



University of California
San Francisco

Supply Chain Management

Expense Reimbursement

Webinar Learning Series

May 2022



Agenda

- MyExpense Overview
- Common travel expense types and requirements
- Approvals & payment
- Helpful tools and tips
- Resources
- How to get help
- Q & A
 - Please type your questions into the Zoom Q&A as we go

Note: This webinar will be recorded and posted on the Supply Chain Management website



MyExpense Overview

- MyExpense is the UCSF reimbursement system primarily used for employee business and guest travel expenses
- Employees or their delegates create expense reports in MyExpense to obtain reimbursement
- Accessible through MyAccess

The screenshot displays the MyExpense web application interface. At the top, there are navigation tabs for 'Expense', 'Approvals', and 'App Center', along with user options for 'Administration', 'Help', and 'Profile'. The main header features the 'MyExpense' logo and the subtitle 'UCSF Expense Reimbursement Solution'. Below this is a dashboard with five key metrics: '+ New', '00 Required Approvals', '00 Available Expenses', '00 Open Reports', and '00 Cash Advances'. A 'COMPANY NOTES' section follows, containing a message about the upcoming 'New MyExpense User Interface' and a list of highlights. At the bottom, a 'MY TASKS' section shows three task cards: '00 Required Approvals', '00 Available Expenses', and '00 Open Reports', each with a status message indicating no current tasks.

Airfare



- Only coach and economy class airfare allowed
 - Includes premium/preferred seats – e.g., economy plus
 - Business, first-class are typically not reimbursable
 - Limited exceptions
- Package deals or trip-insurance fees are generally not reimbursable
- Airline receipt always required
 - Must show itinerary, last four digits of credit card payment and class of fare

Airline Fees

Fees allowed if necessary to accomplish business purpose and the department approves charges

- Early check-in, priority boarding
- Checked or carry-on baggage fees
- Internet fees

Ground Transportation



- Taxi, shuttles, public transportation, ride shares (e.g., Uber, Lyft) are allowed
 - Include comments on origin and destination
 - Luxury ride shares (ex: Uber Black and Lyft Lux) not allowed
 - Limousine or town car rentals not allowed
- Train: Use coach and economy class fare
 - Business, first-class are typically not allowed
- Itemized receipt if \$75 or more
 - Showing payment

Rental Cars

- Rent a car when more cost effective than other transportation
- Reimbursed up to an intermediate-size car
- Additional insurance not reimbursable
- Gas is reimbursable
- Itemized receipt showing method of payment and zero balance required

Private Vehicles

- Personal vehicle use if less expensive than other transportation
 - Mileage reimbursement rate covers the overall cost of gas and wear and tear of vehicle
 - Gas not reimbursable
 - Show route taken (MyExpense Google Maps) in expense report

Lodging



- Requires travel at least 40 miles from office/home, whichever is closer
- Maximum amount UC reimburses for domestic travel hotel rooms:
 - \$275 per night excluding taxes/fees
 - Nightly room cost or all-nights' average to \$275 or less
- Exceptions to \$275 cap:
 - Conference hotel
 - If there are no hotels under \$275/night in vicinity
- Always attach itemized hotel folio with method of payment and zero balance

Meals & Incidental Expenses



- Meals and service tips for trips of 24 hours to 29 days
- For continental U.S. travel, actual amount spent up to maximum \$62 per day
 - No exceptions for costs exceeding the \$62 limit
 - Not the same as Meeting & Entertainment meals (only for hosting business meetings and entertainment events)
- Meals not reimbursed:
 - No overnight lodging
 - Travel is in the vicinity of the office or home
- Receipts not required

Other Travel

- Travel to Alaska, Hawaii, U.S. possessions, foreign locations and any trips 30 days+ within the continental U.S.
 - Per diem reimbursement rates apply based on U.S. government published rates* that differ by location
 - Rates apply to meals, lodging and service tips
 - Travelers reimbursed for actual expenses up to the per diem rate
- Receipt requirements same as other travel
- COVID 19 Travel Guidance*
 - International travel (outside US and possessions) requires approval forms such as International Travel Approval & Resources Form for employees
 - Attach to expense report

* See resources

Selecting Expense Categories

- Select the expense category that most closely matches your expense (i.e. airfare, lodging, mileage, etc.)
- Determined by the expense report submitter and departmental approvers
- Miscellaneous expense type should only be used when no other expense type matches
 - Expense reports with miscellaneous expense type require additional review
 - Extends the approval time and reimbursement

Business Purpose



- Expenses must be supported by a detailed business purpose
- Provide short description of business purpose of reimbursement
 - Be clear in description
 - Explain who, what, when, where, why
 - Explain so a person who doesn't know your business can understand why the expenses were needed
- Include documentation to support each day of travel (ex: conference brochures, meeting invitations, agendas)

Receipts

- Receipts for most expenses are only needed when the expense is over \$75
 - Except for expenses that always need a receipt (ex: airfare, lodging, rental car)
- Redact personal/confidential information on documentation/receipts (e.g., phone, birth date, account numbers, SSN, etc.)
- If you lost a required receipt and cannot obtain a copy, complete a [Declaration of Missing Receipt Form](#) and attach to your expense report
- Separate receipts and attach receipts to each expense line

Payment for Expenses

- Individuals must pay for their own expenses
- Payment on behalf of others not allowed
 - Cannot pay expenses of other individuals (does not include meeting and entertainment meals)
- Purchases made with miles or gift cards are not reimbursable
 - Always pay out of pocket (ex: cash, credit card)

Timely Submission



- Expense reports **must** be submitted in MyExpense within 45 days of the end of trip date/date of expense
- If submitted after 60 days, expenses will be treated as **taxable income** and reported on the employee's W-2
- Applies to all expenses
- Do not hold onto expenses – submit soon after the end of trip/when expense is incurred
- If you are waiting for funding, use general funds to reimburse so you can submit expense report in a timely manner

Approvals

- Must be approved by Department Authorized Approvers
- These roles are automatically added as Authorized Approvers:
 - Campus & Health - Department Heads and Business Officers
 - Health only - C-Level/SVPs and Health Executive Directors
 - Department heads can delegate approval to others using MyExpense Delegation of Approval Authority Form
- Can add optional approvers
- Cannot approve your own expense reports
- Approvers, along with the employee and submitters, are responsible for ensuring the expenses are:
 - Business related
 - Complete with documentation and explanation
 - Policy compliant

Approvals cont.

- Exceptional Approvers
 - Delegated by Chancellor to approve policy exceptions
 - Exceptions need these individuals to approve
 - Most exceptional approvers are added to the approval flow after departmental approvers
- Back Office
 - Some expense reports are reviewed by Supply Chain Management for compliance
 - The approval step is called “Back Office Approval”
 - Departmental and exceptional approvers approve before this step

Approval Flow for Report: Expense Report

Default Approver:
Approver, Daniel + x

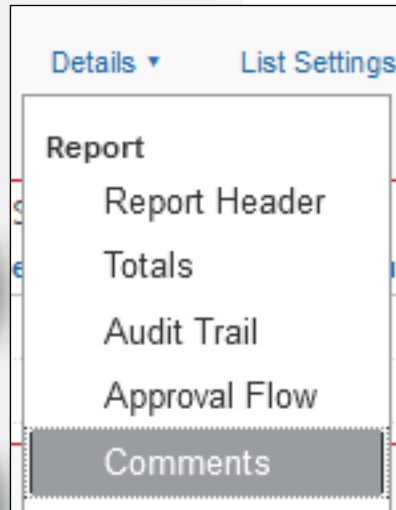
Authorized Approver:
Approver, Amy + x
(this step may be skipped)

User-Added Approver:
Exceptional Approver, Edward + x

Back Office Approval:
 + + x

Approvals cont.

Returned expense reports



- Approvers may return expense reports if incomplete, not policy compliant, missing receipts, etc.
- Look at comments on returned expense reports to see why the report was returned
 - MyExpense returned report email often has comments
- Modify expense report and resubmit
- Returned expense reports must be submitted and approved again so the changes can be approved
- Ensure expense reports have complete documentation and fully explain expenses to avoid returned expense reports

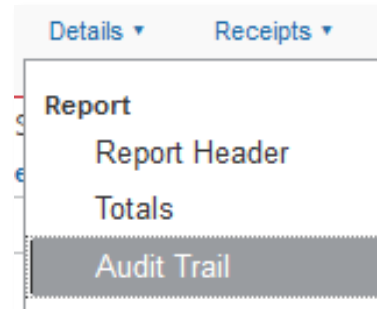
Guest/Non-Employee Expense Reports

- Generally used to pay guest travel expenses
 - Research participant travel
 - Official University guest travel
 - For domestic US individuals only*
 - Not for suppliers – pay through purchase order
- UCSF employee creates the expense report in MyExpense
- Select “UCSF Guest Policy” when creating expense report
- Must enter mailing address
 - Ensure it is accurate
 - A check payment will be mailed to this address
- By submitting the expense report, the employee certifies the business expenses are appropriate and accurate

* Campus only – Use BearBuy Payment Request Form to pay foreign guest reimbursements

Payment Status

- Employee expense reports paid through same method that employees receive their UC pay
- If paid through direct deposit, employees receive email notification when payment is made
- Can also look up expense report's Audit Trail and see payment information



Audit Trail

Report Level			
Date/Time ▾	Updated By	Action	Description
05/24/2016 09:00 PM	System, Concur	Expense Report Payment Confirmation	Received Payment: EFT Transaction Number: 86350 Amount: 65.39 USD

Concur Mobile App



- Easy to use
- Create, approve, and manage MyExpense expense reports from your iOS or Android smartphone
- Use Expenselt feature in app to automatically turn receipt photos into expense lines
 - Automatically populates amount, date, location, expense type and even hotel itemization
- Spend less time creating reports and submit reports faster
- Download from the Apple App Store or on Android Google Play
- Contact the Concur User Support Desk at (866) 793-4040 for support on app

Connexus

- UC travel program used to book airfare, lodging, rental cars
- Access via MyAccess
- All employees automatically have access, no need to request access
- Airfare can be directly billed and paid by UCSF using a SpeedType/Cost Center
 - No need to pay out of pocket
 - Can book airfare for business guests
- Automatically enrolled into University travel insurance
- Car rental insurance included in bookings
- Competitive rates



Corporate Travel Card

- University Visa credit card for employees
- Charge business related travel expenses or local meeting and entertainment expenses to card
- Charges imported into MyExpense
- Create expense reports from imported charges and attach receipts/documentation
- University will pay bank for expenses after expense report is approved
- Great for:
 - Frequent travelers
 - Travels who do not want to pay out of pocket for travel

Campus Purchases

- Campus departments should use BearBuy or a Procurement Card to make purchases of goods and services
- Avoid purchases with personal funds and submitting for reimbursement
- No out-of-pocket expenses and no waiting for reimbursement
- No risk of employees taxed on these purchases because University pays for expenses



Resources

Policy & Guidelines

- [UC Travel Regulations G-28](#)
- [Business Meetings Entertainment BUS 79](#)
- [Outside Continental US \(OCONUS\) per diems set by the U.S. Department of Defense](#)
- [Foreign per diems set by the U.S. Department of State](#)
- [UCSF COVID-19 Travel Guidance](#)

Guides & Forms

- [Business Travel Reimbursement Made Easy](#) – Tip sheet for most common types of travel expenses
- [MyExpense Guides & Delegation of Approval Authority Form](#)
- [Declaration of Missing Receipt Form](#)
- Support for the Concur mobile app, Concur User Support Desk at 866-793-4040
- Get Started with Concur App for [iPhone](#) & [Android](#)
- [Procurement Card \(P-Card\) and Corporate Travel Card](#) (must be logged into MyAccess to see content)
- BearBuy purchase orders (Campus only):
 - [Procurement 101 Training](#)
 - [BearBuy Training](#)

How To Get Help

UCSF employees and suppliers can connect with the SCM Response Team using the buttons on the **Need Help?** section of Supply Chain Management's website:

supplychain.ucsf.edu

Need Help?

Connect with the SCM Response Team. Submit a service ticket by choosing the appropriate option.

**UCSF COMMUNITY
(FACULTY, STAFF &
STUDENTS)**

**SUPPLIERS / EXTERNAL
CUSTOMERS**

New MyExpense User Interface



- Upgraded expense reporting experience; more intuitive, integrated, and efficient
- Quicker expense reporting with efficient receipt handling
- Better visibility to expense details and the corresponding receipt all on one page
- Improved visibility for itemizations and ability to itemize room rates by night
- Webinar next month to give sneak peak

Questions & Answers

Please type your questions in the Zoom Q&A

Note: If we cannot answer all questions during this webinar, we will email answers to all participants

