Why doesn’t the account I want to charge populate in the account field?
A traveler must be listed as either an actor or an owner in order to select an account.

What do I do if I do not see the account I want to charge in the account list?
As the account owner, your P.I. can add you to their actor list. Contact your P.I. to request to be added as an actor on one of their account. If you would like to charge a departmental account but do not see the FAU, contact the Natural Sciences business office at snsbusiness@ucmerced.edu

How do I report round-trip mileage?
Round trip mileage can be reported by adding two one-way mileage lines. Travelers should create one line for the first leg of the trip and another line for the second.

Why can't I use one line for round-trip mileage?
We have designed the application as an “on-the-go” experience. Travelers should add items as expenses are incurred. Therefore, there is no way to report round trip mileage because the “round trip” hasn’t happened when the first leg is recorded. Travelers should create one item for the first leg of the trip and another item for the second (and each subsequent) leg.

Why do I need to upload my flight itinerary or conference registration documents even if the University prepaid for my airfare or conference fees?
UC travel policy requires that all flight itineraries and conference registrations confirmations be submitted when requesting reimbursement. If not prepaid by the University, the itinerary should also show the payment method.

Why do I need to include a description on each of the items? For instance, isn’t the type “airfare” self-explanatory?
It is to the traveler’s benefit to include a note to describe the item. When our team needs to request more information from a traveler, it often results in a delayed reimbursement. Per UC policy, and for auditing purposes, our processing team is required to provide as much detail as possible. For example: “taxi to hotel” on item type “ground transportation” clearly communicates a business need for the expense. An audit will move along more quickly when these details are provided up front.

When should I use the “I do not require reimbursement for this item” checkbox?
We are required to submit basic trip details even if UC Merced will not be reimbursing a particular expense. Basic details include: mileage, meals, airfare, lodging and registrations. Use this check box when you incur an expense for airfare or registrations for which you do not require a reimbursement from UC Merced.

Why do I need to create an item for an expense which I am not requesting reimbursement?
If you are not claiming mileage (for one day travel), meals or lodging (for overnight travel) as part of your reimbursement request, you can simply note that such expenses will not be claimed. For airfare and conference registration, UC travel policy states that all flight itineraries and conference registrations be attached. Although your conference host may have paid for your airfare or conference registration, the UC still requires us to provide itineraries and confirmation of conference attendance.

When would I use the “gift by host” item type?
Use this item type when you have purchased a non-cash gift for a friend or relative who has hosted you in their home for lodging while on official university business. The actual cost of such a gift may be reimbursed up to $75.00; a receipt is required for any gift costing more than $25.00
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**What “other” types of expenses can I include?**

Use the “other” expense type for all expenses incurred while on official university business but which are not applicable to any other item type. For instance, use “other” for abstract or poster submissions fees or for city, state or other types of permits required to perform research activities. Use the “other” expense type for all general and entertainment reimbursement items.

**Why does the total amount differ from the reimbursable amount?**

The reimbursable amount shown is an estimate. Additionally, not all items which you need to submit are reimbursable. For example, documents related to airfare or conference registrations must be submitted. even when prepaid by the UC, but they will not be calculated in the reimbursable total. Additionally, if you exceed the daily meal limit you should still enter the total spent on meals. However, will only be reimbursed up to the daily cap. This difference will be reflected in the reimbursable amount. (See next page for information regarding other reimbursement types such as hosting business meetings and international travel)

**Can I turn in a hard copy of my reimbursement request to the business office?**

No. In order to expedite your reimbursements, all types of reimbursement requests must be submitted through *Finance Suite*. (See next page for information regarding other reimbursement types such as hosting business meetings and international travel)

**What happens after I click submit?**

Your reimbursement request goes through multiple stages of approval.

- If you are an actor on an account (or if you select a host instead of an account): your reimbursement request will move to the **owner approval stage** where the account owner will approve or deny your request. If approved, your request will move to the account approval stage.

- If you are an account owner: your reimbursement request will move directly to the **account approval stage** where fund reviews will confirm that funds are available. If funds are not available or if the expense is not allowable on a particular account you will be asked to provide a new account until an account is approved.

- The request will then be submitted to our business team who will audit your request for policy adherence. Once all documentation requirements are satisfied, you reimbursement request will be submitted to UCLA for final review and payment. **Please note that once in the UCLA queue, the reimbursement timeframe is out of UC Merced’s control. Generally, reimbursements take 3-4 weeks at UCLA.**

**How can I ensure my reimbursement requests move along as quickly as possible?**

The best thing you can do to ensure a speedy reimbursement is to provide as much detail as possible. Things that often delay the process include omitting:

- A detailed purpose of your trip. Our team needs to justify your reimbursement and “attending a conference” is not detailed enough to warrant a reimbursement. A great example is:  
  
  “I attended the *name of conference* in *location of conference* to present my research titled “*name of presentation.”* The conference benefited the university (or ‘benefited me’) because “*trip justification.”*”

- A proof of payment which includes your name and last four digits of your credit card OR a credit card statement (redacted is fine) showing the charge. This is applicable to airfare, conference registrations, lodging and entertainment expenses. When in doubt, include an itemized receipt!

- A full scope of your trip. In a broad sense, we need to know how you arrived at your destination, where you stayed, what you presented and/or gained during the trip, how sustenance was paid for and how you returned home.

**Where can I find more information on UC policy?**

Refer to University of California Policy *G-28: Travel Regulations* and *BUS-79: Entertainment Policy*. 
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Special Section - General and Entertainment Reimbursements

What is a general reimbursement?
A general reimbursement is a reimbursement for a general business expense which would have normally been purchased by our business team using University funds but instead has been purchased by an unauthorized individual using personal funds. The expense is not incurred while on travel status. These types of expenses are considered unauthorized purchases (“after-the-fact” orders) and must be handled differently.

How does a general reimbursement differ from an entertainment reimbursement?
An entertainment reimbursement is processed for any expense incurred while hosting an official University business meeting or gathering and is generally consumable. A general reimbursement is processed for other business purposes.

Why is a general reimbursement considered unauthorized?
Per Bus-43, unauthorized purchases are transactions that are entered into by an individual that is not authorized to contract on behalf of the University. That authority is limited to Procurement organization buyers and contract administrators to assure compliance with federal and state law, University policy, and prudent business and financial practices.

We realized that sometimes it is not possible to go through our business team. Therefore, general reimbursements provide an avenue to obtain reimbursement for those necessary items. (See below for information regarding general reimbursements over $500)

How do I submit a general reimbursement request on Finance Suite?
Title your request “GENERAL REIMBURSEMENT.” Follow the same procedure as you would for travel reimbursements but use item type “other” for all items” Be sure to includes a detailed description.

How do I submit an entertainment reimbursement request on Finance Suite?
Follow the same procedure as you would for travel reimbursements but use item type “other” for all items” Be sure to includes a detailed description.

The item I purchased isn’t listed under the item types. What do I do?
For all general and entertainment reimbursement items, use item type “other.” Make sure to provide an adequate description of the expense and a proper business justification for its purchase.

Why am I being asked to provide a receipt or credit card statement when the system does not require it?
For all general reimbursement expenses detailed documentation is required. All receipts must be itemized, show method of payment and if applicable, show a zero balance. See Bus-43 for more information.

My purchase was over $500. Why am I being asked to complete an unauthorized purchase form?
Unauthorized transactions over $500 require a Documentation of Unauthorized Purchase/Violation of BFB BUS-43 to be filled out and submitted with you reimbursement request. Your signed form will be routed by our business team to campus leadership for approval.