

Express

Guide to a Blissful Relationship

How to eliminate
REJECTION!!!

Why does an Expense Report get ***REJECTED?***

The top 12 problem areas:

- ◎ Receipt Requirements & Missing Documentation
- ◎ Airfare and Registration/Conference fees –
form of payment
- ◎ Reimbursement Before Trip or Conference
- ◎ Paying for Other's Expenses
- ◎ Hotel & Airfare Package Deals
- ◎ Wrong Expense Type

Rejection (cont.)

- ⊙ Rental Car Upgrades and Optional Charges
- ⊙ Address Entries for Non-Employee Reimbursements
- ⊙ Receipt Imaging and Attachment
- ⊙ Hotel Itemizations & Hotel Bills
- ⊙ Employee Signatures
- ⊙ Explanations and Justification Statements

Receipt Requirements & Missing Documentation

- ⊙ Receipts are *ALWAYS* required for:
 - Airfare
 - Registration/Conference Fees
 - Lodging - Domestic and Foreign Actual
 - Rental Car
 - Entertainment
 - Anything over \$75
 - Itemized receipts for Entertainment*
 - To verify what was included in the entertainment meal (i.e. alcohol), an itemized receipt must be provided. If one is not provided then a signed statement must be provided (see slide #6 "Lost Receipts - What To Do").

Registration/Conference fees and Airfare – form of payment

- ⊙ Receipt documentation needs to indicate: merchant or payee, date, amount, and form of payment.
- ⊙ Registration/Conference fees and Airfare can be paid ahead of time using a PO or Direct Billing.
- ⊙ Requests for reimbursement must be accompanied by receipts which indicate the form of payment.
 - Personal credit card payments indicate the last four digits of the credit card #.
 - Personal check payments must be accompanied by a copy of the canceled check (because the University sends checks when a PO is issued).
 - Cash payments will be indicated as such on the receipt.

Lost Receipts – What To Do

- ⊙ When “Policy Required” receipts are not obtained or are misplaced the Traveler must submit a signed memo for that reimbursement item.
- ⊙ The memo needs to include:
 - Merchant or payee, date, amount, and form of payment.
 - Indication of why there is no receipt.
 - Statement indicating that they will not seek reimbursement for this item from any other source.
 - *SIGNATURE* of person claiming reimbursement

Reimbursement *Before* the Trip or Conference

- ⊙ Reimbursements are after the trip, conference or event has taken place.
- ⊙ Reimbursement PRIOR to the trip, conference or event is *only granted for*.
 - Hotel Deposits
 - Conference Fees
- ⊙ *ONLY when the corporate card is used for payment.*
- ⊙ Reimbursement payment is issued to US Bank for that person's corporate card.

Paying for Other's Expenses

- ⊙ *It is against UC/UCLA Travel & Entertainment Policy to pay for another person's expenses.*
- ⊙ Options (for the starving student):
 - Direct Bill Airfare (no out-of pocket)
 - US Bank T & E card
 - Pre-pay conference registration fees
- ⊙ If these options will not work, then exceptional approval can be granted if requested in advance of trip.

Hotel & Airfare Package Deals

- ⊙ UCLA will no longer reimburse for travel package deals.
- ⊙ A UC Memo will be issued to this regard.
- ⊙ Exceptions cannot be granted due to taxability issues for package deals.
- ⊙ If the traveler obtains an itemized receipts for hotel or car rental and documentation for the amounts of the other expenses, then these can be reimbursed.

Wrong Expense Type

- ⊙ Tips should be included with Meals & IE (not to exceed \$42/\$64 per day allowable).
 - IE - "Incidental Expenses" include things like meals tips, bottled drinking water, taxi, skycab, and other service related tips, etc.
- ⊙ Entertainment meals vs. Meals & IE claims
 - Entertainment is to be used when the Traveler is hosting another person to the meal for business related reasons.
 - Meals while on travel are "Meals & IE"
- ⊙ Entertainment Other (Object Code 3307)
 - Entertainment Other is to be used for non-food and beverage items that are associated with an Entertainment event.
 - Make sure that your funding source allows for Object Code 3307.

Wrong Expense Type (cont.)

⊙ Host/Hostess Gift

- Host/Hostess Gift is to be used when the Traveler stays with an acquaintance or friend as gives them a gift of appreciation for accommodations.
- Cash as a Host/Hostess Gift is not allowed.
- Maximum allowable for a Host/Hostess Gift is \$75 with receipts required.

⊙ Non-Cash Award/Gift

- These are gift items for employees and/or non-employees i.e. memorabilia, T-shirts, mugs, set value gift cards, etc. (low cost items)

Wrong Expense Type (cont.)

⊙ Gas & Tolls vs. Mileage

- Gas & Tolls – fueling reimbursements are granted for rental car purposes NOT for personal vehicles.
- Mileage is to be claimed when using a personal vehicle, no fueling claims.
- When using a personal vehicle and claiming a Toll expense this gets entered as “Gas & Tolls” – it is helpful to add a note indicating this.

Rental Car Upgrades and Optional Charges


- ⊙ UC Policy requires that travel be accomplished by the most economic means available thus we do not reimburse for certain upgrades and optional charges.
- ⊙ Exceptions can include:
 - When upgrading to a larger size vehicle due to transporting additional persons and/or equipment related to that trip (i.e. research equipment) – a note of explanation must be included.
 - Upgrading to a larger vehicle for medical reasons – a doctor's note must be included.
 - Optional Insurance is reimbursable if non-domestic, outside continental US.
- ⊙ NO Exceptions for:
 - Navigational charges
 - Optional Insurance (this is covered by our contract agreements)
 - Additional Drivers (non business related)
 - Car seats
 - Satellite radios
 - Etc.

Address Entries for Non-Employee Reimbursements

- ⊙ Address Entries for Non-Employee Reimbursements must be the mailing address where the check is to be sent (these should not be mailed to the department).
- ⊙ The Location field **MUST** be used for the City, State, Country for the mailing address.
- ⊙ **DO NOT** use Address Line 2 for City, State entries.

The screenshot shows a web-based form titled "Add New Guest". At the top, there are navigation links: "Expand Item", "Select Guests", and "Add New Guest". Below these are "Save" and "Cancel" buttons. A message reads: "To add a new guest, enter all required information and click Save." The form is divided into "General Information" and "Planned Funds". The "General Information" section contains fields for Name (Peter Pan), Location (Anahelm/California/United States), and Address (500 Tree House Way). There are also dropdown menus for "Internal" and "Disney", and a text field for "Neverland CEO". The "Planned Funds" section is currently empty. At the bottom, there are "Save" and "Cancel" buttons.

Receipt Imaging and Attachment

- ◎ You can verify receipt attachment by clicking on the “View Receipt” icon next to a document.
- ◎ If you see the error “User does not have access to the barcode: TR0000245” that means the faxed receipts were not successfully attached – try again.
- ◎ This is the “View Receipts” icon 

Receipt Imaging and Attachment (cont.)

- ◎ If you can view receipts but one or more pages are missing, check you other pages for any bar-codes.
- ◎ Bar codes on other receipts (on other fax pages) will interfere with attaching those pages to the TR#.
- ◎ Mark out any other bar codes and fax again – fax the *entire* set of receipts again.
- ◎ Anytime you need to re-fax or include another page of documentation, you must re-fax the *entire* set of receipts.

Hotel Itemizations & Hotel Bills

- ⊙ Itemized Hotel receipts must be provided.
- ⊙ When creating the itemization, enter the *TOTAL* charged amount, then itemize all charges and personal expense out non-reimbursable items (i.e. movies, gym fee, etc.).
- ⊙ You can combine like expense types for one day (i.e. all the phone charges for one day).
- ⊙ Travel Accounting needs to be able to reconcile all expenses that are on the hotel receipt against what is being reported on the Expense Report, add notes when needed.
- ⊙ Generally – only hotel receipts need to be itemized.

Employee Signatures

- ⊙ All employee travelers/entertainers must provide their signature certifying their reimbursement claim. Employee certification cannot be delegated.
- ⊙ Departments that are not using online certification *MUST* fax either the bar-code print sheet or the detail print sheet with the employees signature.
- ⊙ Non-employee signatures are not required.

Explanations and Justification Statements

Entertainment expenses are a necessary and integral part of the business meeting (rather than a matter of personal convenience).

© The purpose or nature of that *specific event* should be clearly explained in the justification statement: fundraising event, donor cultivation, solicitation, faculty recruiting, guest speakers, student recruiting, etc.

© A guest list containing name, title, occupation and group must be provided to establish the business relationship to the University of the participants being entertained.

© Additional justification must be included for:

- Spouse or guest of the guest in attendance
- Exceeding the allowable per person limit

Explanations and Justification Statements (cont.)

Some Examples of insufficient justification include:

- © "Lunch meeting to discuss IFMIHE program"
 - Missing - Why was it necessary to meet over lunch, what is the Access Program?
- © Exceeded per person limit - "They ordered dessert and drinks"
 - Insufficient - Policy indicates that the justification cannot simply be that the restaurant was more expensive
 - Missing - Why was a more expensive venue necessary?

Explanations and Justification Statements (cont.)

- ⊙ More examples of insufficient
- ⊙ Entertainment Other & Entertainment Dinner
 - Fund-raising dinner and purchase of tribute pages.
 - No letter of contribution “on behalf of UCLA”.
- ⊙ Entertainment Dinner
 - Annual “morale building” event with spouses
 - “spouses are included and typical for such events”

Explanations and Justification Statements (cont.)

- ⊙ Entertainment Dinner
 - At host’s house, vague explanation of spouse included, or inaccurate explanation “bought groceries, so spouse is entitled to be present”
 - “Spouse worked hard cooking for 2 days”
- ⊙ Entertainment Meals – Overages
 - Insufficient – “included tips”
 - Or complete lack of justification
 - Proxy copies event justification statement and pastes it into the overage field, without explaining overage.
 - “Due to caliber of guest”

Explanations and Justification Statements (cont.)

Good Examples

- ⊙ “ Joe Bruin attended the International Federation of Mascots in Higher Education (IFMIHE) Governing Board meeting in Thule, Greenland. Airfare reimbursement was approved by Daniel Neuman per email to Sue Abeles dated 01/01/06 (see faxed copy). Mr. Bruin departed from home at 5:45am on 01/01/06, arrived at Thule Airport at 6:30am on 01/02, departed from Thule Airport at 12:30pm on 01/15 and arrived home at 10pm on 01/15”
- ⊙ “Conversion: All item charges on the hotel bill were converted on the basis of Mr. Bruin's Visa bill: 1 Euro = \$1.217306613. Other items such as train tickets, etc. were converted at the airport exchange: 1 Euro is \$1.25849”

Explanations and Justification Statements (cont.)

Good Examples

- ⊙ Discussion of the UCLA Mascots recruitment event attended by Bobby and Buela Bear (Donors, Better Bear Foundation), Jimbob Kodiak and Sheila Panda, IFMIHE Founders, and Joe Bruin. Bobby Bear presented a lecture earlier that day on the value of Bear mascots in higher education.

Explanations and Justification Statements (cont.)

Excellent Examples

- ⊙ Meeting to discuss strategies for Right Now Web implementation for Travel and Express. The meeting included Purchasing staff (Bruin Buy and P-Card) due to their recent training and implementation of RNW. Meeting took place during the lunch hour due to the restricted availability of attendees' schedules and in appreciation for the time given by Purchasing staff to facilitate this project.

Host – Cathy Campbell, Department – CFS / Express

LVOs and POs

- ⊙ Any LVOs or POs for Entertainment payments to vendors must have ALL the information required for an entertainment reimbursement.
- ⊙ Often Missing or unclear:
 - Attendee list indicates “Program participants” but no affiliation is listed – who are UCLA employee, who are donors, who are the graduating students – PLEASE IDENTIFY!

LVOs and POs

◎ Often Missing or unclear:

- Separate invoices sent for one event makes the calculation for the per person amount difficult. Department should calculate the total per person amount for the event when submitting paperwork.
- Justifications for overages and spouses.