignment to another request.

To report that an item is available for reassignment, check the box "The item works but should be reassigned" in section (2). In the drop down that appears, select "Return to warehouse". Fill out the fields in section (3) and click Submit. The request will remain in the Assigned Requests section until the warehouse has confirmed receipt; then it will move automatically to History.

d. Deliver the item to another youth because the youth declined it / is not eligible

If the item arrives in good condition but the youth does not accept it (e.g., because the youth has left the ILP program), you may deliver the item to another youth in your region if they have an approved request for the same product and no item/serial number has been assigned. To report that you are delivering the item to another youth, check the box "The item works but should be reassigned" in section (2). In the drop down that appears, you will see a list of other youth in your region who have approved requests for the same item. (Youth who have already been assigned and/or shipped an item by the warehouse administrator do not appear in this list.) Select the name of the youth who will receive the item and click the "Edit Requests" button. The request for the original youth will move immediately to the History area.

To report that the second youth has received the item, locate the youth in your list of "Assigned Requests" and follow the process for "**Deliver an item to the youth**", above.

e. Share an item among multiple youth

As mentioned on page 5, you can add yourself as a youth if you need to request a stipend card to be spent on multiple youth (typically for food purchased during a trip). If the item was sent to a "youth" who is marked as a Specialist on the Edit Youth tab, you will see a slightly different screen.

The list "Add an ILP Youth served" displays all youth in the region. Click on the names of the youth who will be included in the purchase (you can hold down the Ctrl key to select multiple youth at once) and then click "Save". The names of selected youth will appear in the list "ILP Youth Served". Then click "Print receipt/youth log to be signed".

Once you have the signed receipt/youth log, correct the list "ILP Youth Served" (if necessary) by clicking the X next to a youth's name to remove a youth (if an expected youth did not attend) or by adding youth following the process just described. The names in "ILP Youth Served" should match the list of signatures on the receipt/youth log. Complete the fields "Used By", "Date Used" and "Remaining Balance".

You must also enter the remaining balance for the card. If the balance is more than \$0, the partially spent card must be returned to the warehouse for redistribution. For these cards, complete section (1) including the receipt AND the return fields in section (3) to indicate how and when you will return the card to the warehouse. Click Submit. The request will remain in the Assigned Requests section until the warehouse has confirmed receipt; then it will move automatically to History.

Upload the signed receipt/youth log and click "Submit".

f. Confirm that the youth received an item (e-signature only)

For e-signature requests, the item is sent directly to the youth and you do not need to print and collect a signed paper receipt. However, you are responsible for confirming with the youth that the item was received in good condition.

In the drop down for "Delivery Method" in section (1), select "Youth (verified by phone)" or "Youth (verified by email)". If you select these options, you will not be able to print a blank receipt because you do not need to upload any receipt for these items. (You may choose to upload the email from the youth as the receipt, but this is not required.) The youth's e-signature confirmation screen will serve as the receipt for this item.

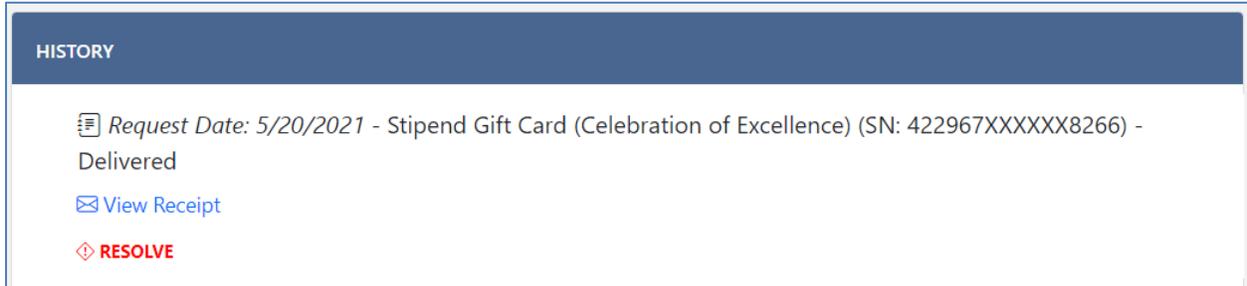
If the youth received the item but it is in poor condition, use the RMA process described above. If the youth received the item and does not want to keep it, use the Return process described above.

Making Corrections:

Once you complete this stage, no further changes can be made to the record without contacting the warehouse administrator. Administrators can delete an uploaded receipt to allow you to enter new information. If you receive an email notifying you that the administrator has requested an updated receipt, the record will have moved out of History and into Assigned Requests, allowing you to make changes.

Submitting an Affidavit for a Missing Receipt

The GA/RYSSE inventory system contains a section for auditors to review uploaded receipts. If a receipt is missing, illegible, incorrect, or incomplete, the auditor will flag that record for an update. You may receive an email notifying you of an audit request or be notified by an ILP administrator.

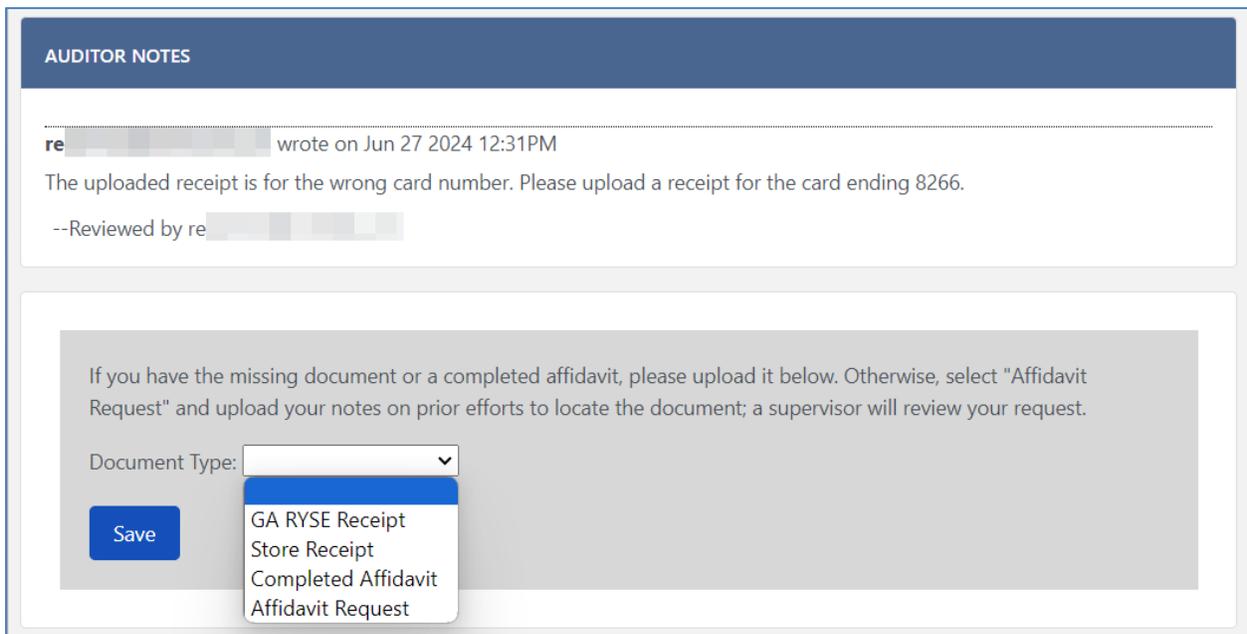


The screenshot shows a dark blue header with the word "HISTORY" in white. Below the header, there is a list item with a receipt icon, the text "Request Date: 5/20/2021 - Stipend Gift Card (Celebration of Excellence) (SN: 422967XXXXXX8266) - Delivered", a blue link "View Receipt" with an envelope icon, and a red "RESOLVE" button with a diamond icon.

To view the details of an audit request, go to the youth's ILP Youth page, find the record in History, and click the RESOLVE link.

The following screen shows you the text of the auditor's notes and allows you to respond.

1. **If you have the requested document** – the correct GA/RYSSE receipt or store receipt – select it from the dropdown and upload the new file. When you save the page, the new file will be added to the auditing queue for review. Both the original receipt and the new file will be shown in the History section.
2. **If you do not have the requested document**, start the affidavit process. Select "Affidavit Request". In the text box that appears, explain briefly why the document cannot be uploaded. When you save the page, the affidavit request and your notes will be sent to an ILP administrator for a response.



The screenshot shows a dark blue header with the text "AUDITOR NOTES". Below the header, there is a text area containing the note: "re [redacted] wrote on Jun 27 2024 12:31PM The uploaded receipt is for the wrong card number. Please upload a receipt for the card ending 8266. --Reviewed by re [redacted]". Below the text area, there is a grey box with instructions: "If you have the missing document or a completed affidavit, please upload it below. Otherwise, select 'Affidavit Request' and upload your notes on prior efforts to locate the document; a supervisor will review your request." Below the instructions, there is a "Document Type:" label, a dropdown menu with a downward arrow, a blue "Save" button, and a list of options: "GA RYSE Receipt", "Store Receipt", "Completed Affidavit", and "Affidavit Request".

Once you select a response, the RESOLVE link will disappear until additional information is needed.

Completing the Affidavit Process

Once an ILP administrator has reviewed your affidavit request notes, they can accept the request or send it back for revision.

- **To revise your request**, return to the youth's ILP Youth page. The RESOLVE link will appear in the History section. Click the link and repeat the process from the previous page, adding any requested information.
- **To complete an affidavit for an approved request**, return to the youth's ILP Youth page. The RESOLVE link will appear in the History section. Click the link and then download a copy of the affidavit form using the link.
 - **When you are ready to submit the affidavit form**, return to this page using the RESOLVE link and upload your file. Note that you can upload only one file, so if you have supporting documents (emails, notes) for the affidavit, please combine them with the affidavit form in a single PDF or Word file before you upload it to the inventory system. When you save the page, the new file will be added to the auditing queue for review.

Auditor Notes

ra [redacted] uploaded file: Jun 27 2024 12:41PM

Affidavit Request

The youth is no longer in the region and didn't respond to calls/emails this week. I won't be able to get an updated receipt.

re [redacted] wrote on Jun 27 2024 12:31PM

The uploaded receipt is for the wrong card number. Please upload a receipt for the card ending 8266.

--Reviewed by re [redacted]

You can download the Affidavit [here](#). Once you have filled it out, come back and upload it.

Document Type:

No file chosen

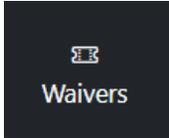
If you have questions about completing the affidavit form, please reach out to your supervisor or an ILP administrator.

Both the original receipt and the uploaded affidavit will be shown in the History section.

HISTORY

 Request Date: 5/20/2021 - Stipend Gift Card (Celebration of Excellence) (SN: 422967XXXXXX8266) - Delivered

[View Receipt](#) [View Original Receipt](#)



Waivers Page

The Waivers page allows you to submit a waiver request, view an open request, or view & print a waiver letter.

Submitting a New Request

Each waiver request involves four pages of information plus a review page. **Until you submit page 5, the request is not saved.** Before you begin, make sure you have the required information:

- Step 1: Waiver type
- Step 2: Contact information for the youth's DFCS case manager
- Step 3: Youth demographic information (name, date of birth, legal county), placement status, and SHINES Person ID; waiver specifications including effective date, and amount & CoStar code (for waivers with associated funds)
- Step 4: Any documents to support the waiver request

Review your submission on Step 5 and then click "Submit". This automatically sends a notification to the supervisor you selected on Step 1. **Until you submit page 5, the request is not saved.**

Reviewing a Request

Once the request is submitted, it appears in the list on your "Waivers" tab. You can review and update the information in your request by clicking on that row in the list of waivers.

Viewing a Completed Waiver

You'll receive an email when the waiver has been approved by all tiers of reviewers. To print a copy of the letter, click the yellow envelope icon in that row in the list on the "Waivers" tab. You can also print a copy from inside the waiver record after clicking on the row.