

Student ERS Reimbursement Guide Transition from Bader College

Updated December 2023

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Directions for requesting travel and other-related reimbursement for students returning to Canada or to your home country from Bader College

Updated December 2023

Queen's University will be providing reimbursement for eligible unrecoverable costs incurred related to travel changes and other reasonable out-of-pocket expenses due to the university's decision to suspend operations in the castle building, effective November 13.

This guide provides instructions for preparing and submitting your request for reimbursement through the university's Expense Reimbursement System (ERS).

Prior to starting your request for reimbursement in ERS, please review the information provided on the [Bader College FAQ website](#), particularly the guidelines for eligible expenses.

If you have any questions or concerns regarding eligible expenses, the process for submitting a request through ERS, or your individual request for reimbursement, please contact the following for additional support and information:

Questions About:	Contact Name:	Contact Information:
General information regarding eligibility of specific expenses related to your travel timing/plans.	Derek Evans	www.queensu.ca/admission/bader-college-faq Or Email derek.evans@queensu.ca Derek is available Monday-Friday, 8:30 am – 4:30 pm ET (1:30 – 9:30 pm GMT and until 12 noon ET on December 21, and then starting January 2, 2024.
ERS technical support for submitting a reimbursement request	Kathy Polywkan	Email Finops.provost@queensu.ca or via Teams. Kathy is available Monday-Friday, 8:30 am – 4:30 pm ET (1:30 – 9:30 pm GMT, and until 12 noon ET on December 21, and then starting January 2, 2024.

Important! The university will be closed from Friday, December 22, 2023, through Monday, January 1, 2024, inclusive, and support for expense reimbursements will not be available during this time. The university will reopen at 8:30 am ET on Tuesday, January 2, 2024.

Important! You may log in to the ERS system to prepare your request for reimbursement at any time. However, please **do not submit your request for approval (Step 8) before January 2, 2024**, or it will time out, and be automatically sent back to you. **Starting January 2, 2024, you can submit your request until January 31, 2024.**

General Instructions

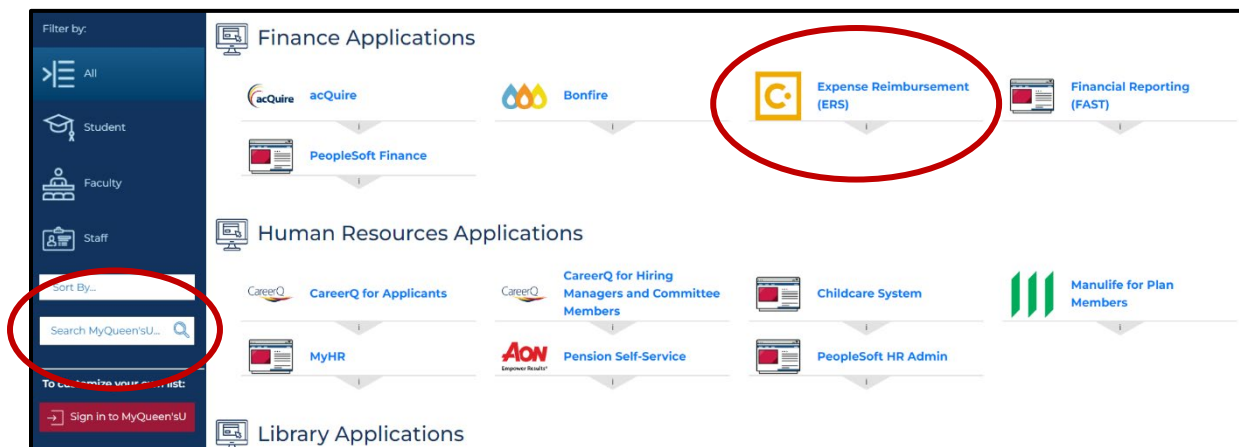
- **If you did not confirm or update your Primary Name, Mailing Address and Banking Information in SOLUS by the requested deadline, you will not be able to access ERS to submit your request, which will lead to a delay in reimbursement.**
 - If you need to make any changes to this information in SOLUS after December 7, 2023, please email derek.evans@queensu.ca to advise the university.
 - You will need to wait until this new information is uploaded to the ERS before submitting your reimbursement request.
- **Only personal bank accounts at Canadian financial institutions can be used for reimbursements through ERS.** International students arriving in Kingston to begin their winter semester are strongly encouraged to wait to submit their expense claim until they have opened a Canadian bank account and updated this new banking information in SOLUS.
 - If you have questions about this, please contact your International Student Advisor at the Queen's University International Centre at isa@queensu.ca.
- If you receive any credit from your airline, your credit card, or trip insurance for changes or cancellations to previously booked travel, this amount **MUST** be deducted from your reimbursement request. This includes the value of a voucher for future travel.
- All requests for reimbursement must include scans of original receipts, and supporting documentation showing the amount to be reimbursed, including any credits that have been applied to your accounts. Guidance for missing receipts is included in [Step 6 of this guide](#).
- Gather all receipts, [boarding passes](#), and supporting documentation and scan, screenshot, or take quality pictures of them for uploading to the ERS.
 - Each receipt (along with credit/debit slip) needs to be its own image/file.
- Save all your documents and image files to a single folder on your computer and name them so that you can identify them by expense.
 - You will need to search, and upload them individually, later in the process. Having them in a single location on your computer will make the process easier and faster.
- If you are submitting expenses that are subject to foreign exchange, documentation must be provided that shows the actual exchange rate applied (e.g. from your credit card company/your credit card statement, or bank).
 - If that information is not available, you can upload information from the Bank of Canada <https://www.bankofcanada.ca/rates/exchange/> showing the rate applied, based on the date of the receipt.

- Include a “comment” with each expense (as needed) that explains the rationale for how the expense has been incurred due to your unanticipated departure from Bader College/how it differs from your previous plans. This will enable us to assess reasonability in support of your request. Please include any relevant information about your specific circumstances.
 - If it is not clear how this expense is reasonable, given previous travel plans, we will follow up, which will delay timely reimbursement.
 - If you have questions related to how best to explain your situation in the system, please email derek.evans@queensu.ca before you submit your request.
- If an expense was shared by multiple people (e.g. taxi to the airport) then each individual should claim the portion they paid.
 - Since the receipt amount will be different than the amount claimed, be sure to add a “comment” for the particular expense, regarding the difference.
 - If one student paid for everyone sharing the expense, then the student claiming the expense should include the names of all individuals covered, in their comment.

Process for Submitting a Request for Reimbursement

1) Logging in to the Expense Reimbursement System (ERS)

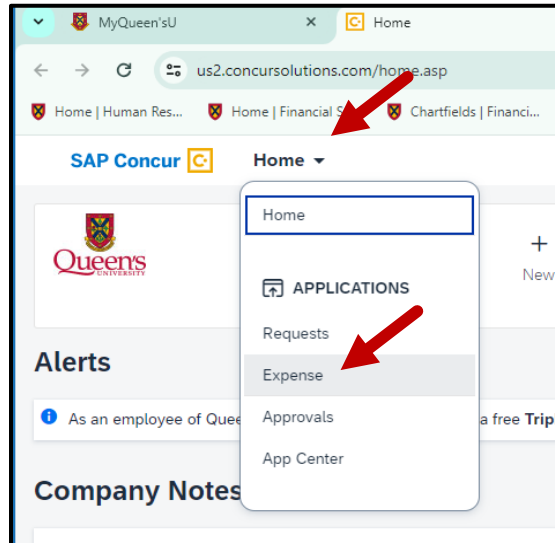
- Go to <https://my.queensu.ca/>
- Scroll on the page to “Finance Applications” **OR** in the Search Bar on the left enter ‘ERS’ and locate the icon for Expense Reimbursement (ERS).
- Click on the ERS link. If a message window pops up, choose “Proceed to App”.
- Log in through Single Sign On using your **Student NetID** and **Password**.



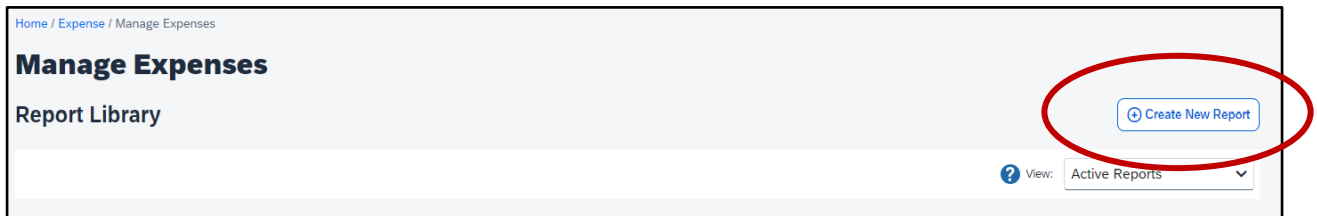
2) Create an Expense Reimbursement Request

When the ERS landing page opens

- a. Navigate to the top left corner and drop down the 'Home' menu
- b. Select 'Expense'



- c. When the 'Manage Expenses' page opens, navigate to the top right corner and select 'Create New Report'



3) Complete the Preliminary Form Information

Complete the report form information using the following information:

***Important!** When entering the numbers under Fund, Department, Project, Program and Class you must type the number provided into the field and then also select from the options provided. If you do not select the matching value, the system will show an error.

A screenshot of a form field labeled 'Fund *'. The field is a text input with a dropdown arrow on the left. The value '10000' is entered in the field. Below the input field, there is a list of suggestions, with '10000' highlighted. A red box labeled 'Type Number' points to the input field. Another red box labeled 'Select Matching Value' points to the highlighted '10000' in the suggestions list.

Form Field	Information to Enter
Report Name	Bader Closure Reimbursement
Policy	Queen's Policy
Report Date	Submission Date (from calendar drop down)
Business Purpose	Bader College Travel Expenses
Fund	10000
Department	18001
Project	000000
Program	19001 BISC
Class	4428 Travel Support
For Research Related Travel	None Selected

Your completed information should match the screen image provided below. Once you have confirmed the information entered is correct, select 'Create Report'.

The screenshot shows a web form titled "Create New Report" with a close button (X) in the top right corner. Below the title is a link "Create From an Approved Request". The form contains several fields, some marked as required with an asterisk (*). The fields and their values are: Report Name (LastName - Bader College), Policy (Queen's Policy), Report Date (21/11/2023), Business Purpose (Bader College Travel Expenses), Fund (10000), Department (18001), Project (000000), Program ((19001) BISC), Class ((4428) Travel Support), and For Research Related Travel/Expense Only - Traveler Affiliation (None Selected). There are also numbered tabs (1, 2, 3) next to the Fund, Department, and Project fields. A "Comment" field is at the bottom. At the bottom right, there are two buttons: "Cancel" and "Create Report", with the "Create Report" button circled in red.

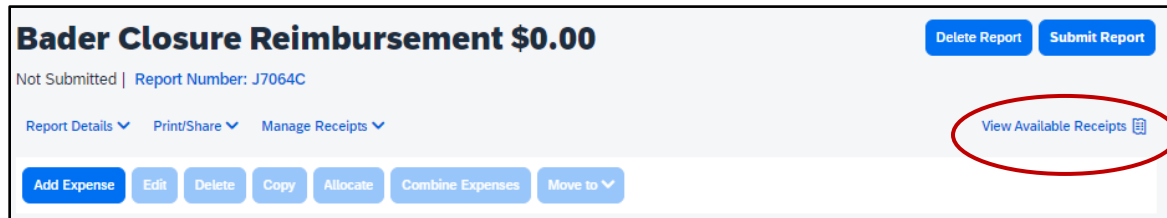
At this stage, you can exit the system, and return at any point, to continue working on your report by simply logging back in using the links in [Step 1](#).

4) Upload Receipts and Documentation

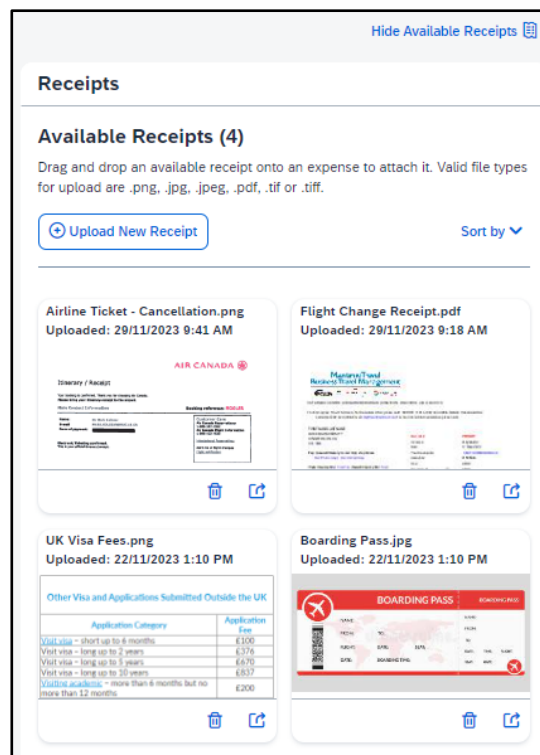
You are now ready to start the process of submitting your expenses.

The first step is to upload ALL your receipts and supporting documents to ERS.

- a. Select 'View Available Receipts'



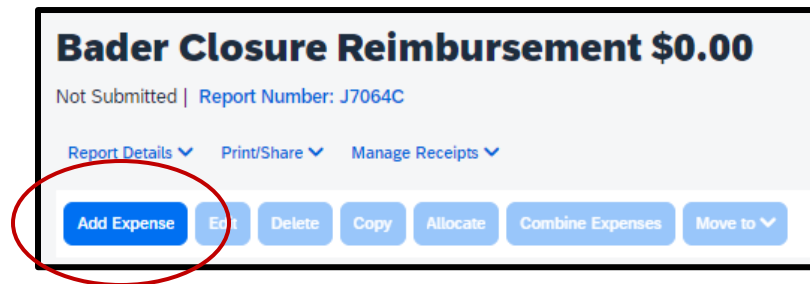
- b. Select 'Upload New Receipt'
- c. Navigate to the location on your computer where you have saved all the receipt images and documents.
- d. Select ALL the files and images contained in the folder that you will need to add to your reimbursement request.
- e. Select 'Open'.
- f. Thumbnail images of all of your documents will replace the 'No Available Receipts'. Wait for the upload to complete and ensure all receipts have uploaded.



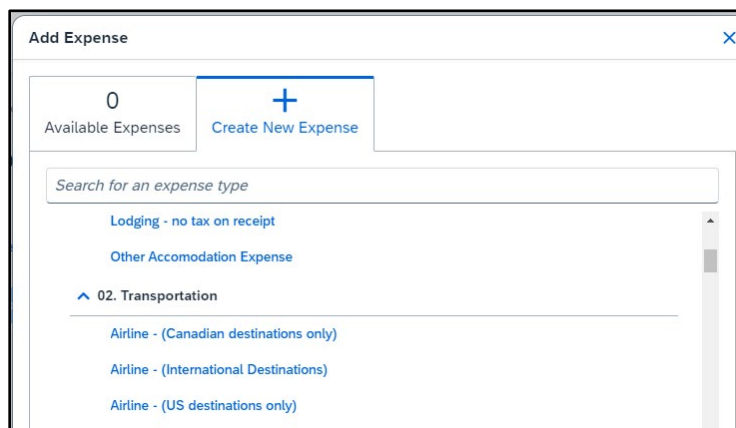
5) Adding Expenses

You are now ready to start adding each expense being claimed to your reimbursement request.

You will do this by selecting 'Add Expense' from the following page:



When you select 'Add Expense' it will bring up a menu of expense types that you will need to scroll through and select.



Choose the expense type that most closely matches the reason for your reimbursement. The table below includes the most common expense types that may be part of your request.

Expense Item	Section	Expense Type
Ticket Change Costs	04. Travel Fees	Airline/Airport/Security Fees
Ticket Cancellation Reimbursement	02. Transportation	Airline (Choose by Destination)
Boarding Passes	02. Transportation	Boarding Pass
Excess Baggage	04. Travel Fees	Airline/Airport/Security Fees
Overweight Baggage	04. Travel Fees	Airline/Airport/Security Fees
Shipping (including supplies)	10. Miscellaneous	Miscellaneous
Prorated NHS Fee	03. Travel Expenses	Medical Insurance
Prorated Visa Fees	10. Miscellaneous	Miscellaneous

***Important – Foreign Currency Conversion!** Please pay close attention to the currency your expenses were paid in.

For every expense you add, you will enter the 'City of Purchase'. The ERS system will then default to the common currency for whichever country that city is located in.

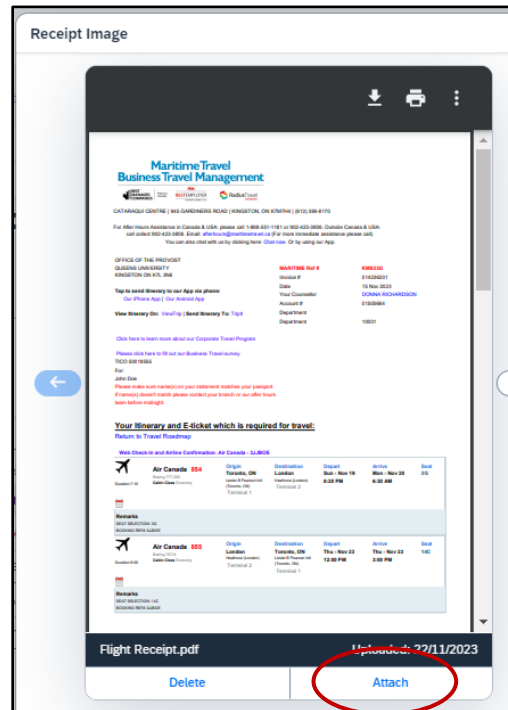
- If you did not pay the expense in the local currency (i.e.: per 'City of Purchase'), you will need to update the Currency field to the one the expense was paid in (e.g. from British Pounds (GBP) to Canadian Dollars (CAD)); OR
- If you did pay the expense in a foreign currency, you must provide documentation showing the exchange rate applied to the purchase (e.g. from your credit card or bank).
 - If that information is not available, you must create a printout/scan from the Bank of Canada <https://www.bankofcanada.ca/rates/exchange/> showing the rate applied based on the date of the receipt.

SAMPLE EXPENSE #1 - Claiming reimbursement for a cancelled ticket.

To add a request for reimbursement for the cost of cancelling a pre-existing ticket:

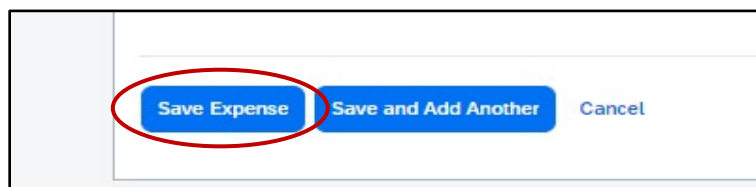
- a. Select 'Add Expense'
- b. Choose Expense Type "Airline – (Canadian Destinations Only)" under Section 02. Transportation. *If your flight is not to a Canadian destination, select the appropriate destination type from the available selections.*
- c. Complete all required fields (marked with an asterisk).
 - Transaction is the purchase date of the ticket.
 - Note in the example below, the system defaulted to GBP, but the currency is updated to Canadian Dollars (CAD)
- d. Add a comment providing an explanation for the expense.
 - If you received a partial credit for this expense, ensure your comment says this and explain any difference between the amount claimed and what is on your receipts.
- e. Select 'Add Receipt'

- f. Select the appropriate receipt from the available documents you uploaded in [Step 4](#).
 - Your documentation must include confirmation of the ticket cancellation. If you receive a partial credit for these costs, you must include documentation showing the amount of the credit. This includes any amount issued as a future travel credit.
- g. Select 'Attach' to pin the receipt to this expense.



Important! You can only attach one receipt at a time. If you need to attach more than one document to a particular expense (e.g. receipt, plus currency conversion document) then you will need to 'Save Expense' and return the main screen to add a second receipt (see part i. below for further instructions).

- h. Select 'Save Expense'. Choosing 'Save and Add Another' will open a new Expense window (you can select this if you have nothing more to add to your current expense and are ready to move on to the next one).



- i. Add additional receipts as required.
 - Return to the main screen and identify the expense you need to add a receipt to.
 - Select the small thumbnail under 'Receipt'.

Bader Closure Reimbursement \$2,466.90 Delete Report Copy Report Submit Report

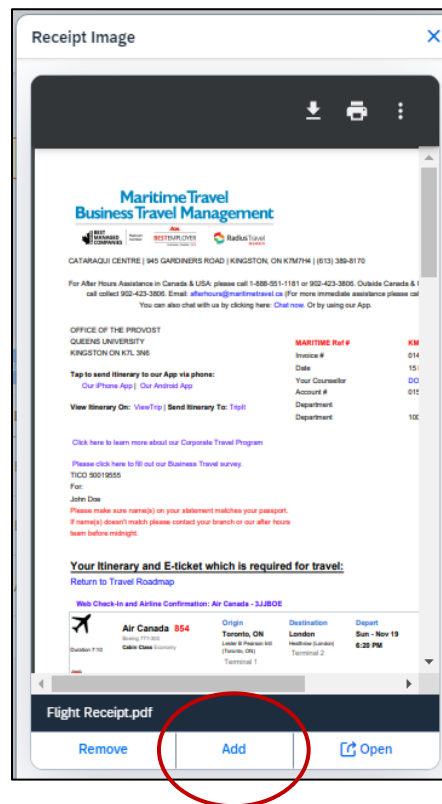
Not Submitted | Report Number: J7064C

Report Details | Print/Share | Manage Receipts | [View Available Receipts](#)

Add Expense Edit Delete Copy Allocate Combine Expenses Move to

<input type="checkbox"/>	Comment	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
<input type="checkbox"/>			Claimant Paid	Airline - (Canadian destinations only)	Air-Canada Halsham, UNITED KINGDOM	29/11/2023	\$1,850.00
<input type="checkbox"/>			Claimant Paid	Airline/Airport/Security Fees	Halsham, UNITED KINGDOM	29/11/2023	\$616.90
							\$2,466.90

- j. Select 'Add' and choose the additional receipt(s) from the available documents. Continue adding receipts in this manner until all required documents for an expense are included.



- k. 'Save Expense' when complete.


SAMPLE EXPENSE #2 - Claiming reimbursement for ticket change costs

To add a request for reimbursement for the cost of changing a pre-existing ticket:

- Select 'Add Expense'
- Choose Expense Type "Airline – (Canadian Destinations Only)" under Section 0.4 Airline/Airport/Security Fees.
- Complete all required fields (marked with an asterisk).
 - Transaction date is the receipted date of the change.
 - Airline Fee Type Code is "Ticket Change Fee"
 - Note in the example below, the system defaulted to GBP, but the currency is updated to Canadian Dollars (CAD)
- Add a comment providing an explanation for the expense.
- Select 'Add Receipt'
- 'Save Expense' when complete.

Details

Itemizations



* Required field

Expense Type *

Airline/Airport/Security Fees

Airline Fee Type Code *

Ticket Change Fee

Transaction Date *

29/11/2023

Business Purpose

Bader College Travel Expenses

City of Purchase *

Hailsham, UNITED KINGDOM

Payment Type *

Claimant Paid

Amount *

616.90

Currency *

Canada, Dollar (CAD)

☐ Personal Expense (do not reimburse)

Comment

344/500

This request is for the change fees to change my ticket from my original travel date of April 30, 2024 to December 20, 2023. The new ticket was more expensive than the previous flight so there is also an additional cost of \$350 + tax for this ticket. I am requesting reimbursement for the change fee and difference between the flight costs.

Save Expense

Save and Add Another

Cancel

Receipt

MaritimeTravel
Business Travel Management

For Emergency Travel Services: For Canada & USA, please call 1-888-551-1151 or 852-423-3888. Outside Canada & USA, call collect 852-423-3888. Email: info@maritimetrip.com (For more immediate assistance please call)

PREVIOUS TRAVEL HISTORY

COURTESY MANAGEMENT

KINGSTON ON CA

17 Dec 2023

Tap to send itinerary to your phone via phone

Our Phone App | Our Android App

View Itinerary On: [ViewTrip](#) | [Send Itinerary To: Trip](#)

Click here to learn more about our Corporate Travel Program

TRIP 0010000

For:

Itinerary

Thank you for booking your travel through us. See your itinerary.

[Web Check In: United Airlines - N/A](#)

United Airlines Inc

Origin: Toronto, ON

Destination: Toronto, ON

Depart: 03:10 PM

Arrive: 05:10 PM

Book: 05:10 PM

Passenger Information

Passenger: LASTNAME, FIRSTNAME

Airline Code: UA

Ticket ID: 016200220000

Booking Reference

Company: United Airlines

Booking Reference: 000LJPC

Company: United Airlines Inc

Loyalty ID:

Flight Change Receipt.pdf

Remove

12

SAMPLE EXPENSE #3 - Adding a Boarding Pass for a Flight

Boarding passes (whether images of paper boarding passes or screenshots of electronic boarding passes) must be included for all flight segments.

Boarding passes are added separately, and are NOT to be included as a receipt for the flight purchase.

- a. Select 'Add Expense'
- b. Choose Expense Type "Boarding Pass" under Section 02. Transportation
- c. Complete all required fields (marked with an asterisk).
 - Transaction date is the travel date on the boarding pass.
 - Note that Boarding passes have a required field for Amount.
 - i. **All boarding passes are entered as a value of \$0.00.**
- d. Select 'Add Receipt'
- e. Save Expense.

The screenshot displays the 'Details' tab of an expense entry form. The 'Expense Type' is set to 'Boarding Pass'. The 'Transaction Date' is 21/11/2023. The 'Business Purpose' is 'Bader College Travel Expenses'. The 'City of Purchase' is 'Hailsham, UNITED KINGDOM'. The 'Payment Type' is 'Claimant Paid'. The 'Amount' is 0.00 and the 'Currency' is 'Canada, Dollar (CAD)'. There is a checkbox for 'Personal Expense (do not reimburse)' which is unchecked. A 'Comment' field is also present. On the right, the 'Receipt' tab shows an uploaded image of a boarding pass, labeled 'Boarding Pass.jpg', with an upload date of 22/11/2023 and a 'Remove' button.

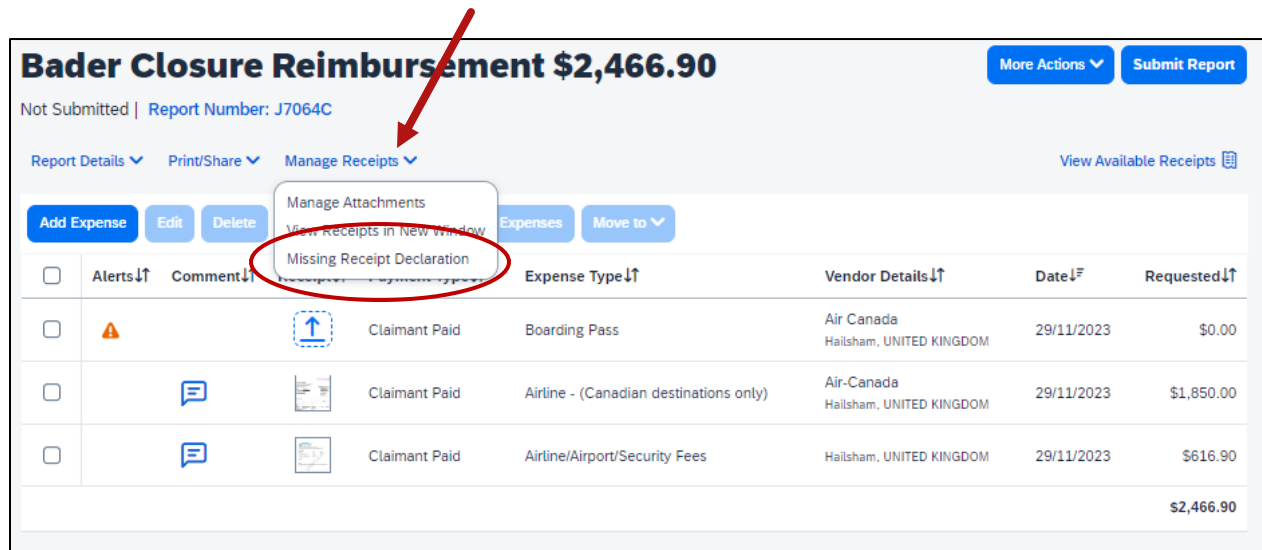
Continue adding individual expenses one-by-one until you have entered all expenses that you are requesting reimbursement for.

All receipt images should be attached to the appropriate expenses.

6) Missing Receipts

Every attempt should be made to include copies of original receipts. However, in the event a receipt is missing, the following steps should be followed to submit a 'Missing Receipt Declaration'.

- a. On the main expense request page, navigate to the Manage Receipt dropdown menu and select 'Missing Receipt Declaration'.



The screenshot shows the 'Bader Closure Reimbursement \$2,466.90' page. The 'Manage Receipts' dropdown menu is open, and 'Missing Receipt Declaration' is selected. The page also shows a table of expenses with columns for Alerts, Comment, Expense Type, Vendor Details, Date, and Requested.

Expense Type	Vendor Details	Date	Requested
Boarding Pass	Air Canada Hailsham, UNITED KINGDOM	29/11/2023	\$0.00
Airline - (Canadian destinations only)	Air-Canada Hailsham, UNITED KINGDOM	29/11/2023	\$1,850.00
Airline/Airport/Security Fees	Hailsham, UNITED KINGDOM	29/11/2023	\$616.90
			\$2,466.90

- b. In the pop-up declaration, select the expenses that you do not have receipts for then select 'Accept & Create'.

Important! The declaration pop-up will also include any expenses that you haven't attached a receipt to yet. ONLY select the expenses that you do not have a receipt for. Once you submit the declaration you will be able to go back to the main expense request and continue adding receipts to other expenses.



The screenshot shows the 'Create Receipt Declaration' pop-up form. It includes a disclaimer about the Missing Receipt Affidavit and a table of expenses to select for the declaration. The 'Accept & Create' button is circled in red.

Individuals must attempt to obtain an original receipt from the vendor for all expenses, whenever possible. If the receipt or a copy of the receipt is unobtainable, save this expense, re-open it and click 'Accept & Create', below to complete the Missing Receipt Affidavit. I acknowledge that this expense report contains appropriate business expenses incurred by me on behalf of the University, and are allowable expenses as defined by the University Travel and Expense Policy. Additionally, I attest that the item(s) and amount(s) are accurate, and no other reimbursement of expenses has been or will be sought from any source. I further certify that the receipt applicable to this expense is not available.

To create a Missing Receipt Declaration, select the expenses below that require a receipt.

Expense Type	Vendor	Date	Amount
<input checked="" type="checkbox"/> Boarding Pass	Air Canada	29/11/2023	\$0.00
<input type="checkbox"/> Airline/Airport/Security Fees		29/11/2023	\$616.90

I acknowledge that this expense report contains appropriate business expenses incurred by me on behalf of Queen's University, and are allowable expenses as defined by the Queen's University Travel and Expense Policy. Additionally, I attest that the item(s) and amount(s) are accurate, and no other reimbursement of expenses has been or will be sought or accepted from any source. I further certify that the above related receipt applicable to this expense is no longer available.

Cancel Accept & Create

- c. If you view the expense with the missing receipt, you will now see an affidavit regarding the missing receipt. If you find the receipt prior to submitting your expense request, upload the receipt following the instructions in Step 4, then replace the affidavit by selecting 'Replace'.

7) Final Review

Once all your expenses have been added, return to the main expense screen and review all expenses to check for Alerts.

- Alerts are noted at the top of the screen by an orange bar and by an orange warning symbol next to the expense with the error or missing information.
- Clicking on the Orange Alert Symbol will provide details about what requires updating prior to submission.

Alerts	Comment	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
			Claimant Paid	Boarding Pass	Air Canada Hailsham, UNITED KINGDOM	29/11/2023	\$0.00
			Claimant Paid	Airline - (Canadian destinations only)	Air-Canada Hailsham, UNITED KINGDOM	29/11/2023	\$1,850.00
			Claimant Paid	Airline/Airport/Security Fees	Hailsham, UNITED KINGDOM	29/11/2023	\$616.90
							\$2,466.90

Once you have cleared all the alerts, your expense reimbursement request will be ready to submit.

STOP HERE! Please do not continue on to Step 8 until January 2, 2024.

Expense reports submitted prior to this date will be automatically returned by the system while the university is closed from December 22, 2023 – January 1, 2024, inclusive.

8) Submit your Request for Approval

After all your expenses have been added and reviewed, you are ready to submit your expense request for approval.

- a. Select 'Submit Report' in the upper right corner of your expense report.

Bader Closure Reimbursement \$2,466.90

Not Submitted | Report Number: J7064C

Report Details | Print/Share | Manage Receipts | View Available Receipts

Buttons: Add Expense, Edit, Delete, Copy, Allocate, Combine Expenses, Move to

	Comment	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
<input type="checkbox"/>			Claimant Paid	Boarding Pass	Air Canada Halsham, UNITED KINGDOM	29/11/2023	\$0.00
<input type="checkbox"/>			Claimant Paid	Airline - (Canadian destinations only)	Air-Canada Halsham, UNITED KINGDOM	29/11/2023	\$1,850.00
<input type="checkbox"/>			Claimant Paid	Airline/Airport/Security Fees	Halsham, UNITED KINGDOM	29/11/2023	\$616.90
							\$2,466.90

- b. Review the User Electronic Agreement. If you Agree, then select 'Accept and Continue'

User Electronic Agreement

By clicking on the 'Accept & Submit' button, I certify that:

1. This is a true and accurate accounting of expenses incurred to accomplish official business for the University and there are no expenses claimed as reimbursable which relate to personal or unallowable expenses.
2. All images attached to this report are a true, authentic representation of the original receipts or documents. All required receipt images have been attached to this report.
3. I have not received, nor will I receive, reimbursement from any other source(s) for the expenses claimed.
4. In the event of overpayment or if payment is received from another source for any portion of the expenses claimed I assume responsibility for repaying the University in full for those expenses.

Buttons: Cancel, **Accept & Continue**

- c. Review your Report Totals. If everything is accurate, select 'Submit Report'. Otherwise cancel, and make the necessary changes to your report.

Report Totals

Company Payments \$2,466.90 Employee		
Employee Payments \$0.00 Company		
Amount Total: \$2,466.90	Due Employee: \$2,466.90	Owed Company: \$0.00
Requested Amount: \$2,466.90	Total Paid By Company: \$2,466.90	Total Owed By Employee: \$0.00
Cancel		Submit Report

- d. Your expense report must be directed to **Derek Evans** for approval. You will need to search by last name, and then select the approver from the available choices. **Please double check the name you have selected** prior to selecting 'Submit Report'. You are selecting **"Evans, Derek I. (njf14@queensu.ca)"**.

Leave the boxes labelled 1st Processor and 2nd Processor blank.

- e. Select 'Submit Report'

Edit Approval Flow

Alerts: 1

Report

⚠ You must identify an approver before the expense report proceeds to the next workflow step.

+ Add Step

Manager Approval

Last Name ▾ Evans

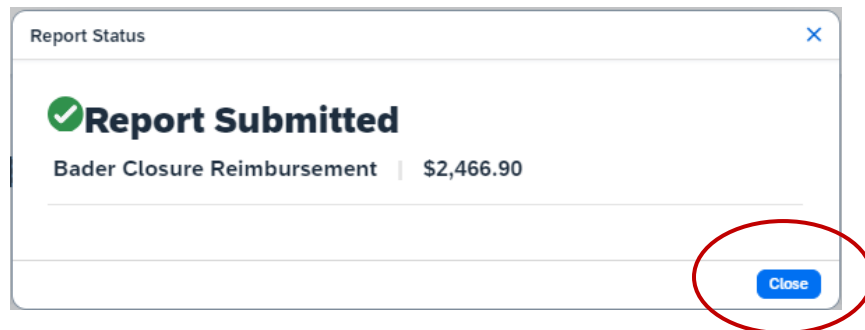
Evans, Derek I. (njf14@queensu.ca)
njf14@queensu.ca

Cancel **Submit Report**

If your report is submitted successfully, you will see a pop-up confirming the amount, and that your report was submitted.

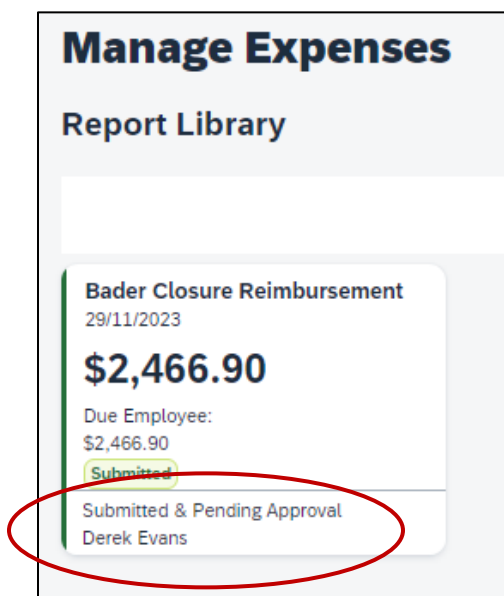
You can select 'Close' to return to the main report page. You will also receive an automated confirmation email to your Queen's email address.

- Automated emails from the ERS system will come from "AutoNotification@concursolutions.com". Please check your junk mail if do not receive a notification when your expense is submitted



9) Reviewing Report Status

Once your report is submitted, you can check the status at any time by logging into the ERS system (as in [Step 1](#)). In the example below, the report is 'Submitted and Pending Approval'.



You will also receive an automated email to your Queen's email whenever a status change occurs for your submission.

10) Timeline for Reviewing Requests and Receiving Payment

- 1) **Initial Review:** Once your report is submitted, it will be reviewed within five (5) calendar days. Within those 5 days, you will receive either:
 - A direct email about any expense the requires further information; OR
 - An automated confirmation email stating that your request has been approved.
- 2) **Payment Processing:** Once your report is approved, it is anticipated to take an additional 7 – 10 calendar days for your payment to be processed by the university and received through direct deposit.
- 3) Within that timeframe you will receive:
 - An automated email stating that your request has been processed for payment; OR
 - Notification of an error in processing your request. Errors in payment processing (e.g. resulting from an error in banking information) may delay the payment processing.

If your request requires changes, it will be returned to you and must be resubmitted.

It will need to go through the review and approval process again.

Thank you for your patience with the system and the process. We will be working hard to complete your reimbursement process as quickly as possible.