
Travel & Expense Reimbursement Handbook



Supply Chain Management
Physical Plant Building
2500 University Drive NW
Calgary, Alberta, CANADA
T2N 1N4

Only the electronic version of this Handbook posted on the Supply Chain Management web-page is considered current and official.

Refer to <http://www.ucalgary.ca/finance/scm/procedures-handbooks> for a complete list of handbooks.

What's New?

This section provides a summary of changes and revisions introduced in the present version of the Travel and Expense Reimbursement Handbook:

<u>Changes/Revisions</u>	<u>Section of the Handbook</u>
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Contact Information

Hours of Operation:	8:30 am – 4:30 pm Monday to Friday
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Preamble

The following **Expense Reimbursement procedures** are intended to assist University staff and approving authorities with determination of reimbursable expenses, preparation of expense claims and provision of general guidelines on expense reimbursement related matters.

These procedures apply to all University expenses, including travel, entertainment and related expenses from all funds administered by the University.

These procedures support and ensure compliance to the University Policies, including the Gifts, Donations and Sponsorships Policy¹ and the Hospitality and Travel Expenses Policy².

An overview of various Research granting requirements is available within this handbook. Should a discrepancy arise between the overview in this handbook and the granting agency's requirements, the granting agency's requirements shall take precedence. It is the responsibility of employees to make themselves familiar with specific requirements and restrictions of granting agencies for eligible expenses. For further information in regards to Tri-Council specific requirements and restrictions for eligible expenses, refer to:

- <http://www.ucalgary.ca/tricouncilguidelines>; or
- Contact Research Accounting Support Line:

Tel: (403) 210 7900

Email: RTAHELP@ucalgary.ca

As a publicly funded institution, the University should endeavor to use its resources wisely and effectively. Staff should exercise care and judgment when incurring expenses. Under any circumstances, personal expenses, personal travel expenses or personal entertainment expenses must not be charged to any funds that are administered by the University.

It is the Employee's (**Claimant's**) responsibility to read and understand all of the procedures that follow. It is the Authorized Approver's responsibility to ensure that only allowable expenses are approved.

¹

<http://www.ucalgary.ca/policies/files/policies/Gifts%20Donations%20and%20Sponsorship%20Policy.pdf>

²

<http://www.ucalgary.ca/policies/files/policies/Hospitality%20and%20Travel%20Expenses%20Policy.pdf>

1 Expense Reimbursement Guidelines

1.1 Approval and Signing Authority

The intent of this Handbook is to ensure a review and approval of expense claims is completed. The Authorized Approver, identified in accordance with the University's Delegation of Authority Policy³ and Signing Authority Matrix, should determine the overall reasonableness of the claims and ensure the guidelines of this handbook are followed by the **Claimant**.

No individual can approve their own expense claim

1.1.1 Operational

The following actions are required from:

Claimant

- Submit all expense claims online through PeopleSoft;
- Sign the expense report being submitted to the Authorized Approver(s).

Authorized Approver

Professional Expense Reimbursement (PER) and relocation claims are reviewed and approved by Human Resources. Review and approve expense claims using the automated approval process in PeopleSoft

Refer to <http://www.ucalgary.ca/hr/system/files/PERHandbook.pdf> or contact Human Resources for more information at:

- Tel: (403) 220 5932
- E:mail HR@ucalgary.ca

³ <http://www.ucalgary.ca/policies/files/policies/Delegation%20of%20Authority%20Policy.pdf>

1.1.2 Research and Trust

The following actions are required from:

Claimant

- Submit all expense claims online through PeopleSoft;
- Sign the expense report being submitted to the Authorized Approver(s).

Authorized Approver

Review and approve expense claims using the automated approval process in PeopleSoft.

Research and Trust expense claims must not be split between research projects owned by different Project Holders. Charges can be attached to more than one project, but the research projects involved must be owned by only one Project Holder to facilitate compliance of the online approval to Agency requirements.

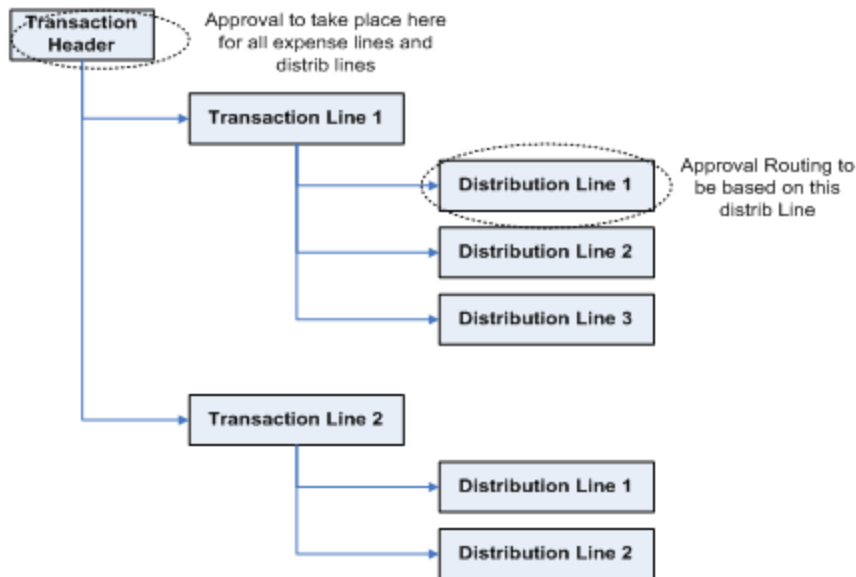
Claimant / Employee – signatures are required and must include affiliation (relationship of the traveler to the PI and to the research project) if other than the Principal investigator (PI).

If the traveler is someone other than the PI, then the relationship of the traveler to the PI must be indicated on the claim.

1.2 Expense Reimbursement Claim Requirements

Expense Reimbursements for employees of the University of Calgary **MUST** be submitted using the *Expense Module within PeopleSoft*.

All expense transaction approvals are completed at the header level of the expense claim (e.g. for the entire claim), but it should be noted that the expense claim will be routed based on the account code on the first line of the expense claim, as described below.



All expense reimbursements regardless of funding source must meet the following requirements:

- For travel reimbursement, the purpose of the trip must be stated clearly and in detail. Single word explanations such as “research” or “conference” are not sufficient. Descriptors such as conference name, date and location, field trip to (location), meeting with research collaborator (with collaborator’s name and institution, etc.) must be included;
- The event schedule or materials with details and dates of the event or conference must be provided for approval and payment;
- All receipts, including meal receipts greater than the University’s per-diem allowances, must be substantiated with original itemized receipts that show all items purchased. Credit card slips are not acceptable as they do not provide a detailed listing of charges. If both an itemized receipt and proof of payment are not provided, only per-diem rates will be reimbursable;
- The Lost Receipt form is no longer used in lieu of an original receipt. When submitting expenses online through PeopleSoft, Claimants can use a checkbox feature in the expense module which will allow them to identify transactions which are not accompanied by properly detailed invoicing. When using this feature, Claimants will be required to provide a detailed explanation for the cause of the missing receipt;
- Note that only one fund code can be used per claim;
- To ensure that expenses are captured in the correct fiscal year, Claimant must submit a claim in a timely manner within the current fiscal year;

1.2.1 Travel funded by Tri-Council

For all Tri-Council CIHR, NSERC, SSHRC funded travel reimbursements, an expense report shall be submitted for each trip. Multiple trips cannot be claimed on a single expense report.

As per Tri-Council guidelines, a single trip consists of:

- Home to home with stops (along the way) for the same purpose;
- Aggregate claim for field trips to various farms/locations for the same purpose;
- Home to home with two related purposes in one location (i.e. to attend a conference and meet with a collaborator);
- Home to home with related purposes in different locations (i.e. to attend a conference in one location and to do related research in 2 locations);
- While on sabbatical, one round trip between the sabbatical location and home.

1.3 Submission of Expense Reports

1.3.1 Operating Accounts

The following guidelines indicate where you should submit your expense report for approval and final audit and filing. Claimants should submit expense reports in a timely manner. Amounts totaling less than \$500 should be submitted no less than on a quarterly basis. Expenses exceeding \$500 should be submitted monthly. Expense claims should be submitted regularly and not held or compiled for annual submission. Claims of this type are likely to experience delays in payment due to high volumes at peak periods of activity (e.g. year end).

For Operating accounts submit your expense report directly to your Authorized Approver for review. Once approved, send your report to Accounts Payable through inter-office mail or drop it off at the Physical Plant (PP65) for final audit and filing.

1.3.2 Research and Trust Projects

For Research and Trust Projects using Fund 60 for ALL faculties, submit your report to the Financial Compliance Administrators (FCAs) in the following locations:

Department	Location
Medicine and Veterinary Medicine Only	TRW 5 th Floor
Non Medicine faculties:**	Will no longer be assigned
Engineering	ENF 271
BioScience	BI 530B
Social Science	SS1202

** Faculties will no longer be assigned to a specific location. FCAs in any of the above locations will be able to process claims for non-medicine faculties.

1.3.3 Non-Employee Payments

All non-employee payment forms for Operating Accounts must be submitted to Accounts Payable for processing and payment. Expense claims related to Fund 60 accounts (Research Projects) must be submitted to the FCAs located on 1.3.2 above for review and processing.

1.4 Expense Reimbursement Claim Information

1.4.1 Employee Reimbursements

Employees will be reimbursed only after the appropriate documentation has been submitted, reviewed and approved online through PeopleSoft and the original receipts have been reviewed. Before processing can commence, all supporting documents (original receipts, conference events schedules, etc.) must be submitted with a printed copy of the Expense Report. See Section 1.3 Submission of Expense Reports of this handbook for specific details on where to forward your claim.

Payments for all Expense Claims to University employees will be processed via electronic funds transfer (EFT) directly to the employee's bank account through the PeopleSoft expense module only.

If this banking information changes, you will need to contact Human Resources.

Contact Human Resources for more information at:

- Tel: (403) 220 5932
- E:mail HR@ucalgary.ca

Employees should allow up to 7 business days from receipt of the approved expense claim in Accounts Payable to process payment.

1.4.2 Non-employee Reimbursements

All expense claims for non-University employees must be properly entered and approved in the appropriate non-employee payment form available through the **My UofC web portal** within PeopleSoft. Before processing commences, all supporting documents (original receipts, conference events schedules, etc.) must be submitted with a printed copy of the non-employee payment form to Accounts Payable either by inter-office mail or drop-off at the Physical Plant. All claims related to Research accounts regulated by Tri-Council require the signature of the **Claimant**. Claims related to Operating Accounts regulated by Tri-council may be submitted with the signature of either the Claimant or a delegate.

Payments for all Expense Claims to non-University employees in Canada (CAD) will be processed by cheque or EFT (if banking information provided), and by cheque for non-University employees in the US (USD). Payments in other currencies will be processed by wire-transfer and require a signed wire-transfer form for processing if greater than \$25,000.00. *The wire-transfer request form* is available on the Finance website at:

<http://www.ucalgary.ca/finance/scm/forms>

Allow up to 7 business days for processing of all approved non-employee payment requests.

1.5 Cash Advance

All employees are encouraged to utilize the University Travel and Expense Credit Card for travel expenses whenever possible. If not possible, a Cash Advance may be issued to an employee who:

- Is traveling to a location(s) where only cash transactions are possible;
- Is traveling to a location(s) where AMEX is not an acceptable means of payment;
- Is traveling in an emergency situation.

Advances are to be submitted as an expense claim through PeopleSoft. Requests for early payment of advances (more than 6 weeks prior to the date of commencement of travel) are to be explained in detail including destination, purpose of travel, as well as departure and return dates.

An advance must always be cleared with the submission of a second expense claim with supporting receipts within 2 weeks of the return date of travel. Only 1 advance will be issued per employee at a time, and no additional advances will be approved **if an outstanding advance is overdue with no valid explanation from the Employee and the authorized approver.**

If the amount of the advance is greater than the total expenses incurred or if the travel did not occur, the employee is expected to repay the remaining advance with a personal cheque payable to the University of Calgary and submitted with the clearing expense report.

Cash advances cannot be used to pay honoraria and sabbatical expenses.

Cash advances related to Research & Trust Accounts (Fund 60) must be submitted to the FCAs using the faculty and location distribution stated on 1.3.2. Advances processed through PeopleSoft will be remitted to the employee via electronic funds transfer (EFT).

2 Travel and Expense Reimbursement

2.1 Airfare Requirements

Whenever possible, employees are encouraged to take advantage of advanced purchase excursion fares, seat sales, etc. and use the University's preferred travel agency. The maximum level of reimbursement should not exceed the equivalent of economy airfare by the most direct route.

Additional airfare for stopovers and other costs that are not related to University business are considered to be personal expenses of the **Claimant**. Additional fees such as seat selection and airline taxes are allowable expenses. Baggage allowance is defined by the airline carrier. Any charges for baggage above the default limit set by the air carrier are expected to be reasonable, appropriate and necessary for the purpose of the trip, and must be explained in detail.

2.1.1 Business or First Class Air Travel

Business or First Class, or other amounts in excess of economy airfare, are considered to be personal expenses of the employee and are not reimbursable. Exceptions may be allowed only if they involve a longer continuous time-in-the-air (5 or more hours), and the traveler is expected to begin work at the destination soon after arrival, with no time for adequate preparation or rest. Approval in advance is required for these exceptional cases from the Authorized Approver. Complete the Travel and Expense Pre-approval form located here:

<http://www.ucalgary.ca/finance/operations/university-cards/forms>

2.1.2 Documentation

Below is the checklist of required documents for airfare reimbursement:

- Itinerary/Receipt;
- Boarding passes (exceptions apply*);
- Proof of Payment (if not documented on the itinerary/receipt);
- *Exceptions to the Requirement to submit Boarding passes.

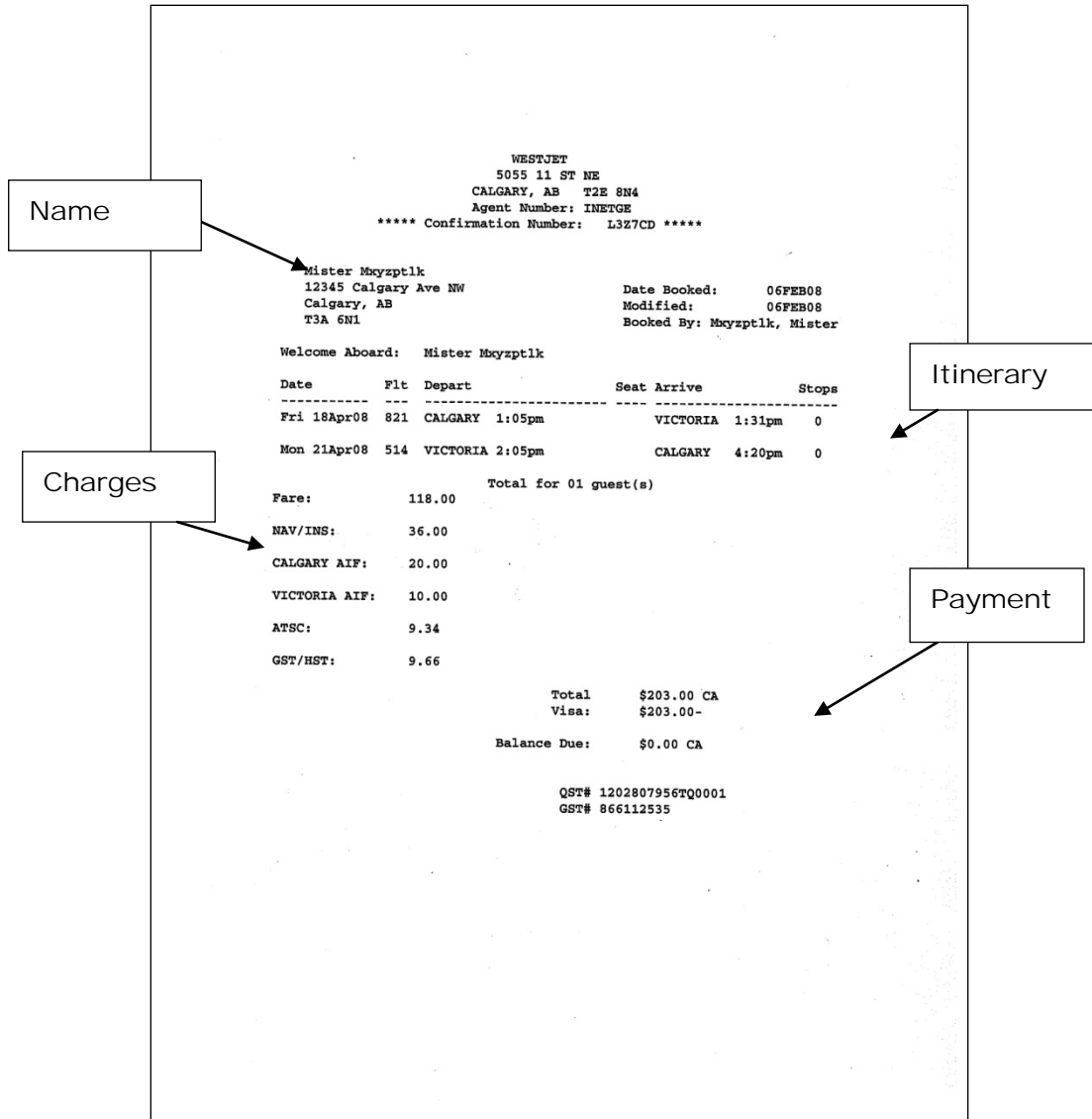
The image shows an Air Canada boarding pass for flight AC 850 on September 5th. The passenger is MXYZPTLK, AP, traveling in Economy/Class 39A. The flight is from Calgary to London. The boarding time is 18:35. The boarding pass is labeled "Boarding Pass | Carte d'accès à bord". A box labeled "Boarding Pass" with an arrow points to the pass.

Class Classe		Flight & Date Vol et date		Gate Porte	Seat Place	Name Nom	
ECONOMY/E TOURIST/E		AC 850 05SEP		B24	39A	MXYZPTLK AP	
Boarding time Heure d'embarquement		18:35		AC0381/52096A		Seat & Class Place et classe	
From De		To Destination				39A Y	
CALGARY		LONDON - 3					
Name Nom		Airline use À usage interne				To Destination	
MXYZPTLK AP		0305A YYC67604				LONDON - 3	
Boarding Pass Carte d'accès à bord						Remarks Observations	

Boarding passes are not required if one or all of the following are submitted with the original Air Travel ticket receipts showing the breakdown of itinerary and costs:

- Taxi receipts (where applicable);
- Hotel receipts;
- Meal receipts (not meal per diems);
- Certificate of conference attendance;
- Boarding passes must be included if these documents are not included with the travel expense claimed.

Employees are encouraged to book through UNIGLOBE Beacon Travel, the University's preferred travel agency, (see Section 6.2). Booking confirmation without breakdown of charges and proof of payment are not acceptable for reimbursement.



Travelers who use e-tickets normally receive a fax or email that contains a "Passenger Itinerary/Receipt" as confirmation of their reservations that outline the itinerary, cost and applicable taxes and fees from either the airline or travel agency. **The "Passenger Itinerary/Receipt" must be submitted for reimbursement.**



AIR CANADA

Passenger Ticket and Baggage Check

Billet de passage et bulletin de bagages

aircanada.com

T171 (2005-02)

Subject to conditions of contract and notices in this ticket. Please read carefully.
Issued by: Air Canada, Montréal, Canada H4Y 1H4.
For refund of unused tickets, contact your nearest Air Canada sales office.

Sous réserve des conditions du contrat et des avis du présent billet. Veuillez lire attentivement.
Émis par Air Canada, Montréal, Canada H4Y 1H4.
Pour tout remboursement de billets non utilisés, s'adresser à l'agence d'Air Canada la plus proche.

Member • Membre
International Air Transport Association,
Air Transport Association of America,
Air Transport Association of Canada

014 4479 974 794

A STAR ALLIANCE MEMBER
MEMBRE DU RESEAU STAR ALLIANCE

Align with top of tractor lids

Charges

Itinerary

PASSENGER'S COUPON COUPON DU PASSAGER		ORIGIN: DESTINATION	APP CODE / APP CODE	ISS	DATE AND PLACE OF ISSUE / DATE ET LIEU D'ÉMISSION
N-REF/APEXVALID ON AC ONLY N-REFUNDABLE		WINNIPEG	T17392		62990071 25JUN
REFUNDED - NON DU PASSAGER		WINNIPEG			YWGTDAC
NOT TRANSFERABLE - INCESSIBLE		CANADA			WINNIPEG
CONJUNCTION TICKETS - BILLET COMPLÉMENTAIRE					CANADA

NOT GOOD FOR PASSAGE / NON VALABLE POUR TRANSPORT	CARRIER	FLIGHT	CL	DATE	TIME	STATUS	FARE BASIS	FARE TYPE	FARE BASIS	FARE TYPE	ALLOW
VOID		VOID		VOID		VOID	VOID		VOID		VOID
VOID		VOID		VOID		VOID	VOID		VOID		VOID
ALBANY	YYC AC	850N		05SEP	1910	OK	NOMSLXWT		05SEP05SEP2PC		
LONDON	LHR AC	853N		23SEP	1615	OK	NOMSLXWT		23SEP23SEP2PC		
ALBANY	YYC AC	850N		05SEP	1910	OK	NOMSLXWT		05SEP05SEP2PC		
FARE CALCULATION: YYY RDE1.105830 XT142.00Y020.005084.426R30.18UR TAXES/CHARGES - TAXES/CHARGES 17.00 1.20 276.60 CAD 974.80											

T171

014 4479974794 1 0

CC XXXXX XXXXX XXXXX

DATE AND PLACE OF ORIGINAL ISSUE / DATE ET LIEU DE PREMIÈRE ÉMISSION

Payment

2.2 Trip Insurance

Trip cancellation insurance (for illness) is a reimbursable travel expense. The University's extended health care plan is sufficient to cover most out-of-country medical emergencies. For questions on the University's health coverage, call Alberta Blue Cross customer service at (403) 234-9666. Additional out-of-country medical insurance and flight insurance (life, accident, etc.) are normally considered to be personal expenses of the **Claimant**.

2.3 Automobile Transportation

2.3.1 Private Automobile Requirements

Use of a personal vehicle can be reimbursed as mileage. The University defines mileage as equivalent cost on a personal vehicle when in service for University business.

The current fixed rate used by the University is **46 cents per kilometer**.

$$\#km\ used \times \$0.46 = \$\ total\ reimbursable$$

Mileage rate reimburses the cost of fuel and wear and tear on the personal vehicle. Additional fuel charges are not reimbursable when mileage rate is used. Conversion rate from miles to kilometers is 1 mile = 1.6 kilometers.

It is the expectation that a personal vehicle used while on University business is kept in proper working condition. Costs associated with regular inspections and repairs are the responsibility of an employee and will not be reimbursed by the University.

In general, where a **Claimant** travels by private automobile outside the province of Alberta, the expense claim is to be prepared on the basis of the lower of:

- a) What it would have cost by equivalent economy airfare by the most direct route; or
- b) The automobile rate per kilometer plus accommodation and meals en route.

For relocation mileage expenses, refer to the University Relocation Policy:

http://www.ucalgary.ca/hr/system/files/reloc_op_std_practices.pdf

2.3.2 Automobile Rental Requirements

Automobile rentals, when necessary or cost-justifiable, are a reimbursable expense. Rented automobiles should normally be non-luxury and of standard, compact or sub-compact size. The **Claimant's** original automobile rental and related gas receipts are to be submitted for reimbursement. Where possible, staff members are encouraged to rent an automobile through the University's contracted travel and vehicle rental agencies in order to take advantage of University or other reduced rates.

The University of Calgary contracted vehicle rentals information is available at:

<http://www.ucalgary.ca/finance/scm/procurement/vehicle-rentals>

2.3.3 Vehicle Insurance Requirements

Personal automobiles:

Although employees may use their personal automobiles while on University business, the University's insurance policies do not provide coverage. Compensation is deemed to be within the current reimbursement rate per kilometer. Therefore, the cost of additional insurance is the personal expense of the car owner. In advance of the travel, car owners are advised to check with their own insurance agents in order to secure appropriate endorsements to their policies if necessary.

Automobile rentals:

While on University business, the insurance cost of rented vehicles is a reimbursable expense. Staff members must ensure that rented automobiles are properly insured. If there is any doubt concerning insurance coverage on a rental vehicle, the traveler should take the coverage provided by the rental agency. When renting vehicles outside of Canada and the United States, staff members should purchase the maximum liability, collision and accident insurance that the rental company offers.

It is the employee's responsibility to ensure that he or she understands the car rental agreement. Most rental agreements state that only authorized drivers may drive the vehicle. They also state where you may not drive the vehicle (i.e., off-road, even for SUV's), that the vehicle must be locked at all times, that you cannot drive illegally (i.e., under the influence of alcohol or over the speed limit), etc. Driving rental vehicles in violation of any of the terms and conditions of the rental contract voids the insurance coverage.

Car rental insurance is automatically provided when booking vehicles with the AMEX Travel and Expense Card. Please refer to our website for additional Travel and Expense Card insurance details:

<http://www.ucalgary.ca/finance/files/finance/TEGreenCardInsurance.pdf>

If you intend to rent a vehicle for longer than 30 days, you must contact the University Risk Management department before entering into any rental agreement. Rentals must be declared through the on-line Risk Management and Insurance +30 Day Vehicle Rental Form at <http://www.rmfrmsrv.ucalgary.ca/30plusVehicleRental/index.cfm>. If they are not declared, they are not insured for more than 30 days.

Vehicles that are rented for less than 30 days are covered by the University of Calgary's non-owned auto policy. Employees that are driving are automatically insured. Students and volunteers must have less than 7 demerits and at least a class 5 license, and must complete the registration process through the on-line Drivers Registration system at:

<https://rmfrmsrv.ucalgary.ca/Drivers/da.cfm>

Drivers with graduated licenses are not allowed to drive under the university's policy.

All accidents that occur in rented, leased or owned University vehicles must be reported to Campus Security. A copy of the police reports must be submitted if applicable. Ensure that any incident is also reported to the rental agency, and that all required documentation is completed and submitted.

For details related to insuring rented vehicles, refer to the University's Risk Management department website:

<http://www.ucalgary.ca/riskmgmt/vehiclesdrivers>

Automobile leases:

Leased vehicles should be coordinated through the University Motor Pool. This is to ensure that the vehicle is registered, plated, and insured properly.

- Contact Information
- University Motor Pool
- 220-7555

2.3.4 Documentation

The automobile rental agreement or receipt should clearly show the information about the vehicle being rented, the breakdown of charges and that the expense has been paid.

NATIONAL CAR RENTAL			
GST/HST 888850179RT0001			
RA 159828759 Inv 15010950849			
Rental 01-JUN-2008 02:18 PM			
OTTAWA ARPT			
Return 06-JUN-2008 05:55 PM			
OTTAWA ARPT			
Name	Mister Mxyzptlk		
Vehicle Information	Vehicle # 8N166633		
	Model SEBRING SED		
	Class Driven ICAR Class Charged ICAR		
	License# BCMB193 State/Province ON		
	M/Kms Driven 635		
Charges	M/Kms Out 21726		
	M/Kms In 22361		
	Charges	No Unit	Price Amount
	T & M	1 Week	276.95 276.95*
	UNLIM M/KM	0 M/Kms	0.00*
	DSCNT T&M 15.00%		-41.54*
	CONCESSION RECOUP FEE		34.63*
	CONSERV SURCHG \$.70/DAY		4.20*
	VEH LIC FEE/AIR TX RECOV		6.90*
	CA PST ONTARIO @8.000 %		22.49
	CA GST ON @5.000 %		14.06
	Total Charges		CAD 317.69
	Paid By	Visa 5422	-317.69
	Amount Due		CAD 0.00
	Taxable Items		
Subject to Audit			
Emerald Club Number is 575747045			
Service Number 1-800-468-33			

Payment

2.4 Meal and Travel Expenses

2.4.1 Quick Reference Guide

Overview and Purpose

This Quick Reference Guide is intended to support the reimbursement of hospitality and business travel expenditures as outlined in the Hospitality and Travel Expenses Policy. All expense claims must reflect prudent use of University resources, good judgment, due diligence to reasonable economy, and be defensible to a reasonable and impartial observer. Reimbursement can potentially come from any funding source. Hospitality and travel activities are regulated by University policy. In the case of research funding, hospitality and travel activities are regulated by donor/granting agency terms and conditions and therefore, it is important to understand the relevant terms and conditions to be followed. Faculties/Units may impose more stringent maximum allowance amounts but cannot exceed the allowable maximum amounts outlined in the table below.

More stringent procedures may be imposed by donor/granting agency rules. These rules must be adhered to, to ensure compliance with the donor/granting agency funding requirements. In cases where donor/granting agency regulations do not address a particular situation, University policy and procedures will apply.

In cases where external research funds are utilized (i.e. NSERC, SSHRC, CIHR) reimbursement of alcohol is strictly prohibited.

Meal and Travel Expenses – Quick Reference Guide

Policy Reference	Description	Food Allowance	Alcohol Allowance	Total Allowance	Detailed Receipts Required	Approval Required from Other than Authorized Approver
Hospitality and Travel Expenses Policy	Any activity involving a visitor to or a guest of the University (e.g. non-employees)	• Actual receipts	\$15/person/day <i>*Restrictions apply* See Policy section 4.11 and 4.12</i>	• Actual receipts	Yes	No
Hospitality and Travel Expenses Policy 4.14 Meetings or Working Sessions	Employee lunch meetings, seminars, retreats	• Actual receipts	Not allowed	• Actual receipts	Yes	No
Hospitality and Travel Expenses Policy 4.17 Social Events	Employee Christmas party, team building event, staff appreciation event, retirement party	Within Canada: • Breakfast \$10/person • Lunch \$12/person • Dinner \$23/person Outside Canada: • Breakfast \$14/person • Lunch \$17.00 • Dinner \$32.00	\$15/person/day <i>*Restrictions apply*</i>	Within Canada: \$45.00 Outside Canada: \$63.00	Yes	No

Policy Reference	Description	Food Allowance	Alcohol Allowance ^[5] , ^[6]	Total Allowance	Detailed Receipts Required	Approval Required from Other than Authorized Approver
Hospitality and Travel Expenses Policy <i>4.21 Special Events</i>	One time or infrequently occurring event (e.g. donor appreciation receptions, graduation receptions, anniversary of the University, installation of a new President)	<ul style="list-style-type: none"> • Actual receipts with appropriate approvals 	Actual receipts with appropriate approvals	<ul style="list-style-type: none"> • Actual receipts with appropriate approvals 	Yes	Yes, pre-authorization from President or Vice Presidents
Hospitality and Travel Expenses Policy <i>4.23 Travel</i>	Employee attendance at conferences, courses, professional development activities	Within Canada: <ul style="list-style-type: none"> • Breakfast \$10/person • Lunch \$12/person • Dinner \$23/person Outside Canada: <ul style="list-style-type: none"> • Breakfast \$14/person • Lunch \$17.00 • Dinner \$32.00 	Not allowed	Within Canada: <ul style="list-style-type: none"> • \$45/person/day Outside of Canada: <ul style="list-style-type: none"> • \$63/person/day outside of Canada or • Actual receipts 	No for per diem, Yes when claiming actual receipts	No

Should a discrepancy arise between the information in this Quick Reference Guide and the requirements of a specific research granting agency, the granting agency's requirements shall take precedence.

For additional information, refer to:

- 1 [Hospitality and Travel Expenses Policy;](#)
- 2 [Hospitality Expense Claim Procedures;](#)
- 3 [Meetings Working Sessions Expense Reimbursement Procedures;](#)
- 4 [Social Events Expense Reimbursement Procedures;](#)
- 5 [Special Events Expense Reimbursement Procedures;](#)
- 6 [Travel and Expense Procedures.](#)

Meal per diem amounts during travel cannot be claimed if actual receipts are submitted to support an expense.

2.4.2 Meal Receipts

In accordance with 2.4.1., Quick Reference Guide, itemized receipts that show actual meal and beverage amounts must be submitted with the expense claim. Credit card receipts are not acceptable without detailed receipts as they do not provide the details of the expense.

Itemized Receipt

Proof of Payment

Itemized Receipt:

Wild Bird's
Legendary Saloon
Banff, Canada
GST# R887550675

437 Kirra A

Tbl 3/1 Chk 8137 Get 2
Oct31'09 12:17PM

**** Seat 1 ****

1 Quesadilla	13.00
1 Chili & Salad	12.00
1 Veggie Burger	13.00
1 Soda	2.88
1 Gingerale	2.88
1 Coffee	2.14
1 Pop Refill	0.00
Subtotal	45.88
GST	2.29
01:04PM Total	48.15

**** All ****

Subtotal 45.88
GST 2.29
01:04PM Total 48.15

Gratuities not included
Canadian custom is 15 - 20%
PLEASE PAY YOUR SERVER
Thanks for joining us today!
Check us out online at
www.wbsaloon.com

Proof of Payment:

Wild Bird's
Legendary Saloon
Banff, Canada
GST# R887550675

Date: Oct31'09 01:05PM
Card Type: Amex
Acct #: XXXXXXXXXXXX1007
Exp Date: XX/XX
Auth Code: 511325
Check: 8137
Table: 37/1
Server: 437 Kirra A

Subtotal: 48.15
Tip: \$ 5.00
Total: \$ 53.15

I agree to pay the above total
according to my card issuer
agreement.

*** Customer Copy ***

Proof of Payment

Meal Details

Both the itemized receipt and the proof of payment are required when reimbursing meal expenses in accordance with 2.4.1., Quick Reference Guide. The itemized meal receipt is necessary to show what was purchased including taxes, while the proof of payment proves that the person did pay for the meal. A restaurant does not normally print the customer's name on the receipt, so it is required that the **Claimant** write their name on the back of the receipt as well as the names of the individuals who attend the meal. If one or both copies of these receipts are missing, only per-diem amounts will be reimbursed for meal expenses incurred during travel. Note that gratuities (if any) should be included on the proof of payment.

2.4.3 Foreign Exchange Rate

Expense claims must be prepared using the PeopleSoft default exchange rate for receipts in a currency other than Canadian dollars.

Credit card statement rate or foreign exchange cash receipt rate will be accepted only if the credit card statement or the foreign exchange cash receipt is attached to the Expense claim.

When there is no default exchange in PeopleSoft, the rate can be obtained from the Bank of Canada website. The backup for this must be printed off and attached.

The website internet link is:

Bank of Canada <http://www.bankofcanada.ca/en/rates/exchange.html>

2.4.4 Tri-Council Requirements

In addition to the above listed requirements, for Tri-Council CIHR, NSERC, SSHRC, claims for hospitality expenses during meetings and entertainment must also include:

- The number of participants;
- The purpose of the event in context of the research project.

2.5 Accommodation

Normally, standard hotel room accommodation costs are reimbursable. The Canadian Association of University Business Officers/Association of Universities and Colleges of Canada (CAUBO/AUCC), the State Universities of America (SUA) and the University's contracted travel agency have listings of hotels at which University travelers receive corporate rates or discounts. When not staying at conference designated hotels, employees are expected to stay at hotels where lower negotiated room rates are available or other equivalent accommodations can be provided.

The Finance website (<http://www.ucalgary.ca/finance/operations/card-travel-management/caubo>) contains CAUBO/AUCC rates for Canadian destinations. When traveling to conferences, it is recognized that staff members normally stay in the conference designated hotels at conference negotiated preferred rates, and that reservations may be made directly by the staff member with the selected hotel/conference organizers.

When an employee is provided free accommodation by a relative or a friend, a modest token of appreciation valued at no more than \$20 per day up to a maximum of \$300.00 for the entire trip may be claimed in lieu of hotel accommodation. Original receipts and detailed description of costs must be submitted with the expense claim. If a gift is purchased as a token of appreciation, employees must ensure compliance with the University Gifts, Donations and Sponsorships Policy. For details regarding threshold limits for the purchase of gifts, refer to Section 4.2 of this Handbook.

2.5.1 Documentation

Accommodation expenses are to be listed separately and in detail by day. The original receipts for accommodation (i.e. detailed hotel bill) must be submitted with the expense claim. Credit card slips cannot be used alone for reimbursement, as they do not provide a detailed listing of charges. Accommodation receipts must indicate that payment has been made and/or that no outstanding balance remains.

Name → **Hotel Mxyzptlk**
 2500 University Dr. NW
 Calgary, AB

Room Number: 1511
 Arrival Date: 07-01-08
 Departure Date: 07-02-08
 Page No: 1 of 1
 Confirmation No: 263272

INVOICE
 Folio No: 8005

07-02-08

Date	Description	Charges	Credits
07-01-08	Room Service 274520080701222502	20.85	
07-01-08	Room Revenue	195.00	
07-01-08	Tourism Levy - 4%	7.80	
07-01-08	Room GST - 5%	9.75	
07-01-08	Destination Marketing Fee - 1%	1.95	
07-01-08	GST on DMF	0.10	
07-02-08	Phone Charges 07:10 00:12:00	2.95	
07-02-08	GST - 5%	0.15	
07-02-08	Phone Charges 07:18 00:02:00	0.44	
07-02-08	GST - 5%	0.02	
07-02-08	Visa XXXXXXXXXXXX XX/XX		239.01
Total		239.01	239.01
Balance		0.00	

Tax Summary

GST on DMF	0.10
Destination Marketing Fee - 1%	1.95
Tourism Levy - 4 %	7.80
Room GST - 5%	9.75
GST - 5%	0.00

Signature: _____

I agree that my liability for all charges is not waived and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or the full amount of these charges. G.S.T. #86634 4302 RT 0001

10001 107th Street Edmonton, AB Canada T5J 1J1 Tel: (866) 465-8150 www.matrixedmonton.com

List of Charges

Payment

Non-room related charges should be separated from the hotel receipt and entered as separate expenses dependent on expense type. Meals greater than per diem rates should be accompanied with itemized receipts⁴.

⁴ Section 2.4 (Meals) of the Travel and Expense Reimbursement Handbook

2.6 Dependent Care

The University of Calgary will reimburse employees for childcare or dependent adult care expenses up to a maximum of \$50.00 per day (minimum of 4 hours) under the following conditions:

- When employees are required by the University to travel outside normal hours for purposes related to the performance of their duties and incur child care or dependent adult care expenses as a direct result;
- When the University requires employees to attend full-day or part-day meetings on days which are not normal working days for purposes that are related to the performance of their duties, and they incur child or dependent adult care expenses as a direct result of the meetings;
- The Authorized Approver must provide approval for such expenses in advance of the expense claim;
- Claims for childcare or dependent adult care expenses must be submitted with appropriate receipts. The receipt should contain the caregiver's name, address and phone number, the amount paid, and the caregiver's signature to acknowledge receipt of the funds;
- Ordinarily, amounts paid to spouses, partners or relatives would not be regarded as claimable expenses.

3 Miscellaneous Travel Expenses

3.1 Taxi, Bus, Train

Taxi fares are a reimbursable expense. However, other less expensive forms of transportation should also be considered (e.g. airport/hotel shuttle service, bus, automobile rentals, etc). Original taxi receipts should be submitted along with the claim.

3.2 Parking

Hotel, airport and public parking expenses are reimbursable. Original receipts (where applicable) are to be submitted with the expense claim.

3.3 Laundry and Dry Cleaning

Reasonable laundry and dry cleaning charges are reimbursable expenses and would normally apply to trips in excess of four consecutive days. Original receipts and/or hotel bills are to be submitted with the expense claim.

3.4 Telephone, Cellular Phone, Fax and Computer Connections

Actual costs of necessary and reasonable business telephone or cell phone calls, faxes and computer connections are a reimbursable expense. Telephone and internet connection receipts for a regular monthly service are to be supported with a detailed monthly billing statement which should show the services provided and the breakdown of charges. As cellular phone services are provided by a preferred supplier, billing should be paid via purchase order. Exceptions may apply for individuals who are not eligible for University cellular phones. Personal long distance telephone calls may be reimbursed depending on the length of travel, family situation, etc. Original receipts and/or hotel bills are to be submitted with the expense claim.

3.5 Gratuities

Gratuities for meals must be included in the original receipt. Other tips and gratuities are reimbursable, if reasonable, supported by an original receipt and explained in detail.

3.6 Conference Registration Fees

Conference registration fees are a reimbursable expense. A receipt for a conference registration should be submitted including proof of payment. When the original receipt was not given it is acceptable to include an email confirmation of registration along with proof of payment (e.g. Credit card statement, copy of cheque or bank statement.). A conference schedule must always be included when reimbursing for conference travel.

3.7 Travel Field Trips

For field trip reimbursement, the nature of the travel and names of the participants must be provided. Receipts must be submitted for all field trip expenses.

4 Miscellaneous Expense Reimbursement

4.1 Professional Dues and Membership Fees

- **Employees with Professional Expense Reimbursement (PER)** accounts; refer to the Professional Expense Reimbursement Card Handbook for details <http://www.ucalgary.ca/hr/system/files/PERHandbook.pdf>
- **Management and Professional employees** must submit claims for professional dues and membership fees using PeopleSoft. Original receipts that show the period for which the funds apply, and where applicable, a copy of the Membership form, are to be submitted to the signing authority. *Human Resources must provide accounting and approval for these reimbursements.*
- **All other employees** must submit claims for previously approved professional dues and membership fees using PeopleSoft. Original receipts that show the period for which the funds apply, and where applicable, a copy of the Membership form, are to be submitted with the expense claim.

4.2 Gifts, Donations and Sponsorships

Federal and provincial regulations restrict the use of University funds to:

- give Gifts to Employees;
- give Gifts to individuals external to the University;
- provide Donations to registered not-for-profit charitable organizations; and
- sponsor organizations external to the University.

These regulations do not apply to gifts received by employees, boards members, members of the Board committees, and members of the Senate.

The Canada Revenue Agency also regulates the taxation of employee Gifts.

To ensure compliance with the University's Gifts, Donations and Sponsorships Policy⁵, Employees must abide by the following:

⁵ <http://www.ucalgary.ca/policies/files/policies/Gifts%20Donations%20and%20Sponsorship%20Policy.pdf>

4.2.1 Gifts

A Gift may be given when:

- a) the reason for giving the gift supports the mission of the University;
- b) it is permitted under the terms and conditions of the funding source; and
- c) the expenditure is in compliance with the Travel and Expense Reimbursement Handbook.

Appropriate reasons for giving a Gift include:

- a) a token of appreciation for participation in an event;
- b) a token of appreciation for participation in an academic research project;
- c) a non-cash award for winning a competition or contest;
- d) a non-cash prize for attending an event;
- e) expressions of sympathy;
- f) retirement; and
- g) recognition.

Restrictions:

- For Employees, a gift of cash is prohibited. Gift cards, gift certificates and travel vouchers are considered to be equivalent to cash and are, therefore, not permitted;
- Gifts of alcohol for Employees and Non-employees are also prohibited;
- Employees must be aware of a maximum threshold of CAD \$500.00⁶ as an allowable expense for the purchase of gifts. This threshold represents a total value of all the non-cash gifts and an award purchased in a year per employee, and does not fall under a taxable benefit requirement. Gift purchases above an established threshold must be recorded as a taxable benefit. It is the Authorized Approver's responsibility to monitor maximum threshold spend per employee for the purchase of gifts.

⁶ <http://www.cra-arc.gc.ca/tx/bsnss/tpcs/pyrll/bnfts/gfts/plcy-eng.html>

Pre-approval requirement:

Gifts will be approved in advance by an Authorized Approver and purchased in accordance with Supply Chain Management procedures. The reason for the gift purchase must be explained in detail and justified.

The actual payment must be supported by an original receipt. The recipient of the gift must also be identified.

Items of small or trivial value will not be considered a taxable benefit. These items are not included when calculating the total value of gifts and awards given in the year in order to apply the threshold.

Examples of items of small and trivial value include:

- Coffee or tea;
- T-shirts with employer's logos;
- Mugs;
- Plaques or trophies.

4.2.2 Donations

Donations to registered not-for-profit organizations must be pre-approved by an Authorized Approver.

An Employee who has approval to attend a fund-raising event on behalf of a registered not-for-profit charitable organization must include all of the following documents to support the expense:

- a) a charitable Donation receipt;
- b) the charity's registration number; and
- c) a detailed description of the event.

Employees are not permitted to donate University funds to for-profit businesses or organizations under any circumstance.

4.2.3 Sponsorships

The University may sponsor an event when the Sponsorship:

- a) provides a tangible or intangible benefit to the University;
- b) enhances the image of the University as a responsible corporate citizen;
- c) is permitted under the terms and conditions of the funding source; and
- d) is within the budget for such expenditures.

Requests for Sponsorship with detailed information will be submitted to the responsible Senior Executive, which could include the President, Provost, Vice-Presidents, Vice-Provosts, Associate Vice-Presidents, and Deans.

4.3 Employee Training

The requirement to provide proof of payment for training completion is at the discretion of the authorized approver. Examples of proof of completion may be 1-day certificates or full semester transcripts. Expenses for courses will not be reimbursed prior to course completion date.

4.4 Subject Fees

Subject fees generally refer to money paid during a study for research. A description of the study being performed must be included with the expense report. For these studies staff will create a letter or agreement which states the nature of the participation and the amount paid to the participant and have the person sign it.

4.5 Subsistence/Living Allowance

Normally a receipt is not required for subsistence/living allowance expenses. The nature of this expense is to allow for a reasonable amount to be given a staff member who is on a long term research project or study and is living away from home during the study. A description of the nature of the expense is required.

4.6 Parks Canada Annual Passes

Parks Canada annual passes are an allowable expense. The cost for the yearly pass must be less than the accumulated cost of trips made and approved by an Authorized Approver.

4.7 Books, Materials and Supplies

Purchase expenses for business related books, materials and supplies incurred only during University related travel, will be reimbursed through the expense claim process. General purchases for books, materials and supplies must be done through the P-Card program.

4.7.1 Documentation

Original itemized receipts are required for all books and supplies. The receipts should detail the items purchased, charges applied and payments received. For invoices related to materials, proof of payment must be provided in the form of credit card slip or statement, banking statement or copy of cheque (including back end with teller stamp).

5. Procurement Card program (PCard)

Supply Chain Management recommends that all employees consider using the University of Calgary American Express Procurement Card (PCard) for their purchasing needs. The PCard program is beneficial to employees as it reduces the need for out-of-pocket expenses, entering eProcurement requisitions and expense claims. Currently, the following types of purchases are allowed using the AMEX P-Card:

- Subscriptions, seminars, dues
- Advertising
- Books, reprints
- Copy and mail services
- Safety supplies
- Computer accessories, hardware, peripherals under \$2,500⁷

PCard is NOT for travel expenditures (i.e. airfare, hotels, meals, etc.)

For more information, visit our website:

<http://www.ucalgary.ca/finance/scm/university-cards>

Inquiries can be sent directly to the Supply Chain Management Coordinators by e-mailing scmhelp@ucalgary.ca.

5.1 Missing Receipt Declaration Form

When a required receipt for a Purchasing Card transaction is lost or misplaced, please fill out the Missing Receipt Declaration Form available from our website, under the forms section:

<http://www.ucalgary.ca/finance/operations/university-cards/forms>

⁷ Computer and lab equipment valued from \$1,000 - \$4999 are considered Desirable Assets and must be tagged and tracked by Asset Management. Cardholders must report to Asset Management if a Desirable Asset has been purchased.

6 Travel Management Program

6.1 Travel and Expense Card Program

University employees who travel on behalf of the University are eligible for the AMEX Travel and Expense Card. This is a personal card assigned to individuals to pay for travel and travel related expenses related to University business.

Travel and travel related expenses include all methods of transportation, accommodations, meals, incidental expenses, etc.

Cards cannot be transferred to, assigned to, or used by anyone other than the designated employee (the Cardholder).

Cards can be used to pay for the travel of employees who do not possess their own cards, and travel infrequently. They can also be used to cover the travel expenses of a guest traveling on behalf of the department. Accountability in such cases resides with the Cardholder.

The Travel and Expense (T&E) card is obtained through University credit (personal credit checks are not required). Transactions are reconciled, approved and paid for directly through My Wallet within PeopleSoft. It significantly reduces the requirement for out of pocket expense for travel, the submission of expense reimbursement claims, and the need for cash advances.

Expenses pre-populate My Wallet with a Cardholder's transactions on a daily basis. Upon loading, PeopleSoft notifies Cardholders of the pending reconciliation via e-mail. Cardholders are prompted to access the module to allocate and reconcile their transactions. Upon completion, Cardholders will "Submit" their reconciled transactions to their assigned authorized approvers as designated within PeopleSoft. If and when approved, payment is generated and sent to AMEX for the outstanding balance.

Incorrect account allocations will be rejected, and sent back to Cardholders for corrections.

Transactions allocated to Research and Trust accounts will be reviewed in Research Accounting to verify validity of expenses incurred against the accounts. Required corrections will be performed by the Research Accounting, and the transactions will then be submitted for approval.

Be aware that AMEX provides a 45 day grace period from the end of the monthly cycle in which a Cardholder is able to reconcile their account without penalty. By not reconciling expenses in a timely manner, Cardholders risk the levy of delinquency charges. These are not eligible for payment on the Travel and Expense Card, and may become the personal responsibility of the Cardholder for payment.

For additional information, refer to the Travel and Expense Card Program Handbook:

<http://www.ucalgary.ca/scm/TandE>

6.2 UNIGLOBE Beacon Travel Program

The University of Calgary has a partnership with UNIGLOBE Beacon Travel to facilitate all of the University's travel needs.

The University has negotiated contracts that include preferred corporate rates for air, car rental and hotel bookings (Air Canada, Westjet, CAUBO/AUCC). In order to benefit from the terms of these contracts, University travelers are encouraged to book their travel through our preferred travel agency, UNIGLOBE Beacon Travel. UNIGLOBE Beacon Travel will also book accommodations and automobile rentals.

University employees may book their travel through:

- KDS, UNIGLOBE Beacon Travel's online self-booking tool at www.bookatbeacon.com⁸ and
- Over the phone with UNIGLOBE Beacon Travel's Agent.

For more information, visit our website:

<http://www.ucalgary.ca/finance/travel>

⁸ All bookings cannot be completed on UNIGLOBE Beacon Travel's online self-booking tool. This tool is designed for simple, point to point travel bookings.

7 Non-employee Reimbursement

The following exceptions and considerations apply:

7.1 Non-Employee Travel Reimbursement

Travel expenses for prospective employees, visiting lecturers and research associates are allowable in accordance with the provisions the University Relocation Policy located here:

http://www.ucalgary.ca/hr/system/files/reloc_op_std_practices.pdf. Visiting scientists or researchers must be identified by their names and the nature of their travel.

7.2 Non- Employee Relocation Expense Reimbursement

Relocation expenses for prospective employees are allowable in accordance with the provisions in the Section 2, Travel and Expense Reimbursement. The start and end locations must be denoted on the claim. Mileage, if provided, will be compared to the University's standard distance report to ensure accuracy.

For more information, refer to the University's Relocation Policy located here:

http://www.ucalgary.ca/hr/system/files/reloc_op_std_practices.pdf

7.3 Honoraria

Honoraria can only be paid to non-employees from Accounts Payable. The non-employee payment⁹ form may be used to process honoraria, however for multiple requests a direct upload may be more appropriate. Contact Accounts Payable for details. Employee honoraria **must** be processed through Payroll Services.

- Honoraria cannot be expensed through cash advances.
- Honoraria must have detailed documentation explaining the reason and the purpose of the amounts charged to be processed.

Honorarium is a form of income. The University will issue a T4A or T4ANR at taxation time to the recipient. For this reason the recipient's most recent home address is required.

For details, refer to Preceptor, Clerkship and Honorarium Payment Handbook:

<http://www.ucalgary.ca/finance/files/finance/HonorariumProceduresGuidelines.pdf>

⁹ <http://www.ucalgary.ca/finance/operations/ap/forms>

7.4 Sabbatical

Employees who are eligible to receive the \$2,000.00 travel fund for sabbaticals must complete the online cash advance request in the expense module within PeopleSoft. The request should be allocated to **Fund 10 Account 63045**. This account is managed by Human Resources, and will require approval from Human Resources. To complete the request, indicate **Sabbatical Travel**, as well as both the start and end dates of the sabbatical. Employees must be out of the province for at least 121 days.

Upon return from sabbatical, employees are required to complete an expense report with all original receipts attached to clear the \$2,000.00 advance.

8 Non-allowable Expenses

Expenses that are not permitted for employee or non-employee expense reimbursement include, but are not limited to:

Membership

- Corporate Card "Rewards" membership fees;
- Membership fees for hotel frequent guest programs;
- Reimbursement of cost equivalents for loyalty program reward point redemption;
- Travel Documents;
- Passport Expense;
- Penalties;
- Interest/Finance charges on outstanding credit card balances;
- Expenses for failing to cancel transportation or accommodation expenses;
- Traffic and Parking fines;
- Gifts;
- Gifts of cash;
- Gifts cards and/or gift certificates (for employees only);
- Gifts of alcohol;
- Alcohol Expenses
- Alcohol purchased from research funds unless permitted under the terms and conditions of the grant. For further information, refer to Section 2.4.4 of this Handbook, Restrictions for the Purchase of Alcohol;
- Personal Items;
- Expenses related to vacation or personal days while on business travel;
- Loss or damage to personal possessions of the traveler;
- Hotel pay per view movie expenses;
- In-flight pay movies;
- In-flight telephone charges;
- Mini-bar refreshments;
- Personal toiletries;
- Shoeshine expenses;
- Rental of formal wear (tuxedos and gowns);
- House cleaning expenses for entertainment events in employees' home;
- Laundry expenses prior to leaving Calgary or for trips less than 4 days;
- Car wash expenses;

- Any other personal items, including souvenirs and personal gifts;
- Purchase of any materials and supplies including office equipment and computers unless incurred during travel;
- Expenses for family members of traveling employees unless, in special situations, pre-authorization has been granted by an Authorized Approver;
- Tickets to University events including employee farewell dinners;
- Cash advances for anything other than travel related expenses.

9 Important Things to Remember

9.1 Checklist

Employees are encouraged to use the checklist to ensure that all expenses are compliant to the expense claim requirements. The form can be downloaded from the following link:

<http://www.ucalgary.ca/finance/files/finance/ExpenseChecklist.pdf>

10 Summary

This Handbook has been designed to provide the employees of the University of Calgary with the most up to date information regarding expense reimbursements. These are the business practices associated with expenses that must be followed. These guidelines provide you with the most responsible method to successfully submit an expense claim.

Finance encourages all University employees to check back at our website periodically for updated information and the most current version of this handbook.

<http://www.ucalgary.ca/finance/operations/ap/handbooks>

For aid and assistance with the BAS/*PeopleSoft*, please contact the IT helpdesk 403-220-5555.