TRAVEL AND CONFERENCE HANDBOOK

As per the *Travel and Conference Policy* (CFO-3)

Office of the Chief Financial Officer

Concordia University

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SCOPE

This handbook (the "Handbook") provides University-wide administrative controls and procedures to ensure the clear interpretation and application of the *Travel and Conference Policy* (CFO-3) (the "Travel Policy"). The guidelines found herein will ensure efficient approval, reporting and reimbursement of travel and conference expenses incurred on behalf of Concordia University (the "University").

This Handbook applies to the reimbursement of travel related expenses incurred for university purposes on **all sources of funding administered by the University including but not limited to, operating, research and restricted funds.** This Handbook applies to expenses incurred by and reimbursed to employees of Concordia University, students, and guests.

With regards to research spending, Allowable Expenses, as such expression is defined in the Travel Policy, must be incurred to support research activities, and must comply with the University's Travel Policy as well as with this Handbook.

The modalities of this Handbook complete the Travel Policy and are in addition to those set out in the Travel Policy. In case of conflict between the terms of this Handbook and the Travel Policy, the Travel Policy supersedes the Handbook. All capitalized terms have the meaning ascribed to them in the Travel Policy, unless otherwise set out in the Handbook. Faculties and units may enforce more rigorous standards than those set out in this Handbook. If so, these standards must be documented and communicated to all employees of the faculty or unit. Financial Services will ensure compliance with this Handbook and related Policy. Compliance with more rigorous standards set forth by individual faculties or units is the responsibility of the faculty or unit.

DEFINITIONS

SAP Concur: Travel & Expense management system of SAP (Unity – My Expense Reports). Used to create expense reports for expenses incurred out-of- pocket, or on a university credit card.

Cost Object: References SAP source of funding (Cost Center, Internal Order or WBS).

Approver: Refers to an expense report claimant's one-up and/or the Cost Object owner (PI/Financial Manager).

Concordia employee: Full-time, part-time, contract, casual, or other faculty/staff member having an active employment assignment. All active employees have access to SAP Concur and is mandatory to be used to report out-of-pocket and university credit card expenses

Non-employee: A visitor, guest, student or other who incurs expenses on behalf of the University. Non-employees do not have access to SAP Concur. An individual who has an employee ID but does not have an active employment assignment is considered a non-employee and would not have access to SAP Concur. Non-employees must use the **non-employee expense reimbursement form** to claim expenses incurred on behalf of the University.

Delegate:

1. **Approval Delegate:** Concordia employees to whom approval authority has been temporarily delegated to by another approver. Recommended for short term/long term absences of an approver.

2. **Administrative Delegate:** Concordia employee who is granted permission to act on behalf of another employee to perform tasks such as creating, submitting or approving expense reports. In some circumstances, a non-employee such as a student or a post-Doc can be granted temporary permission to act as an administrative delegate for their supervisor or the PI of a grant. The **Student and Post-Doc access form** must be completed, approved by the PI, and sent to fisadmin@concordia.ca for an administrative delegation to a non-employee.

UCard program: Included in Concordia University's credit card program (re: University Card program).

UCard Administrator: Central card program administrator in Financial Services responsible for the administration of the UCard Program. The Ucard Administrator can be contacted at ucard@concordia.ca

ELIGIBILITY OF ALLOWABLE EXPENSES

To be eligible for reimbursement, Allowable Expenses must be:

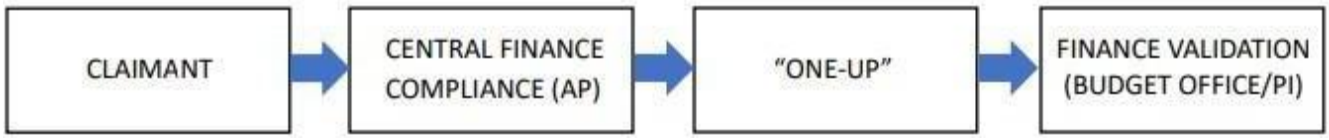
- Incurred by an active employee or a non-employee
- For a valid University purpose
- Sufficiently explained and documented
- Allowable Expenses claimed to an outside source are ineligible for reimbursement
- Verifiable by Financial Services and auditors
- Evidenced by proof of payment

EXPENSES CHARGED TO RESEARCH GRANTS

Allowable Expenses allocated to research grants **must** comply with the University's Travel Policy. If you require any clarification or confirmation whether an expense is allowable on a particular research grant, do not hesitate to contact your financial officer within the Research & Restricted Funds Management group in Financial Services **prior** to incurring the expense(s).

APPROVAL WORKFLOW

Travel & Expense management system (Concur) Approval Workflow automated steps:



Approval of out-of-pocket and credit card expense reports in Concur is systematic and sequential. Once Financial Services has approved an expense report, subsequent approval is driven by the following.

1. **"One-up":** The claimant's supervisor in their primary active employment assignment
2. **Finance Validation approva**l: The "owner" (Principal Investigator, "university responsible owner" manager or faculty financial officer) of the funding source(s) the expense(s) is allocated to (Cost Center, Internal Order or WBS)

When the "one-up" approves an expense report, it will automatically go to the next step in the approval process. However, the "one-up" can select the "Approve & Forward" option to add another approver "ad-hoc" as required. The individual that the expense report is forwarded to, must either approve or reject. The latter will return it to the claimant. The ad-hoc approval step is captured in the expense claim's audit trail. Roles & responsibilities for the ad-hoc approver can be defined within each unit and deployed in a customized local approach. The ad hoc approvers are incremental approvers, and this does not diminish the responsibility of the "one up approver". In the standard workflow the "one-up approver" and the cost object "owner approver" are considered mandatory approvers.

For users with a concurrent active employment assignment(s), it may be required to change the "one-up approver" prior to submitting the expense report. This option is to be used when the employee has more than one active employment assignment and the expense(s) claimed pertains to a concurrent employment assignment with a different "one-up approver" than that of their primary employment assignment. Please consult the **custom workflow** document for a step-by-step on how to change the "one-up approver" on your expense report.

Approval may be delegated during temporary absences of the Approver. Delegation of approval can only be to an employee at the same or higher hierarchal level in accordance with the *Policy on Signing Authority and Required Approvals* (BD-1) and the delegate must have the approval role within the Travel & Expense management system (i.e. has one or more employees reporting to them). A delegate has the same responsibility toward the expense report as the employee that is delegating their approval authority.

Approval delegation is managed directly in Travel & Expense management system (Concur) by the employee who wishes to delegate their approval authority to another employee. See document "How to delegate in My Expense Reports" for steps to follow to delegate approval authority and administrative delegation in Concur.

In any circumstance, an individual cannot approve their own expense reports. Where the Claimant is also the owner of the Cost Object(s) the expense(s) is allocated to, (i.e., the principal investigator of a research grant, or the department/unit head), the defaulted approval required by the system will be only from Financial Services and the claimants "one-up". The system will skip the finance validation step.

ROLES & RESPONSIBILITIES IN CONCUR WORKFLOW

1. CLAIMANT

- Provides valid business purpose for all expenses claimed & cash advances
- Provides sufficient, appropriate, & accurate supporting documents for all expenses claimed
- For additional clarity, when required, comments should be added to the individual expenses
- Allocates eligible expenses to the appropriate Cost Object(s) with sufficient budget & valid dates
- Ensures ALL University credit card transactions are reconciled monthly on an expense report

2. CENTRAL FINANCE COMPLIANCE (Financial Services)

All compliance to university policies and to this Handbook is reviewed and validated by Financial Services.

- Ensures compliance with University Policies
- Ensures expense reports include sufficient, appropriate, & accurate documents to support expenses
- Ensures all required fields are accurately completed
- Ensures correct expense types selected
- Ensures accurate tax allocation
- Approves expense reports or returns to claimant as applicable

3. ONE-UP/DIRECT SUPERVISOR

- Validates University purpose of all expenses claimed & cash advances requested
- Validates expenses are appropriate as per claimant's position, job functions and status
- Approves expense reports & cash advances, returns to claimant as applicable, or approve and forward to ad-hoc approver as required

4. COST OBJECT OWNER, PI, Budget area

- Ensures expenses claimed are in line with spending on approved budgets

- Faculty Financial Officer/other: Ensures budget spending is in line with sector/faculty strategies
- Approves expense reports, or returns to claimant

RESEARCH TRAVEL - CONFERENCES/SEMINARS

If the purpose of travel is to attend a conference/seminar, the following must be included with the Expense Report:

- Require details:

  Name of the event, location, and inclusive dates

  IMPORTANT NOTE: Conference/seminar program/itinerary/prospectus or other relevant documentation do not have to be provided as part of the supporting documentation on the related expense report. However, these electronic documents are required to be kept for 1 year by the claimant in the event of post reimbursement review.

RESEARCH TRAVEL - NON-CONFERENCE

For research travel, the following must be included with the Expense Report:

- Explanation of the purpose of the trip and how it relates to the research activities of the claimant or traveler (i.e. meetings, site visits, field research, speaker at another institution or at an event, training course, etc.)
- Sufficient details of all daily claims for expenses related to the above research activities

EXPENSE REPORT

- Complete a Concur expense report for out of pocket or University credit card expenses
- **All** monthly University credit card transactions that are listed in your "Available Expenses" in Concur must be reconciled to an expense report **(purchases, credits, returns, cash advances, bank fees, etc.)**
- Every transaction must have a relevant travel category, expense type and University purpose
- All mandatory fields for each expense being claimed must be completed
- Each expense must be allocated to one or more Cost Objects (Internal Order, Cost Center or WBS)
- Each expense being claimed must have relevant supporting documentation (detailed receipt, proof of purchase, other). See section on "ELIGIBLE TRAVEL EXPENSES" for supporting documentation requirements by expense type
- The expense report must be free of exceptions to be submitted for approval

All University employees with an active employment assignment are required to use SAP Concur to claim out-of-pocket, University credit card expenses as well as request and reconcile cash advances.

CASH ADVANCES FOR RESEARCH SUBJECT FEES

Researchers, PIs or staff (working with Researchers or PIs) may request a cash advance for the purpose of distributing subject fees to research subjects as part of a study. Cash advances for subject fees can only be requested from the expense management system (Concur). **Cash advance requests in Concur are extended only for the purpose of research subject fees.**

When a cash advance is requested and distributed, the transaction is not posted to your grant. It will only be posted to your grant once the advance is reconciled to an expense report. Employees who have requested and received a cash advance for the payment of research subject fees are expected to reconcile the advance as

soon as the funds have been distributed to research subjects. Please refer to the attached document for instructions on how to reconcile a cash advance for research subject fees. Consequently, it is recommended that employees do not request cash advances too far in advance.

Employees who have received a cash advance are responsible for reimbursing the University for any unused portion of the advance. This applies even when the individual is no longer employed by the University. Financial Services will invoice the individual for any unused cash advances that cannot be reconciled to an expense report. The individual will be responsible for sending a reimbursement payment to the University as per the instructions on the invoice.

When permitted on a research grant, you may also purchase gift cards with a university credit card for research subject fees as an alternative to handing out cash. Gift cards purchased online can be emailed to research subjects, making the payment of subject fees a lot more practical and avoiding the need to manage large amounts of cash.

In exceptional circumstances where a university credit card cannot be used to pay for travel related expenses and cash is required, employees may use the cash advance option on the University credit card. To enable this feature on the Ucard, please contact the card administrator at ucard@concordia.ca

EXPENSE REIMBURSEMENT FOR VISITORS / GUESTS / STUDENTS

Out of country visitors, guests as well as students may claim Allowable Expenses in local or foreign currencies using the non-employee claim process.

Every effort should be made by university faculty and staff members to pre-pay for the pre-approved travel expenses of their visitors, guests, or students with a university credit card. This could include airfare, accommodation, conference registration, and any other expenses that can be pre-paid. Nonemployees should not be purchasing goods, supplies (including lab supplies), or any type of service with their own funds and subsequently claim reimbursement through the non-employee expense process. The purchase of goods and services must be done through an approved procurement channel as set out by the University's Procurement Policy; University Card (Ucard), or via Unity - My Purchase Requisitions (SAP Ariba). Using a university credit card or having the University pay for goods and services is the best practice to avoid non-employees paying out-of-pocket for purchases and subsequently waiting for reimbursement.

When pre-paying is not possible, the Concordia employee who invited the visitor/guest/student, or who is responsible for the expenses they incur on behalf of Concordia, will be required to email the electronic expense claim form to the non-employee, with instructions on how to proceed. The claimant will need to complete the necessary information on the expense claim form and return it to the Concordia employee by email along with images of relevant receipts and other supporting documentation. The Concordia employee will then be required to complete the remaining information on the form (funding source, expense types, other) and send the completed form, receipts, other relevant supporting documentation, and approval from the owner of the account(s) expenses are allocated to (funding source) to expenses@concordia.ca.

Expense reimbursements to non-employees (visitors/guests/students) will be paid out by electronic transfer in CAD or USD. Reimbursements in foreign currencies will be paid by international wire transfer. Payment method and reimbursement currency must be specified on the non-employee expense claim form. Banking information will be requested via a secure online application as part of the non-employee expense reimbursement process and should never be provided in an email or any other document. Further details on the non-employee expense reimbursement process can be found on the Financial Services Carrefour page.

SUPPORTING DOCUMENTATION

- Each expense being claimed must have relevant supporting documentation attached electronically (image from smartphone, e-receipt, other. Images of receipts and other supporting documentation must be clear and legible
- The Concur mobile application includes functionality to take images of receipts which will automatically be uploaded to the employee's Concur account. It is strongly encouraged to use the Concur mobile application to take images of receipts as soon as you receive them. Concur users can download the Concur mobile application (Apple and Android) free of charge

- If the Concur mobile application is not used for receipt imaging, acceptable formats of electronic receipts are the following: PDF, JPG, HTML, TIF or TIFF
- Claims for meal, accommodation, incidental, and kilometer per diems do **not** require receipts. However, supporting documentation and/or sufficient explanation of the University nature of the trip must be provided in the expense report
- Personal credit card or debit card statements are not acceptable supporting documentation for proof of payment and should not be provided
- Boarding passes do not need to be provided to support airfare expenses purchased with a university credit card. However, if the airfare is purchased out-of-pocket, and the supporting documentation is insufficient to clearly demonstrate the traveler was at the destination (e.g. hotel bill, local transport, restaurant receipts, etc.), boarding passes must be provided
- When meal expenses are submitted for reimbursement pursuant to a clause in any collective agreement, it is important to comply with the relevant clauses when submitting a reimbursement

SUMMARY OF ALLOWABLE EXPENSES

The Expense Report must be comprehensive and include all expenses incurred related to the claim. As such, the allowable expenses to be reported must include, as applicable, all transportation costs, detailed hotel bills, detailed meal receipts and other items. Detailed receipts are required for all allowable expenses being claimed except for per diems as detailed above.

Expense reports will be returned to the claimant in the following situations:

- Expenses are not supported by sufficient and appropriate receipts, supporting documentation and/or justification
- University purpose of the expense(s) is unclear or unjustified
- Expenses are unallowable as per the Travel & Conference policy and/or other University policies as well as external organization policies as applicable
- Funding sources expenses are allocated to have insufficient funds
- Expenses are unallowable as per the funding sources they are allocated to
- Expenses are outside the validity dates of the funding sources the expenses are allocated to
- The claimant will be notified by email when an expense report is returned to them by Financial Services or any other individual in the approval workflow (direct supervisor, PI/financial manager, add-hoc approver). A comment will be provided with the reason the expense report was returned and any other information the approver is to provide to the claimant.

MISSING RECEIPTS

As an exception, if a receipt is lost or unavailable, you can use the missing receipt declaration directly in the expense report in Concur. Every effort should be made to request copies of missing receipts from

suppliers or vendors when possible. A missing receipt declaration can only be used on an exceptional basis and only for low dollar value - expenses 100$ and under. When the missing receipt declaration is completed, the funding source of that expense will **not** be admissible for the normal tax rebates as per Revenue Quebec and CRA. Financial Services may reject a missing receipt declaration if they believe the claimant can easily obtain a copy of the receipt.

Only the claimant can complete a missing receipt declaration. A delegate will not have access to the missing receipt declaration when acting on behalf of another employee.

It is strongly encouraged to use the Concur mobile application to take images of your receipts as soon as you receive them to avoid losing or misplacing them.

Non-employees will not be allowed to use any missing receipt declaration as part of the non-employee expense reimbursement process. An expense, other than per diem without an appropriate receipt, will not be available for reimbursement.

SUPPORTING DOCUMENTATION FOR ONLINE PURCHASES

For online purchases, the following information must be available on the receipts being provided by the claimant:

- Vendor name, address, telephone number, email address
- Vendor's GST/HST and QST identification numbers, if applicable
- Identification of the Claimant
- Details of goods/services purchased
- Amount paid and proof of payment

DEADLINE TO SUBMIT EXPENSE REPORTS

- For submission deadlines for credit card expenses, please see the section below on university credit cards
- When a University credit card cannot be used, out-of-pocket expense reports must be completed and submitted by the claimant or delegate within 90 days of the return date of the event for which allowable expenses are claimed ○ Out-of-pocket expenses for pre-paid travel (e.g. conference registration, airfare, accommodation, etc.) can only be claimed after return from the trip. Out-of-pocket expense reports for pre-paid travel submitted prior to the return of the trip will be returned to the claim. **Under no circumstances will pre-paid travel expenses paid for out-of-pocket be reimbursed to the claimant prior to the return of the trip.** For this reason, faculty and staff should always use a university credit card to pay for travel expenses.
    - ○ The expense report submitted must be complete and accurate, the Cost Object(s) the expense(s) is allocated to must be valid, have sufficient funds, and expense type(s) must be allowable under the Cost Object(s) the expense(s) is allocated to.

UNIVERSITY CREDIT CARD

General

The university credit card is available to permanent or contract faculty members, principal investigators, and staff to be used for university related **travel, conference, hospitality expenses, professional memberships, and allowable goods & services**. Timesheet or casual staff are generally not eligible for a credit card. However, in exceptional circumstances, a credit card may be issued to a casual staff member. Please reach out the card administrator if there is a requirement for a casual staff member to obtain a credit card.

Faculty and Staff members who travel for university purposes should always use the University credit card for all Allowable Expenses. The use of a university credit card allows Concordia to benefit from significant volume-related rebates from the card provider and is thus part of the prudent management of university funds.

The deadline for submitting monthly credit card transactions in Concur is the 15th of the month following the transactions date (e.g., November credit card transactions must be submitted by the cardholder at the latest on December 15th).

Note every month, you will receive an email notification from the credit card provider that your monthly statement is available on your client portal. The notification will provide a link to the card provider's client portal where you can access the monthly statement. It is strongly recommended to submit your monthly credit card expense report once you receive this notification from the card provider. **There is, however, no requirement to download the statement or attach it to your monthly credit card expense report.**

When a cardholder goes on a leave of absence, it is the responsibility of the cardholder as well as the cardholder's immediate supervisor to assess if the individual will remain active or not during the leave. If the individual is inactive for university purposes, the immediate supervisor should contact the card administrator to temporarily suspend the account. Once the cardholder returns from leave, it is also the responsibility of the cardholder as well as the cardholder's immediate supervisor to authorize the Card Administrator to reactivate the card.

If a university credit card is lost or stolen, the cardholder must immediately contact the card provider's client support. See Appendix 1 for the card provider's contact information. If a cardholder notices any charges which appear to be fraudulent, the cardholder must report this to the card provider's client support line immediately. If fraudulent transactions were posted to the card account, the card will be cancelled by the card provider and a new card will be sent to Financial Services. The card administrator will contact the cardholder once the new card is available for pick-up. The card provider will credit the fraudulent transactions on a subsequent month's statement. These credits will appear in the cardholders' Concur account in the available expenses. The cardholder must reconcile the fraudulent

transactions and resulting credits to an expense report as they normally would with legitimate transactions. The net effect on the cost object the transactions and credits will have been 0$.

REQUESTING A UCARD

Send an approved Ucard application form (under Services & Resources) by email to the UCard Administrator in Accounts Payable

PAYMENT OF THE MONTHLY CREDIT CARD STATEMENTS

Financial Services will automatically issue payment to the card provider every month for the full balance of your university credit card monthly statement. Under no circumstances, including personal purchases made on the University credit card, should the cardholder issue any payment directly to the credit card provider. If the card is used mistakenly to pay for a personal purchase or to claim a non-allowable purchase as personal, see section "Personal Purchases" below for a detailed description of the steps to follow.

PERSONAL EXPENSES

Personal expenses are foreseen to potentially be charged to a university card either mistakenly, when an expense is deemed non-allowable, or when a cardholder extends a trip for personal purposes. In these circumstances, the personal charge must be reimbursed to the University. To trigger reimbursement, the cardholder must first reconcile the transaction to an expense report as they would normally do for a university expense. They must then select the "personal Purchase" option on the expense line they are claiming as a personal expense. This will create a credit on the employee's account that will be applied to subsequent out-of-pocket expenses owed to the cardholder by the University. In the absence of an outof-pocket expense claim to apply the credit to, the cardholder will be billed for the personal expense on the university credit card and will be required to reimburse the University.

Please note that for out-of-pocket expenses, if there is a portion of the expense that is personal, there is no requirement to claim it as personal, simply reduce the amount of the out-of-pocket expense by the personal portion.

Every month, cardholders are required to submit a complete and accurate Expense Report in Concur that includes **all transactions** posted to the monthly card statement and any outstanding transactions from previous months, no later than 15 days following the end of the month. It is good practice that cardholders submit only one expense report per month for their university credit card transactions as well as any out of pocket expenses incurred including per diems. Submitting multiple expense reports for a particular month's card transactions is strongly discouraged. If there are no transactions for a particular month, there is no need to submit an expense report.

Repeated failure to submit monthly credit card expense reports on a timely basis or use the card within the terms and conditions of use as per this Handbook, will result in the card being suspended or permanently cancelled.

Waiver of Liability

The agreement between Concordia University and the credit card provider provides that Concordia is jointly and solidarity liable towards the card provider together with the cardholder for all charges incurred by the cardholder **except if**:

- Concordia University has already reimbursed the cardholder for the charges incurred; or
- The charges incurred by the cardholder are considered personal expenses; or
- Concordia University invokes the waiver of liability on charges that were paid by the university at the due date, but for which the cardholder failed to submit an expense report by the 15-day deadline mentioned above.

GENERAL PROCEDURES FOR TRAVEL EXPENSES

Booking Travel

When booking travel, items such as cost, time spent travelling, environmental sustainability, and convenience must be considered to promote the most efficient use of the University's resources.

In the normal course of university activities, it is strongly recommended to book travel well in advance, when possible, to benefit from lower rates. Earlier bookings typically are less expensive than bookings made closer to the travel date. Please use a university credit card when pre-paying for travel.

When travelling, the university will recognize the possibility to plan departure or return dates to allow 1 or 2 days prior to the event's start or end date. No more than a total of 2 additional days' worth of travel expenses (prior and after the event) will be reimbursed for travelling. These additional expenses include accommodation, local transport, meals/per diem, and incidentals. Additional expenses incurred outside the 2 additional days will be considered personal expenses and reimbursable to Concordia.

If you choose to add a personal trip to an existing university trip (i.e. extra accommodation nights, meals, local transport, etc.), we ask to pay for those expenses personally and **not with** a university credit card. We would also require a quote for the airfare if you would leave right before the event and return right after the event. Concordia would consider any supplemental cost to the airfare if extending the trip for personal purposes, as a personal expense.

University Appointed Travel Agencies

Faculty and Staff members may use a university appointed travel agency to book airfare, train fare and hotels for themselves or students/guests of the university as required, to take advantage of their services and rates. When booking travel with a university appointed travel agency, the requester will be required to provide their university credit card for payment directly to the agency. See **APPENDIX 1** for information on university appointed travel agency. There is no obligation to use a university appointed travel agency to book travel.

Use of other Travel Agencies

- Travel can be purchased through other travel agencies for an equal to or lower rate compared with an online rate or rate from a university appointed travel agency
- An online quote or quote from a university travel agency must be provided with the related expense report. The lower amount between the quote and the amount claimed will be reimbursed

Online

- Travel may be purchased from online travel sites (e.g. Expedia.ca, Hotels.com)
- Travel can be booked directly from an airline, rail company, hotel website etc. (e.g. aircanada.ca, viarail.com)
- Quotes not required from university travel agency for travel purchased online

Local Hotels

- Corporate rates are provided with multiple local hotels for visitors/guests of the university
- Local accommodations should be booked with these hotels to take full advantage of services and favorable rates (see **APPENDIX 1**)
- To book hotels for visitors/guests of the university, please refer to the local hotel booking procedure found in **APPENDIX 1**

REIMBURSING PRE-PAID TRAVEL

If the traveler has booked and paid for airfare, conference/seminar registration, hotels, and other travel related expenses in advance of a trip, the following scenarios will apply:

- If travel and other related expenses were paid by using a university credit card, payments to the credit card provider will be issued as per normal standard procedure (see section - Payment of the card monthly statements). The cardholder's monthly expense report must include all prepaid travel costs and be submitted within the normal deadline. There is no requirement to wait until the return of the trip to submit the expense report related to the pre-paid expenses.

- If travel and other related expenses were paid out-of-pocket, reimbursement will occur **only once the traveler returns from the trip** and submits an out-of-pocket expense report in Concur. No exceptions to this will be made.

EXPENSES IN FOREIGN CURRENCIES

Reimbursement of expenses in currencies other than CAD may be claimed by employees. However, reimbursement of expenses to employees will always be in CAD.

For out-of-pocket expenses in foreign currencies, Concur will convert expenses claimed in foreign currencies to the local currency (CAD) at the historical exchange rate as per the date the expense was incurred. The historical foreign currency rates are uploaded to Concur from Oanda.com. Should you select a different foreign currency exchange rate, supporting documentation for the exchange rate used must be provided (online rate or rate charged by credit card provider). The exchange rate used must be consistent with the date the expense was incurred. In all instances, expenses will be posted to the internal source of funding in CAD.

When the claimant does not provide appropriate documentation to justify the exchange rate selected, the standard historical exchange rate derived in Concur will be used. For foreign currency transactions on the university credit card, the expense amounts in CAD will automatically be uploaded to Concur as per the exchange rate from the credit card provider on the date of the transaction. This exchange rate cannot be changed.

Non-employee expenses can be reimbursed in any currency as requested by the claimant. Reimbursements in CAD and USD are issued via direct deposit. Reimbursements in any other foreign currency are issued via international wire transfer. When non-employee expenses incurred in foreign currencies are to be paid in CAD, or any other currency conversion is done, supporting documentation for the conversion rate must be provided on the expense report as per the above-mentioned requirements. The non-employee expense report must specify the currency the expenses are to be reimbursed in.

RECORD KEEPING

Financial Services is responsible for ensuring the University's accounting records comply with all internal and external document retention regulations. Financial Services is also responsible for responding to access to information requests and internal and/or external audit requests as required.

For all expense claims processed in Concur, Financial Services strongly recommends keeping original paper or electronic receipts for one year. Employees may be asked to provide copies of receipts after reimbursement, as part of internal/external audits or reviews.

If documents related to an expense report were not included as part of its supporting documentation, such as a conference program or event prospectus, the claimant must keep the relevant documentation for 1 year.

ELIGIBLE TRAVEL EXPENSES

AIRFARE	
Cost	Economy class airfare. When possible, efforts should be made to book airfare in advance to take advantage of savings. A University credit card should always be used to pre-pay for airfare (your own, student or guest) to avoid having to wait until the return of the trip to claim the reimbursement. Airfare in any other class greater than economy will be allowed when one of the conditions below is met: a) The actual total flying time is greater than 9 hours. For example, a flight with two legs (first 2 hours, and second of 7.5 hours) will be allowed in business class b) Health conditions require a business class seat. Claimants must advise of health conditions on the related expense report. Details regarding the conditions are not required c) If business class fare can be demonstrated to be equal to or lower than economy class fare for same destination and timeframe (example e.g. a promotional deal is available), business-class airfare would be allowable. The Claimant must include a quote for the economy fare option in the related expense report to clearly show the equal or lower fare for business class. In the absence of a quote for economy fare, the upgrade to business class will be considered a personal expense and required to be reimbursed to the university

	• In consideration of current budgetary condition, when the conditions for flying business class are met, as an alternative, we recommend purchasing a "seat upgrade" rather than a business class ticket, to control costs.

Supporting Documentation	Copy of e-ticket (which must include passenger's name, flight information (dates, origin and destination, flight number) and proof of payment if paid out-of-pocket.

Other	Flight cancellation insurance is an allowable expense. When cancelling a flight, please ensure to get a refund from the airline and not a flight credit to be used at a later date. Where additional medical coverage is warranted, such coverage shall be considered an allowable expense. If the source of funding is a research grant, prior approval is required from your Research Funds Financial Officer. No other form of travel insurance is reimbursed. Expenses related to stopovers that have no university purpose will be considered personal expenses. In exceptional circumstances that require the need to change the original flight date(s) or time, any fees/penalties associated with the change will be reimbursed. The claimant will need to explain and document in detail the nature of the exceptional circumstance on the related expense report. It is strongly encouraged to make any flight changes as early as possible to control costs. **Seat selection charges** upon booking are allowable - Excess luggage fees when necessary for the purpose of the trip are allowable - Seat upgrades to classes above economy are not allowable and will considered personal expenses - Faculty/Staff may use at their own discretion, personal airline points, credit card points, or other loyalty program points to upgrade flights or cover a portion or the entirety of a flight. The university will not reimburse the value of loyalty points used for flight upgrades or to cover all or a portion of a flight cost. Only true dollar cost of a flight paid for by the employee out-of-pocket or on a university credit card will be considered an allowable expense

RAIL FARE	
Cost	Economy class fare. Business class fare is allowable for day trips (departure and return are on the same day). Business class is allowable when travel by air is more expensive for the same destination and travel times. and travel by train is more sensible from an environmental perspective. The claimant must include an airline quote on the related expense report to demonstrate the cost savings except when travelling to and from these cities: • Montreal – Toronto • Montreal - Ottawa • Montreal - Quebec Roomette class rail fare is allowable if overnight travel is necessary. See Appendix 1 for corporate discounts with ViaRail and process to create an account.
Supporting Documentation	Copy of e-ticket (which must include passenger's name, dates of trip, origin and destination) and proof of payment if paid for out-of-pocket.

ACCOMMODATION	
Cost	Standard room rates (accommodation should be convenient and comfortable in the circumstances) or accommodation per diem if staying with family/friend, other see APPENDIX 2. Per diem accommodation rate paid in CAD regardless of location of trip. For accommodation per diem claims, select the expense type "Friends & Family" in Concur. **Every effort must be made to be mindful of cost when booking hotels.**

Supporting Documentation	Copy of **detailed** hotel invoice showing daily breakdown of charges. Proof of payment required if paid out-of-pocket. No receipts required when claiming daily accommodation per diem. Claimant must provide explanation/documentation of university purpose of the trip.
Other	Where meals are charged to a hotel bill, a detailed restaurant receipt is required. If alcohol is deemed to be an allowable expense claimed on a meal receipt from a hotel, the alcohol charge including taxes and tips must be itemized on the expense report. When the nightly rate exceeds **CAD500**, a comment as to the reason for this charge must be provided on the related expense report. Please see **APPENDIX 1** for corporate rates with local and out-of-town hotels and booking process.

RENTAL VEHICLE	
Cost	Rental fees, fuel charges, insurance coverage (if required) and kilometers/mileage charged by the rental company. See APPENDIX 1 for rental vehicle corporate rates and instructions on renting vehicles for university use.
Supporting Documentation	Rental car company detailed receipt. Gas receipt(s) if applicable.

Other	Rental insurance (collision coverage and third-party liability coverage) is **not required** when renting the below vehicles for university purposes **in Canada or the United States**.

	• rental cars (light commercial vehicles) • vans (light commercial vehicles) • heavy vehicles • trailers **To be eligible for the university's rental insurance for vehicle rental in Canada or the United States:** • The vehicle rental contract/invoice needs to be in the name of Concordia University for any university related travel; or • In the case where the vehicle rental company does not have "Concordia University" on the contract/invoice, the rental contract/invoice should instead be signed as: "driver's name, for Concordia University". In addition, Concordia's T- card must be used to pay for the vehicle rental. **For any other type of rental vehicle, insurance must be purchased from the rental company**. **For all vehicle rentals outside of Canada or the United States, insurance must be purchased from the rental company**. **CommunAuto** Employees may use CommunAuto car sharing service rather than a standard rental company if cost effective and practical. Annual or any other types of memberships to CommunAuto are not an allowable expense. As employees and/or students will be using their personal CommunAuto accounts to rent vehicles, it is mandatory that the account includes the annual damage protection plan that would allow for a 0$ deductible in the event of an accident. However, it is not a reimbursable expense by the university. Failure to have this coverage will result in a deductible charge by CommunAuto in the event of

	an accident, which will not be reimbursed by the university.

PERSONAL VEHICLE	
Cost	Per diem KM rate. See **APPENDIX** 2.
Supporting Documentation	No receipts required for per diem kilometer claims. Claimant must provide an explanation/documentation of university purpose of the trip. In the context of a hybrid work environment, when travelling locally for an event or a trip, the SGW campus, Loyola campus, or the claimant's home address may be used as the starting point as appropriate, to derive kilometers eligible for reimbursement.
Other	Travelers must ensure that their personal vehicle insurance is adequate. A minimum of $1,000,000 third party liability insurance is recommended. When using a private vehicle, the claimant accepts all risks. Any financial, material, or other loss due to an accident or any other unforeseen event will not be covered by the University. Per diem kilometer rate is reviewed periodically and subject to change. Use of a private vehicle should be limited to those trips where there is no other suitable form of transportation available, or where a private vehicle is more efficient, considering all costs, time, availability, practicality, and itinerary. Fuel expenses are not allowable when claiming KM per diems.

MEALS	
Cost (for travel and conferences)	Actual cost of meal or per diem meal allowance.
Actual cost of the meal	Detailed restaurant receipt (including name of restaurant, date, items purchased, amount and tip) as well as proof of payment if paid out of pocket (credit/debit card or cash receipt). In exceptional cases where a detailed receipt is unavailable, **the claimant** must complete a missing receipt declaration directly in Concur for the expense. The missing receipt declaration can only be used for expenses 100$ or less.
Per-diem meal allowance	Generally, a traveler cannot claim meal per diem where a meal is included in the conference/event cost, transportation cost, accommodation rate or otherwise included in any another expense already claimed. If required to claim a meal per diem or meal receipt for a meal that is provided as part of an expense already claimed (e.g. dietary restriction), justification must be provided by the claimant in the comment field of the expense item. A meal receipt must be presented if the actual cost of a meal is being claimed in the above scenario. When claiming per diem meal allowance, restaurant receipts do not need to be provided. The claimant must, however, provide explanation/documentation of the university purpose of the trip. Meal per diem rates are set in Concur and based on the location of travel. See **APPENDIX 2** for meal per diem rates by location. A 2-way travel itinerary must be completed (departure and return) to generate daily allowable meal per diems. A travel itinerary is not required to be completed on an expenses report if no meal per diems are being claimed. Current freeze on meal per diem rates until further notice due to budgetary and cost control purposes.

PARKING	
Cost	Actual parking cost.
Supporting Documentation	Parking receipt for parking lot and meter parking.
Other	University purpose of trip must be provided. On campus parking by faculty/staff members as well as parking related to inter-campus travel, is generally not considered an eligible expense. To simplify the expense reporting process, it is recommended that claimants consolidate all parking receipts on their expense report by location (e.g., one expense line for all parking receipts in Quebec, one line for all parking receipts in Ontario, etc.).
OTHER TRANSPORTATION – TAXI OR OTHER SIMILAR SERVICE, PUBLIC TRANSIT, SHUTTLES, TOLLS	
Cost	Actual cost of transportation.
Supporting Documentation	Taxi or ride-hailing service (Uber, Lyft, other) receipt, public transit, bus/shuttle ticket or receipt, toll receipt. For other transportation expenses, university purpose of trip, dates, starting point and destination must be provided.
Other	Taxis, ride-hailing services, public transit, and tolls for travel between home and the University are generally not considered Allowable Expenses.
CONFERENCES, SEMINARS, EVENTS	
Cost	Actual cost of conference, seminar, or event.

Supporting Documentation	Information on the conference, seminar, or event must be provided in the comments of the expense report (name of the event, location and inclusive dates). The claimant may provide a copy of the conference, event, seminar program, but it is not required. If a copy of the program showing the name of the event, location and inclusive dates is provided, the information mentioned above is not required in the comments. A copy of the conference, seminar or event program, prospectus or agenda including the title, location, and inclusive dates is required to be kept by the claimant for 1 year. Proof of payment (confirmation of payment if paid online).

Other	All costs related to attending local conferences held in the Greater Montreal area (GMA) are not allowable for reimbursement. This includes transportation, accommodation, parking, KM per diems, meals, and incidentals. For any exceptional circumstances that would otherwise require incurring one or more of the above-mentioned local expenses and claiming reimbursement, please contact financial services at expenses@concordia.ca to request approval. If granted, approval must be added to the related expense report. Meal expenses related to networking, research or any other type of hospitality during a conference, seminar, or event, may be allowable for reimbursement.

DRY CLEANING	
Cost	Incidental per diem to cover this expense type, see below for daily incidental per diem rate while travelling.
Supporting Documentation	No receipts are required for incidental per diem claims.
INCIDENTALS WHILE TRAVELLING	
Cost	Gratuities, tolls, other. For daily incidental per diem rate, see **APPENDIX 2.** The trip must be for a minimum of 24hrs including an overnight stay outside the Greater Montreal Area to be eligible for an incidental per diem.
Supporting Documentation	No supporting documentation required for daily incidental claims. University purpose of the trip must be provided.
GUEST ACCOMMODATIONS	
Cost	Compensation for having an invited guest stay at the home of a Concordia employee for university related activities rather than a hotel. Per diem rate for guest accommodation paid in CAD. For guest accommodation per diem claims, select the expense type "Friends & Family" in Concur. For daily accommodation per diem rate see **APPENDIX 2.**
Supporting Documentation	University purpose of the trip or event must be provided in the comment field of the per diem accommodation claim.

Other allowable expenses such as, but not limited to the list below, may be submitted for reimbursement:

- Immunization and/or medication necessary for international travel not covered by insurance
- Foreign exchange fees and travel visas for international travel

- Home internet, monthly mobile phone plan, and professional memberships. See PROFESSIONAL DEVELOPMENT ALLOWANCE DIRECTIVE for more information on claiming these expenses and the taxable benefit implications to employees being reimbursed.
- Moving expenses subject to the hiring agreements. Please provide documentation of hiring agreement showing the type of expense(s) and amount(s) agreed on for reimbursement.

DISALLOWABLE EXPENSES

Expenses that are personal in nature are not allowable. Personal expenses, such as the ones listed below, will not be reimbursed to employees and non-employees. Employees who pay for disallowed expenses with a university credit card will be required to reimburse the University. Please note that this is not a comprehensive list of all personal expenses, and could encompass expenses not listed below:

- Expenses that are personal in nature and/or have no clear university purpose
- Expenses reimbursed by another organization or funding source
- Expenses of a travelling companion (*)
- Any computer hardware or software purchases regardless of the dollar amount (no desktops, laptops, tablets, peripherals)
- Any equipment regardless of amount
- Traffic violations including parking tickets
- Fees to access airport (or other) lounges
- Any other goods/services as identified in the appendix of the Ucard Procurement Guidelines

*Companions may accompany a university faculty/staff member during a related trip. However, all incremental costs constitute personal expenses and cannot be claimed as allowable expenses. An exception to this will be made only if expenses for a companion are expressly permitted by a research grant or contract (e.g. travelling with a dependent). Please communicate with your financial officer within the Research & Restricted Funds Management group in Financial Services to advise on the allowability of expenses for a traveling companion prior to incurring related expenses.

APPENDIX I

TRAVEL AGENCIES

University appointed travel Agency

You may choose to book travel directly with the university appointed travel agency for your own university related travel or that of a student or guest of the university. When doing so, you will be required to issue payment directly to the travel agency using your university credit card. The travel agency will not directly bill the university for travel booked by university employees.

Direct Travel

Main contact: Mr. Arif Khan
Email: akhan@dt.com
Phone: 514-871-8888
Mobile: 514-586-3148
Toll Free: +1 800 263 1163

Other agents:
Vincent Mazet: 514-313-5979
Patrice Tremblay: 514-855-4862
Maya Vernucci: 514.855.4881

Email: Team01@dt.com

University Credit Card

Card provider: BMO Bank of Montreal

For general inquiries or rejected transaction, please refer to the number on the back of your card. To report a lost or stolen card, or require emergency card services, please call:

- Canada & USA: 1-800-361-3361
- International: 514-877-0330

To report a fraudulent transaction(s) on your university credit card, please call

- 1-866-418-8151

UCard Administrator in Financial Services: UCard@concordia.ca

Car Rental
Please see "Travel by Car" section on the Concordia Hub for process on car rental.

Rail Travel
Please see "Travel by Train" section on the Concordia Hub for corporate rates with Via Rail and how to create a corporate account.

Preferred Hotels

Please see "Hotel Accommodations" section on Carrefour for corporate hotel rates and process to make a hotel reservation.

CAUBO rates can be used for car rentals and hotels inside and outside of Quebec. When booking, use the promo code "CAUBO". Upon your arrival you will be requested to show proof of being a university employee.

APPENDIX 2

PER DIEMS

Meal per diems

	Canada $60.00/day		**USA $60.00 USD/day**	
Breakfast	$11.00 CAD		$11.00 USD	
Lunch	$18.00 CAD		$18.00 USD	
Dinner	$31.00 CAD		$31.00 USD	
Geographical Location	**Daily Total**	**Breakfast**	**Lunch**	**Dinner**
Eurozone + UK	€110	€20.50	€32.50	€57.00
Outside Eurozone/Asia/Oceania/Middle East	CAD110	CAD20.50	CAD32.50	CAD57.00
Africa/South & Central America	CAD88	CAD16.50	CAD26.00	CAD45.50

*The eurozone, officially called the euro area, is a monetary union of 19 member states of the European Union (EU) that have adopted the euro (€) as their primary currency and sole legal tender. The monetary authority of the eurozone is the Euro system. Eight members of the European Union continue to use their own national currencies.

The eurozone consists of Austria, Belgium, Cyprus, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Portugal, Slovakia, Slovenia, and Spain. Other EU states (except for Denmark) are obliged to join once they meet the criteria to do so. No state has left, and there are no provisions to do so or to be expelled. Andorra, Monaco, San Marino, and Vatican City have formal agreements with the EU to use the euro as their official currency and issue their own coins. Kosovo and Montenegro have adopted the euro unilaterally, but these countries do not officially form part of the eurozone and do not have representation in the European Central Bank (ECB) or in the Eurogroup.

For any per meal diem claims for European countries that are non-eurozone countries as per above, please use the per diem rates for “outside eurozone”.

ACCOMMODATION PER DIEMS

Per diem of **$45CAD** for accommodations if staying with family/friends. No receipt is required for this expense type. University purpose of the trip must be provided.

GUEST ACCOMMODATIONS PER DIEMS

If you are accommodating a guest or visitor in your home a per diem of **$45CAD/day** may be claimed. No receipt required for this expense type. University purpose of the trip must be provided.

KILOMETER - PER DIEMS

Kilometer reimbursement for use of personal vehicle is **0.52/KM** (paid in CAD). When carpooling with one or more individuals, **$0.62/KM** (paid in CAD). No receipt is required for this expense type.

INCIDENTALS - PER DIEMS

For out-of-pocket expenses where no receipts are available (e.g. gratuities, tolls). Employees may claim a daily incidental per diem of $10.00 (reimbursed in CAD). The traveler must be away from their home overnight and travel must be outside the Greater Montreal Area to be able to claim an incidental per diem. No receipt is required for this expense type. University purpose of the trip must be provided.

For any other information or inquiries, please contact Accounts Payable at expenses@concordia.ca