

Travel and Expense Policy (North America and APAC)

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Purpose

FinancialForce's policy is to reimburse employees for necessary, job-related expenses incurred for travel or other work-related obligations.

FinancialForce has established reasonable guidelines and limits that allow the Company to accomplish business objectives, comply with required regulations, and maintain efficiency with Company spending.

Scope

The policy detailed in this document applies to all FinancialForce employees in North America and APAC (United States, Australia, and Canada) who travel and/or incur reimbursable business expenses.

Policy

The policy detailed in this document addresses the reimbursement of FinancialForce business-related travel and expenses. The policy ensures that expenses are approved, reasonable, and properly documented. This policy supersedes the policy dated **April 5, 2016**, updates implemented on **April 1, 2018**, and all revisions dated **July 18, 2019**.

General

1. Exceptions to this policy require approval from the Corporate Controller or his/her designate.
2. Employee managers can review expenditures for business purposes but cannot provide exceptions to the policy.
3. To the extent that any section of this policy differs from local tax laws or regulations, those laws or regulations take precedence.
4. All FinancialForce expenditures are subject to the United States Foreign Corrupt Practices Act (FCPA). Any individuals entertaining or interacting with clients must be aware of the details and implications of these restrictions. See separate [FinancialForce FCPA and Anti-Corruption Policy](#).
5. All FinancialForce expenditures for business entertainment and gifts are subject to [FinancialForce Code of Business Conduct and Ethics](#).
6. Purposely inappropriate requests for reimbursement are considered serious issues.
7. For amounts listed in US dollars, the local currency equivalent should be used if no local limits are established.
8. Purchases of business services, supplies, and equipment (i.e. laptops, computer equipment, office equipment, software) should be requested via IT and processed through the FinancialForce [Procurement System](#).
9. Travel and other business expenditures must be made within budgeted guidelines.
10. All employees are expected to employ prudence and good business judgement when incurring business expenses. Business entertainment should adhere to FinancialForce high ethical standards.
11. Alcohol consumption should be moderate and prudent; professionalism should be paramount.
12. In rare cases, reimbursement higher than what local regulations permit may be treated as taxable compensation.

Responsibilities

Employees

1. On approved business assignments, employees must ensure that expenses incurred as a result of his/her assignment exercise good judgement, high ethical conduct, and conservative spending. For any expense issued not specifically covered within the Travel and Expense Policy, employees are required to obtain prior Corporate Controller approval.

Note

- Employee managers can only document his/her support for the request but cannot approve any amounts higher than those identified in this document.

2. To be eligible for reimbursement, employees are expected to stay within compliance amounts for incurred expenses.
3. Expense reports are expected to be prepared accurately with the required details and pertinent receipts.
4. Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor and Human Resources.
5. Employees must configure his/her TripActions profile.

Managers

1. Managers must ensure that the employees they oversee fully understand and adhere to the Travel and Expense Policy.
2. Managers are expected to be **diligent** in reviewing and approving expense reports.
3. Managers are expected to review and approve expense reports in a timely manner in order to avoid delays in the processing and payment of expense report requests.
4. Managers on vacation must assign a delegate for approvals before his/her absence.

Executive Assistants (EAs) and Executives

1. Executives, at his/her discretion, may delegate authority to enter and/or approve expense reports on their behalf. The accountability for the accuracy and validity of the reports remains with the Executive.
2. Executive Assistants and their Executives are reminded that per [FinancialForce Corporate Information Security Policy](#), user IDs of FinancialForce systems must **not** be used by anyone else and associated passwords shall **not** be shared with any other person for any reason.
3. When Executive Assistants are purchasing items on behalf of their Executive, they should use the Executive's payment method (credit card), and the expense should be reimbursed to the Executive.
4. Expense reports submitted by Executive Assistants and approved by Executive Assistants are subject to an additional level of non-Executive Assistance approval.

Corporate Finance (Accounts Payable)

1. Expenses submitted by employees for reimbursement are subject to audit by T&E/Accounts Payable to ensure compliance with FinancialForce's Travel and Expense Policy and IRS regulations.
2. Expense reports submitted incomplete, without proper supporting documentation or that contain irregular expense items, **will be** rejected and sent back to the employee for resolution.
3. If an expense is deemed unreasonable, inappropriate, or not within accordance with the Travel and Expense Policy, reimbursement **will be** rejected. Further, if an employee makes a fraudulent entry on his/her expense report or engages in conduct that is detrimental to the Company or its reputation, appropriate disciplinary action will be taken.

Travel Reservations

Travel arrangements—including **flights, hotel reservations, trains, and car rentals**—are to be made via [TripActions](#).

Note

- Employees will be responsible for charges due to failure to cancel any travel-related reservation.
- All in-policy travel bookings will go to the employee's current line manager for review
- All out-of-policy bookings will go to the CFO for approval.
- Any travel booked less than **seven days** prior to the travel date will be an "out-of-policy" booking and will go through an escalated approval process.

General

1. Passports and Visas:
 - Employees must determine any passport or visa requirements in advance and obtain whatever authorization is required prior to committing to non-refundable travel. In addition, employees must ensure that their passport does not expire **less than six months** from their travel date.
 - Passport, visa, and related photo costs are reimbursable.
 - Employees are responsible for all required immunizations when traveling international for business reasons. The deductible expense is reimbursable; however, immunizations may be covered by employer-provided insurance at no additional cost.
2. Employees should book their itineraries as soon as their travel schedules are finalized to avoid full fares; however, air travel must be booked at least **seven days** in advance. Any travel booked less than **seven days** prior to the travel date will be considered an "out-of-policy" booking and will go through an escalated approval process.

3. Flight routes with stopovers, alternative airports, and non-refundable fares should be considered for cost-saving opportunities.
4. Travel expenses are reimbursable from the time the employee leaves home or the office (defined as “the point of departure,”) until he/she returns home or to the office (defined as the “point of travel termination”).
5. Before coordinating events for large groups (**10 or more**), the most senior attendee of the group must submit a meeting agenda, including: a list of attendees, date and time of meeting, and purpose of the meeting. They must also note additional expenses that may arise due to the event.
6. Company event (DreamForce, Company retreats, etc.) organizers may set specific guidelines for expenses incurred in connection with attending these events. Only more conservative costs may supersede the policy.
7. Booking arrangements:
 - FinancialForce employees should make all travel arrangements (including air travel, lodging, and transportation) on FinancialForce's authorized platform [TripActions](#).
8. Safety and Security:
 - For employees in the United States, please review the latest State Department Travel warnings and public safety announcements prior to any travel:
 - [U.S. Department of State](#)
 - [Federal Aviation Administration](#)
 - [Transportation Security Administration](#)
 - [Centers for Disease Control and Prevention](#)
 - [Trusted Traveler Programs \(DHS\)](#)

Travel by Air

1. All air travel is to be booked via [TripActions](#).
2. Flight routes with stopovers, alternative airports, and non-refundable fares should be considered for cost-savings opportunities.
3. Employees should book their itineraries as soon as their travel schedules are finalized to avoid full fares; however, air travel must be booked at least **seven days** in advance.
4. Any travel booked less than **seven days** prior to the date of travel will be an "out-of-policy" booking and will go through an escalated approval process.

General Travel

1. All FinancialForce employees must book air travel using [TripActions](#) and by selecting FinancialForce's preferred carriers.
2. Itineraries will be prepared based upon required destinations, dates, and approximate departure/arrival times with the most economical and convenient flights.
3. All air travel accommodations must be coach (the Executive team's direct reports are permitted to travel at a higher class).
4. Deviation from the policy will require approval. Any changes to the itinerary are the traveler's responsibility and require manager approval prior to change.
5. [Rechargeable](#) fares to customers will be booked as **refundable** unless otherwise communicated to the employee before travel arrangements are confirmed. The employee must identify at the time of booking whether the flight is billable and provide the customer's name.

Class of Service

Economy Class – Coach service offers basic accommodation, is commonly purchased by leisure travelers, and is the lowest priced option.

- All employees are required to travel coach service (a.k.a. "Economy" or "Standard Economy" —classification will vary across airlines) for all flights, regardless of distance.

Premium Economy - Slightly better than economy class seating (there is greater distance between rows of seats; the seats themselves may or may not be wider than regular economy class).

- Company Vice Presidents (VPs) and above are authorized to select "Premium Economy" **only** for intercontinental or international flights.

Business Class - High quality; traditionally purchased by business travelers (sometimes called "executive class").

- CEO and his/her direct reports are authorized to select business class for domestic and intercontinental or international flights.

First Class - The most expensive accommodations available.

- Regardless of position, FinancialForce employees are **not** authorized to select first class flights.

Note: Exceptions to the items listed above must be discussed ahead of time. The exception and a clear explanation must be added to TripActions. Without a clear and detailed reason for the exception, the request will be denied, and the reservation will be cancelled.

Baggage Fees and Excess Baggage

Employees should make every attempt to minimize airline add-on charges, including checked bag fees. Employees are expected to **only use carry-on baggage** for trips of **three nights** or less. FinancialForce will reimburse baggage fees for **one checked bag** for trips longer than **three nights**.

Frequent Flyer Benefits

1. Frequent flyer benefits are retained by employees but should not interfere with the Travel and Expense Policy's purpose of minimizing costs.
2. Tickets obtained with frequent flyer mileage and used for business travel will not be reimbursed.

Travel by Train

1. Employees will be reimbursed for travelling by train if the combined cost of travel is equal to or less than the lowest airfare to the same destination.
2. Economy class tickets are required for all trips.
3. If an individual upgrade at their own cost, FinancialForce will reimburse up to the discounted fare. Employees must provide documentation obtained at the time of booking with the discounted economy fare price for the same itinerary and travel dates.

Travel by Car

Car Rentals

1. When hotel courtesy shuttles, buses, subways, taxis, Uber, Lyft etc. are not practical, car rentals will be reimbursed.
2. When a rental car is required, reservations are to be done via [TripActions](#) unless a vehicle is unavailable.
3. Rental car fees are to be paid by the employee using his/her credit card and claimed on expenses.
4. For **one to three employees, a compact or intermediate** car is standard. Larger vehicles are only authorized for larger groups, using the most cost-effective option. Luxury vehicles or upgrades will not be reimbursed.
5. When traveling in groups, employees should carpool to avoid unnecessary rentals.
6. When booking, the weekly rate should be requested if the rate is lower than the daily rate for the duration of the rental.
7. Car rentals outside the US should be made as far in advance as possible, booked through [TripActions](#), and rented through [Hertz](#) using FinancialForce's Corporate Discount Program (**CDP**) **code (738052)**.
8. The employee who reserved a vehicle is responsible for notifying the rental agent immediately, of any car rental cancellations.

9. If the rental vehicle is retained for personal use, the employee is responsible for the associated costs.
10. Fuel expenses paid by the employee for auto rentals are reimbursable. To minimize costs, always fuel rental cars before returning the vehicle.

Auto Insurance:

Vehicles rented within the US

- **DO NOT PURCHASE** Liability Insurance offered by the auto rental company. FinancialForce's corporate liability insurance policy provides coverage.
- **PURCHASE** Collision Waiver Insurance offered by the auto rental.

Vehicles rented outside of the US

- **PURCHASE** Liability Insurance **and** Collision Waiver Insurance coverage offered by the auto rental company.

Business Use of a Personal Car

1. Mileage submitted for reimbursement must be substantiated by providing the business purpose, origin, destination, and distance driven itemized for each trip.
2. Mileage will be reimbursed at the current mileage reimbursement rate for the respective country [US](#), [Australia](#), and [Canada](#).
3. Employees will be reimbursed for business-related parking and tolls.
4. Mileage from an employee's home to their usual place of work is a normal commute and is not reimbursable.
5. Reimbursement for the use of a personal car to and from the airport is permitted only if the combined cost of mileage, tolls, and parking do not exceed the cost of other means of transportation.
6. Employees who use their personal car for business purposes and are reimbursed under mileage reimbursement must maintain their own automobile collision and liability insurance.
7. Other costs of operating a personal car, including but not limited to auto insurance, maintenance, repairs, insurance deductible if in an accident, and parking or moving violation tickets, are not reimbursable under this policy.

Taxi Service

1. Taxi or rideshare services while traveling for business are reimbursable.
2. Taxi service from home to office or office to home is a normal commute cost and is not reimbursable.
3. Limousines and chauffeured sedans or SUVs are not to be used unless cheaper than taxi or car rentals. Uber Black Car Sedan or SUV services are not reimbursable.

Tolls and Parking

1. Tolls and parking expenses while traveling for business are reimbursable.
2. When parking at airports, employees must use the most economical parking available. For example, long-term parking lots should be used instead of short-term lots, which typically have a higher daily rate.
3. Valet parking will not be reimbursed unless it is required, or the employee feels it would be unsafe to park further away.
4. Employees' daily or monthly parking fees at their regular FinancialForce office are normal commute costs and are not reimbursable. The only exception is when an employee has a same-day customer meeting in which they must pay for office parking before or after traveling to the customer site (only that day's cost would apply).

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Lodging

1. All hotel accommodations should be made through [TripActions](#). Hotels listed in TripActions are Company-negotiated rates; exceptions apply only when:
 - A preferred hotel is not available on the day(s) required.
 - An employee is attending an event at a hotel where special or convention rates are less than the Company-negotiated rates for a FinancialForce-preferred hotel and transportation to the event.
2. Employees should select the least expensive hotel option within the policy guidelines for a reasonable corporate-quality hotel. As a general guideline, please refer to the table below:

Hotel Rates (April 2019)	
Central London	AUD 500 █ CAD 480 █ USD 370 per night maximum
United Kingdom (not including London)	AUD 275 █ CAD 260 █ USD 200 per night maximum
European cities (Paris, Munich, Brussels)	AUD 275 █ CAD 260 █ USD 200 per night maximum
Major U.S. cities (San Francisco, New York)	AUD 480 █ CAD 455 █ USD 350 per night maximum
Other U.S. cities (Los Angeles, Chicago, Boston)	AUD 480 █ CAD 455 █ USD 350 per night maximum
Australia (APAC)	AUD 315 █ CAD 300 █ USD 230 per night maximum
Notes: <ul style="list-style-type: none"> • The rates stated above are the maximum room rates excluding VAT and other taxes that we would expect to pay. • Any bookings made above these rates will fall out of policy and require Executive approval. • Should rates exceed these in policy published rates because of local conditions or events that dictate a raise in charges, please provide the reason when submitting your reimbursement request for approval. 	

3. When arranging a meeting of **10 or more** employees, guests and/or customers at one common destination, the hotel should be notified so that a discounted rate can be obtained, and travelers can be properly coordinated.
4. Rules are in place for higher nightly rates for the Executive team's direct reports.

5. Rooms costing more than these guidelines will fall out of policy and require escalated approval. Should rates exceed policy rates because of local conditions or events that dictate a raise in charges, please advise of the reason when submitting your request for escalation approval.
6. The employee must charge all hotel bills to their personal credit card and subsequently submit their receipt for reimbursement. **Hotel bills should be broken down to room costs including taxes, meals, phone, and “other” on the employee’s expense report (please provide a description for “other”).** FinancialForce will reimburse up to \$2 per night for tipping the housekeeping staff.
7. In the event the customer has a better negotiated lodging rate, the employee is not required to book this reservation through TripActions.
8. There is no reimbursement for any lodging in which employees elect to stay with families and friends.
9. Cancellations
 - To prevent any “no show” charges, employees are responsible for informing hotels of all cancellations prior to the hotel’s cancellation deadline.
 - Employees will not be reimbursed for “no show” charges due to not cancelling reservations in time.
10. Hotel room movie rentals are not reimbursable.

Laundry Services

1. Laundry/valet expenses for trips longer than **five nights**, are reimbursable.

Meals and Entertainment

General

1. Business meals, which are defined as meals where business is discussed or transacted with an outside party, are different from meals incurred while traveling.
2. Business meals are **not** meals with only internal FinancialForce attendees.
3. In general, lunches, dinners, or drinks with other FinancialForce employees are not considered reimbursable business expenses.
4. The actual costs of individual meals **when traveling out of town with an overnight stay** are reimbursable up to the allowable limit.
5. Business meals are considered reimbursable when a client is present, for confidentiality reasons, or when specific approval has been granted.
6. If two or more employees are attending a business meal or entertainment, the most senior level employee should pay and expense the bill. Meals and entertainment expenses for an event should not be split between multiple employees.
7. The business purpose must be stated with reporting meals and entertainment expenses. Additionally, the attendees’ names, titles, and Company must be reported.

8. Itemized receipts are required for all meals. Tear tabs are not acceptable for meals over **\$25 USD / 30 CAD / 35 AUD**; all applicable details must be included when submitting it for reimbursement.
9. In some countries, per diems are required by statutory law. In these countries, the statutory per diem amount will be reimbursed instead of the personal meal reimbursement denoted above.

Meals While Traveling

Meal expenses while traveling are reimbursed up to a daily maximum of **\$75 USD / 95 CAD / 100 AUD**. The daily meal allowance is **not** a per diem.

Business Meals with Attendees

Business meals would be considered reimbursable when a client is present, for confidentiality reasons, or when specific approval has been granted. **The most senior employee present must take responsibility for submitting the expense and should list the first and last names of all people present, their titles, business relationships, and the business purpose for the meal.** Tear tabs are not acceptable for meals over \$25 USD / 30 CAD / 35 AUD.

Tips/Gratuities

1. Subject to the local country's norms and customs, tips and gratuities are reimbursable up to a maximum of 20% of the total cost of the meal.
2. For large group meals, service charges are generally included in the receipt. An additional tip should not be added when a service charge is included.

Meals – Functional, Departmental, Teambuilding / Social Events

FinancialForce supports team gatherings for a business purpose; however, the functional executive staff member must provide approval and the function must be budgeted accordingly.

1. This expense type is for reporting meals and entertainment where only FinancialForce employees are present. Expenses for employee meals and entertainment as part of a department team building event are reimbursable. Activity must be pre-approved by your manager.
2. In general, lunches, dinners, or drinks with other employees are not considered reimbursable business expenses.
3. A new employee "Welcome Lunch" is reimbursable. This is limited to a one-time occurrence per employee. The meal must be pre-approved by your manager.
4. Meals for teams gathered from other FinancialForce locations for a business purpose or team development are considered a reimbursable expense. Meal must be pre-approved by your manager.
5. Executive staff requests for working lunches are reimbursable.

Entertainment

1. Business entertainment expenses are when employees entertain customers or vendors at events other than meals (e.g. professional sporting events, fine art events, etc.). All FinancialForce expenditures for business entertainment and gifts are subject to [FinancialForce Code of Business Conduct and Ethics](#).
2. IRS regulations require that the principal character of the entertainment be the active conduct of FinancialForce business. Entertainment expenses fitting this description should be submitted with management approval.
3. Expenses related to gifts, parties, entertainment, or recreational activities involving personal associations will not be reimbursed.

Gifts to Customers/Prospects

General

1. Reported expenses more than the amounts noted below or in exception to this policy must be explained on the expense report **and** specifically approved by the Corporate Controller. Gifts must adhere to the following limits:
 - Gifts for customers or customer prospects **without a FinancialForce logo and a value less than \$100 USD / 130 CAD / 140 AUD** require Legal Department approval.
 - Gifts with a **value more than \$100 USD / 130 CAD / 140 AUD** require Manager approval.
 - Gifts for customers or customer prospects **with a FinancialForce logo and a value less than \$200 USD / 260 CAD / 280 AUD** require Legal Department approval.
 - Gifts with a **value of more than \$200 USD / 260 CAD / 280 AUD** require Manager approval.
2. All gifts to customers and/or customer prospects, regardless of amount or currency type, require an itemized receipt of the transaction. Reimbursable gift expenses must include the specific details of the gift:
 - Business purpose of the gift
 - Name of recipient
 - Title of the recipient
 - Name of recipient's company
 - Description of the gift
 - Value of the gift

3. For the details listed above, a copy of the pre-approval and all receipts must be submitted.
4. Expenses related to gifts, parties, entertainment, or recreational activities involving personal associations will not be reimbursed.
5. All FinancialForce expenditures for business entertainment and gifts are subject to [FinancialForce Code of Business Conduct and Ethics](#).

Employee Gifts

1. Gifts to other FinancialForce employees are not reimbursable business expenses.
2. Costs for meals, entertainment, or flowers for FinancialForce employees in recognition of personal events such as birthdays, weddings, holidays, or childbirth are not reimbursable business expenses.
3. Flower arrangements for a death in an employee's family are allowed with manager approval.

Home Office (Remote Workers Only)

1. Employees designated as “**Remote Workers**” at the time of hire may request to establish a home office.
 - The remote office establishment must be approved by both the Corporate Controller and Chief People Officer.
2. Remote office set-up expenses must be pre-approved by the VP.
 - Up to \$150 USD (one time) is permitted for initial work supplies and required furnishings (e.g. printer, monitors, peripherals, etc.) outside of a laptop, which will be provided by the Company.
3. Home internet, phones (landline), and cellphone for approved remote employees are reimbursable up to **\$175 USD** per month unless otherwise approved. Home office expenses for employees who are not approved as “**Remote Workers**” are not reimbursable.

Cell Phone Expenses (For manager-approved employees)

1. Expenses for **only** business calls on personal cell phones are reimbursable. Any costs of the cell phone itself and hardware are not reimbursable.
2. The employee must attach the original cell phone billing statement to their expense report.
3. For the US, please refer to [US Mobile Policy in Confluence](#).
4. Wherever possible FinancialForce will standardize the approach to offering IT services to employees. However, there are local practices that apply to cell/mobile services, not making this possible. For eligible employees, the following methods will be applied to provide the outlined service:

Location	Provision	Expense Limit (not including roaming charges)
US	Reimbursement of business-related service expense	USD 75
Australia	Reimbursement of business-related service expense	AUD 100
Canada	Reimbursement of business-related service expense	CAD 100
UK	Company provided handset and service	N/A
Spain	Company provided handset and service	N/A
Netherlands	Company provided handset and service	N/A
Ireland	Company provided handset and service	N/A

Equipment Procurement

General

1. All procurement requests for equipment, software, and accessories should be made through [#help-it slack](#) channel or by submitting a request through the [Procurement System](#). This includes, but is not limited to keyboard, mouse, phone, headphones and headsets, monitor, etc.
2. Employees may not purchase and submit for reimbursement any items covered above unless approved by Procurement and IT in advance.
3. Any unapproved purchases found on expense reports will be rejected.

Other

Professional Accreditations, Seminars and Continuing Education

For reimbursement for accreditations, continuing education, and professional certification programs as they relate to job function, contact Human Resources for policies and information.

Cash Advances

FinancialForce does not provide cash advances to employees.

Exchange Rates, VAT & GST

- The exchange rate used to convert expenses incurred outside of the home country should be approximately the rate actually incurred (typically the rate charged by your credit card). [Oanda](#) is a resource for the equivalent credit card rate.
- Any GST and VAT refunds obtained by the employee for expenditures reimbursed by the Company should be returned to the Company.

Expense Report Submissions (Rechargeable, Non-Rechargeable)

General

- **Rechargeable Travel** - Travel costs incurred by FinancialForce employees that will be reimbursed by FinancialForce and billable to a FinancialForce customer. Rechargeable travel requires a Work Order number prior to booking. The purpose of the non-rechargeable trip must be stated on the expense report.
- **Non-Rechargeable Travel** - Travel costs incurred by FinancialForce employees that will be reimbursed and borne by FinancialForce.

Foreign Travel Expenses Submissions

1. All foreign travel expenses should be reported on a separate expense form and in the foreign currency amounts.
2. The currency should be noted at the top of the expense form.
3. Exchange rates must be noted. Conversion fees or losses incurred will be reimbursed where properly documented. [Oanda](#) is a resource for the equivalent credit card rate.

Reimbursement Requirements

1. All travel and business expenses must be submitted for reimbursement using the Company designated expense reporting platform.
2. Employees must submit expense reports within **90 days**. This deadline applies to the date the expense was incurred.
3. Employees are responsible for obtaining all pre-approvals required for reimbursement.
4. Original receipts (or electronic copy) are required for any items in excess of **\$75 USD / 100 CAD / 110 AUD**, except in cases like customer gifts, where there **is no minimum**. In addition, itemized receipts are required **for all meals**. Tear tabs are not acceptable for meals over **\$25 USD / 30 CAD / 35 AUD**. Lastly, details of the expenditure must be provided on the expense report.
5. Required documentation for meals and entertainment reimbursement requests:
 - Names of individuals present, their titles, and company name(s)
 - Name and location of where the meal was provided
 - Exact amount and date of expense
 - Business purpose of the event and/or specific business topic discussed
6. **Miscellaneous expenses or those labeled as “other” must have a description accompanying the expense.** Original detailed receipts are required for all expenses. Check tabs are only acceptable when no other form of receipt is available, and the expense does not exceed **\$75 USD / 100 CAD / 110 AUD**.
7. Receipts for expenditures should be legible and present the vendor, a detailed, itemized list of what was purchased, the date, and total amount. Examples would be an itemized restaurant receipt (not just the receipt with the total), an itemized hotel bill, car rental bill, and an airline passenger receipt.
 - Any required pre-approvals for expenses exceeding the limits previously set forth should be included with this support. For example, attach the email approval from your manager obtained prior to incurring the expense.
 - Credit card statements or online credit card billing summaries are **not** an acceptable substitute for receipts.
8. A copy of the rechargeable report may be provided to the Company, along with a copy of corresponding receipts. **Receipts should be taped to an 8 ½” by 11” sheet of paper.** All credit card information should be blackened out. **If an expense item is a total of several receipts, please indicate how the total was derived.**

Expense Report Approvals and Payment Schedule

1. Expense reports must be approved by the employee's manager **before** reimbursement is possible.
2. All reports will be checked for accuracy and returned for any necessary corrections.
3. When an Expense Report is rejected, email notification is sent. To see the reason, refer to the **Comments** or **Audit Notes** in the Expense Report; rectify the issue(s), and **Submit for Approval**. Note that once re-submitted, your Expense Report will go back through the approval queue.
4. Reports will be processed twice a month using the schedule below:

If approved by manager	Payment on
<ul style="list-style-type: none"> • 10th of the current month 	<ul style="list-style-type: none"> • 15th of the current month
<ul style="list-style-type: none"> • 25th of the current month 	<ul style="list-style-type: none"> • Last day of the current month
<p>The schedule above assumes that no issues will be discovered at the time the expense report is processed. If an expense report is kicked back (rejected), the payment date will be delayed until all issues are resolved and the expense report is re-submitted.</p>	

5. Payments/checks will be distributed via direct deposit.

Non-Reimbursable Items

FinancialForce will not reimburse any of the items listed below:

Non-Reimbursable Items
<ul style="list-style-type: none"> • Airline club fees
<ul style="list-style-type: none"> • Travel or any other incremental costs for your spouse, family, or companions
<ul style="list-style-type: none"> • Layovers or changes in travel made for the convenience of the individual's schedule
<ul style="list-style-type: none"> • Hotel long-distance telephone fees and/or surcharges
<ul style="list-style-type: none"> • Travel insurance or insurance on personal property and/or other trip insurance outside of the approved car rental policies

<ul style="list-style-type: none"> ● Use of privately-owned aircraft
<ul style="list-style-type: none"> ● Home maintenance costs
<ul style="list-style-type: none"> ● Home internet for employees not designated as Remote Workers
<ul style="list-style-type: none"> ● Home phones
<ul style="list-style-type: none"> ● Mobile phones and accessories
<ul style="list-style-type: none"> ● Laptops and computer equipment (must be purchased through FinancialForce Procurement policy)
<ul style="list-style-type: none"> ● SaaS product purchases (must be purchased through FinancialForce Procurement policy)
<ul style="list-style-type: none"> ● Laundry/valet expenses for trips shorter than five days in duration
<ul style="list-style-type: none"> ● Movies, health club charges, recreational fees, mini bar refreshments
<ul style="list-style-type: none"> ● Unauthorized club or other membership dues, subscriptions or fees, professional organizations
<ul style="list-style-type: none"> ● Beautician, toiletries, clothing, snacks, medications, newspapers, magazines, etc.
<ul style="list-style-type: none"> ● Medical bills, including healthcare deductibles, prescriptions and over-the-counter medicine unless an immunization is required to obtain a visa for an international business trip
<ul style="list-style-type: none"> ● Shows/sporting events unless for entertainment on behalf of FinancialForce
<ul style="list-style-type: none"> ● Child or pet care expenses
<ul style="list-style-type: none"> ● Fines for traffic violations including parking tickets
<ul style="list-style-type: none"> ● Any form of charitable contribution
<ul style="list-style-type: none"> ● Monthly installments for cell phone hardware or internet modem/routers