



Reimbursement Request Instructions

In order for a reimbursement request or vendor invoice to be processed, the following applies:

1. Reimbursement requests and vendor invoices are due **Wednesday by 5:00 pm** to be paid on Friday of the following week. If any required documentation is missing or the budget does not indicate approval for the requested reimbursement or vendor payment, the request will not be processed until the needed item is received.
2. Reimbursement requests and vendor invoices should be submitted on a monthly basis.
3. Lifeworks can only reimburse expenses up to 10 months past the date of service/purchase.
4. Requests are to have only one month per request form or vendor invoice. For example, if you have items to be reimbursed for the months of May and June, two forms are to be completed.
5. Item or service must be in the participant's approved support plan or in an approved addendum.
6. Goods and services can only be reimbursed up to the approved dollar amount.
7. Lifeworks cannot reimburse tips or requests that were paid with SNAP, EBT, store credit, etc.
8. The Support Manager's signature is required on all reimbursement requests.
9. Proper documentation must be included and is as follows:
 - Date of purchase or service
 - Description of item purchased or service
 - Amount of purchase
 - Documentation for reimbursement must show complete payment of item (e.g. invoice showing "payment in full", store receipts, credit card type and the last four digits of the card, a processed check)
 - Gym membership documents must have the description and dates of service (billing cycle dates), along with the total cost for monthly charges and proof of payment.
 - Cell Phone and Internet must have the description and dates of service (billing cycle dates, ex: 6/5/25-7/4/25), along with the total cost for monthly charges and proof of payment.
 - Laundry expenses – please use the laundry reimbursement request form to indicate dates of laundry, cost per unit and total cost.
10. Proper documents for mileage reimbursement is as follows:
 - Date of travel
 - Destination, including the addresses
 - Total number of miles driven
 - Cost: total number of miles driven multiplied by the approved rate
 - Signature of the driver is required
11. Proper documents for Uber/Lyft reimbursements is as follows:
 - Date of Travel
 - Destination, including the addresses
 - Cost of the ride showing breakdown of the total
 - Complete proof of payment (credit card type and the last four digits of the card)
 - Uber Cash and Lyft Cash can only be reimbursed if you have proof of payment for the added funds. Lifeworks cannot reimburse promotional credits.
 - If you need help obtaining proper documentation for your Uber and/or Lyft rides, please continue to the following page for step-by-step instructions.

LIFEWORKS.ORG

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Phone: 866-454-2732 | Fax: 651-454-2773 | Email: reimbursements@lifeworks.org

Lifeworks Services, Inc. is a 501(c)(3) private, nonprofit organization and an equal opportunity employer. This information can be provided in an alternative format upon request.



How to obtain an UBER receipt:

1. Open App, click on “activity” at the bottom of the screen.
2. Select the trip/ride you want to be reimbursed for. Click on it.
3. Click on the “Receipt” tab.
4. Screen shot the receipt with the complete proof of payment, or at the bottom, you have the option to have it emailed or download it, and that can be submitted as well.

How to obtain a LYFT report:

1. **Open the Lyft app:** Go to your Lyft app and tap on your profile picture in the top left corner.
2. **Access Ride History:** Select the "Ride history" option.
3. **View Individual Receipts:** Tap on the specific ride to view its receipt.
4. **Export Multiple Receipts:** Tap "Export" in the top right corner, select the desired rides, and then tap "Send report" to receive a report by email of the PDF

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