

What supporting documents are required when purchasing a flight or accommodation through a third party booking site (e.g. Expedia)?

The University of Toronto will reimburse for expenses that have been personally incurred by the claimant, i.e. the claimant cannot request a reimbursement on behalf of another individual.

Flight

- a) Flight itinerary from the third party booking site provided by the website after payment
- b) An original **paper copy** of the Boarding Passes
- c) If proof of payment by the claimant is not indicated on the third party booking sites' flight itinerary, then proof of payment **via credit card** is required to accompany the reimbursement request

Accommodation

- a) Order confirmation from third party booking site, **showing credit card payment** and **travel dates** for the claimant
- b) A detailed statement of guest charges or hotel bill with travel dates from the host establishment is required as proof of stay and verification of charges. If hotel bill is not provided it should be requested upon check-out.
- c) If proof of payment by the claimant is not indicated on the third party booking sites' order confirmation and or hotel bill, then proof of payment via credit card receipt or statement is required to accompany the reimbursement request

Please note that the University does respect the privacy of the claimant. Any personal information on the credit card statement that is not pertinent to the expense claim can be hidden.

Learn More:

- **GTFM: Travel and Other Reimbursable Expenses - Policies and Guidelines**
<http://finance.utoronto.ca/policies/gtfm/travel-and-other-reimbursable-expenses/travel-and-other-reimbursable-expenses-policies-and-guidelines/>
- **GTFM Policy: Attach Original Receipts**
<http://www.finance.utoronto.ca/gtfm/travel/policy.htm#Attach>
- **Training Documentation: Managing Travel & Other Reimbursable Expenses**
(Slide 20 & Slide 30)
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- **MEMO: UofT Travel Expenses and Airline Boarding Passes**
<http://finance.utoronto.ca/wp-content/uploads/2015/09/150908boardpass1.pdf>

I can reduce the cost of airfare by booking well in advance of travel... but what can I do about last-minute emergency cancellations?

Life happens... flight cancellation insurance is a fully reimbursable expense and mitigates risk to the University in situations where travel cannot be completed due to an emergency. University of Toronto business travellers are strongly encouraged to purchase flight cancellation insurance when booking airfare.

Note that the lowest available fare is often lower than *economy fare*, but travellers should take into consideration such low fares often have restrictions such as being non-transferable or non-refundable. This should be taken into consideration when travel plans may be subject to change.

Airfare can be reimbursed as soon as the cost has been incurred, i.e. there is no need to wait until the travel has been completed. Airfare costs will be processed as an expense reimbursement and not as part of an accountable advance. If the airfare was previously reimbursed and then subsequently cancelled, the travellers must return a cheque to the University of Toronto for the full insurable amount.

Situations not covered through cancellation insurance should be discussed with the department head and follow the guidelines as outlined in the Guide to Financial Management (see link below).

Learn More:

- **GTFM Policy: Travel & Other Reimbursable Expenses**
<http://finance.utoronto.ca/policies/gtfm/travel-and-other-reimbursable-expenses/travel-and-other-reimbursable-expenses-policies-and-guidelines/#airrailtravel>
- **Training Documentation: Managing Travel and Other Reimbursable Expenses**
http://finance.utoronto.ca/wp-content/uploads/2015/12/Managing_Travel_Expenses_Dec2015.pdf

Introducing the NEW F&S Monthly Customer Statement Report!

The **F&S Monthly Customer Statement Report** has now been enhanced to **improve efficiency** and **increase transparency** for end users.

During the month of November, Facilities and Services along with the FAST Team will be presenting workshops on these enhancements.

Stay tuned for email communications over the **next few weeks** detailing times, dates and locations of the workshop, as well as how you can register.

ONE-ON-ONE WORK SUPPORT

Get HELP FAST - Biweekly lunch time AMS support sessions (FIS, HRIS, USHOP & RIS/MRA/MROL)

LOCATION: 256 McCaul St., Room 103

Wednesday, November 5th

11:30am – 1pm

Thursday, November 20th

11:30am – 1pm

TRAINING

- FIS Workshop
Manual Reserves

Learn More:
<http://finance.utoronto.ca/fast/fis-training/courses-workshops-course-materials/workshops/>
- FIS Training Calendar
<http://finance.utoronto.ca/fast/fis-training/training-calendar/>
- FAST Tips Newsletter - Archive
<http://finance.utoronto.ca/fast/fast-tips-newsletter-archive/>

FAST STAFF

- Financial Advisory Services & Training (FAST)
<http://finance.utoronto.ca/fast/>
- Subscribe to AMS Listserv
<https://easi.its.utoronto.ca/help/ams-listserv/>