

University Health Network Policy & Procedure Manual Administrative: Expense Reimbursement

1. Policy

At University Health Network (UHN), strict standards and processes are in place governing reimbursement for expenses incurred for business use. This policy outlines allowable expenses that are funded by UHN, along with a list of commonly incurred expenses that are not reimbursable.

All UHN employees, physicians, principal investigators, and learners are required to abide by this policy. Any exception to this policy must be approved by a vice-president (VP) or higher and supported by documentation that is auditable and defensible under public and regulatory scrutiny.

This policy covers:

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- f. [purchase of computer hardware and software](#)
- [list of non-reimbursable items](#)

1.1 General Provisions

A UHN-issued corporate credit card should be used to pay for travel and other allowable business expenses as outlined in this policy (see [Corporate Credit Card Program](#) policy 1.90.007), where available. Claimants not eligible for a UHN-issued corporate credit card must complete and sign the [Expense Reimbursement Form](#) (form 2504), verifying that the expense claim is accurate and in accordance with UHN policy.

An [original receipt](#) must support each expense. It is the responsibility of the individual incurring the expense, as well as the individual authorizing the expense, to ensure all reimbursements are supported by adequate documentation and that the expense is appropriate and in accordance with UHN policy.

An expense paid with a corporate credit card cannot be claimed for employee reimbursement.

1.2 Process to Submit a Reimbursement

1.2.1 Completion of the 2504 Form

The [Expense Reimbursement Form](#) (form 2504) must be completed electronically. Each expense must be itemized on the 2504 form, with the corresponding reference number written on the attached receipt. All applicable taxes must be itemized in the appropriate column on the form. Itemized [original receipts](#) must be submitted; failure to do so will result in the claim being returned to the originator.

Any expenses submitted more than three months after being incurred may not be reimbursed without an explanation indicating reasons for the delay in submission. The explanation must accompany the 2504 form.

The completed 2504 form must be authorized in accordance with [Signing Authorities & Delegations](#) policy 1.90.009 and submitted as follows:

- **Hospital and other Operations:** Email to Accounts Payable at 2504expense@uhn.ca
- **Research:** Email to the assigned Research Financial Services analyst

1.2.2 Foreign Exchange Rates

The currency exchange section must be completed when claiming expenses incurred in currencies other than Canadian.

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The exchange rates obtained from the Bank of Canada or XE website are acceptable. (Both links can be found on the [Expense Reimbursement Form](#) (form 2504).)

If these rates are not used, proof of the exchange rates claimed must be attached. This proof may be either a copy of the credit card statement showing the transaction that indicates the exchange rate or a printout of the exchange rate in effect on the transaction date from one of the above mentioned sources.

1.2.3 Expense Coding

It is the responsibility of the claimant to ensure the correct expense code is used. Any claim submitted without proper coding will be returned to the claimant.

1.2.4 Payment

If the claimant has a UHN employee number, the reimbursement will be made through Payroll. Otherwise, the reimbursement will be paid by EFT or cheque.

1.3 Independent Reviews

Reviews and audits will be conducted on a periodic basis to ensure that all expenditures are appropriately authorized and adhere to this policy. Policy infractions will be monitored, and may lead to disciplinary action.

1.4 Third-Party Funding

Third-party funding refers to when expenses are funded by Research funds (grants, sponsorships or operating funds), Altum, or other third-parties sponsors or agencies, including Foundations. Expenditures funded through Foundations shall be administered in accordance with the respective Foundation's approved expense policies. Certain exceptions may be allowed, in specific cases, when utilizing third-party funding, and only if the third-party sponsor or agency rules also allow it.

1.5 Travel Reimbursement

Claimants must choose the most economical and direct form of transportation while travelling, except where specifically indicated below for rail and bus travel or per third-party funding guidelines. Expense claims for travelling should be submitted within one week of completion of a trip.

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1.5.1 Travel Between Campuses

When available, the shuttle bus should be used for trips between UHN sites serviced by the shuttle.

1.5.2 Conferences

For conferences, the number of employees from each business unit/department attending the conference must be limited to the minimum necessary to achieve the departmental objective. The rationale for the number of attendees must be documented. UHN leaders are expected to monitor compliance with this restriction.

All requests for conference reimbursements must include the original invoice, proof of attendance and proof of payment.

1.5.3 Air Transportation

Every effort must be made to book in advance to take advantage of discounted fares and to obtain the lowest fares compatible with necessary travel requirements. All exceptions to this must have prior approval, in writing, at a VP-level or higher with the reason(s) documented.

Claimants must travel economy class for all domestic and international travel. If the claimant chooses to upgrade to business class or higher, the claimant must personally pay for the cost difference.

Note: Business class (or higher) travel funded by third-party funding is allowed for the claimant only on international flights in accordance with third-party guidelines.

When booking on-line or otherwise, staff should ensure that the company they are booking with is a Travel Industry Council of Ontario (TICO) registered company. This ensures access to the Ontario Travel Industry Compensation Fund in the event of bankruptcy or insolvency of the travel retailer, airline, etc.

Claims for air transportation expenses must include documentation, such as boarding passes or electronic confirmations, verifying that travel occurred.

1.5.4 Rail/Bus Transportation

Expense claimants may choose rail or bus travel as a cost-effective alternative, with business class allowable when it remains economically justified.

1.5.5 Use of Personal Vehicles

Expense claimants may use, on occasion, personal vehicles for UHN business. Reimbursement will be no more than \$0.55 per kilometre and is subject to change. This

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allowance is to cover the cost of fuel, depreciation, maintenance, and insurance. It is the sole responsibility of the claimant to ensure adequate insurance coverage.

Any traffic or parking infractions, as well as vehicle damage, are the sole responsibility of the claimant and will not be reimbursed by UHN.

When calculating the total kilometres of a trip that originates from the claimant's home, the normal distance driven to the claimant's UHN work location must be excluded.

Parking and toll charges incurred when travelling on UHN business will be reimbursed.

1.5.6 Taxi or Ride Share

The use of taxis or ride share services shall be limited to transportation to and from airports, transit stations, or business locations where more economical means of travel are not reasonably available, timely, or practical.

1.5.7 Automobile Rental

Rental of a compact or mid-sized car is more economical and is recommended. If the claimant upgrades to a larger vehicle at a higher cost, the claimant must personally pay the cost difference, unless there is a documented business reason with VP sign-off on the receipt. Luxury or sports car rentals are not permitted and will not be reimbursed.

The collision and liability insurance offered by automobile rental agencies must be purchased, as UHN insurance coverage does not include this type of insurance when renting an automobile for business use.

1.5.8 Hotel Accommodation

All expense claimants are expected to use standard accommodation (single room), unless the nature of the trip requires otherwise. Employees will not be reimbursed for 'no-show' charges or for non-UHN employees travelling with them.

The expense claimant is responsible for all charges to the room. The claimant must obtain the detailed bill (including an itemized room service receipt) prior to checking out of the hotel to ensure the validity of all the charges. UHN will not reimburse for any other room charges, such as entertainment, mini-bar, and special facilities charges, except where other charges are directly related to an appropriate business expense. The detailed hotel invoice must be attached to the expense report.

1.5.9 Meals

Meals will be reimbursed by UHN when claimants are travelling on business, up to a maximum of \$70 CAD per day within Canada and \$95 CAD per day for international travel, including the United States. Expenses exceeding these limits are the personal

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responsibility of the claimant. Claimants must obtain detailed, itemized bills for all meals, including those from hotel restaurants and room service.

1.5.10 Alcohol

The purchase of alcoholic beverages will not be reimbursed unless approved by a VP-level or higher.

Purchase of alcohol beverages will be reimbursed when expenses are funded by third-party funding, to the limit of \$25 per claimant per day.

1.5.11 Cash Advances

A cash advance to fund a future expense is not permitted.

1.6 Non-Travel Reimbursement

1.6.1 Hospitality

A hospitality expense is the reasonable cost of providing food, beverages, or other amenities to non-employees when directly related to, and necessary for, business or operational objectives.

All hospitality expenses must be described in detail (including names of the individuals on invitation list, their titles, which company they represent, and the business reason for the event) when submitting the expense claim and corporate credit card statement. This requirement applies to all individuals present at the event, including UHN staff. Where two or more staff from the same department are incurring meal expenses together, the most senior level employee must pay the bill and submit for reimbursement. Reasonable gratuities will be reimbursed.

1.6.2 Catering & Events

Food and beverage costs for events attended exclusively by UHN staff are not eligible for reimbursement unless pre-approved by a VP or higher. Catering expenses must be economical and reasonable, and will only be reimbursed for events exceeding two hours in duration.

The expense submission must include the number of UHN and non-UHN attendees.

1.6.3 Employee Gifts

All reimbursements for employee gifts, including the purchase of tickets for events, gift cards, and gift certificates, must be approved at the VP-level or higher. An explanation

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as to the name of recipient of the gift and the reason for the gift must be documented and submitted.

An exception to the requirement for a VP-level or higher approval applies to the purchase of long service employee gifts that adhere to People & Culture's [Retirement of Long Service Employees](#) policy 2.20.006.

1.6.4 Education Reimbursement

All requests for reimbursement of education expenses must be completed on the [Education Assistance Application Form](#) and sent to People & Culture for approval (see [Education Assistance](#) policy 2.60.001.)

Exceptions apply for VP-approved continuing professional development and education activities for staff, such as those within the Laboratory Medicine Program or Nursing Education, where dedicated education funding is provided.

1.6.5 Membership & Professional Fees

Membership and professional fees are the responsibility of UHN personnel. Any exceptions require VP or deputy chief financial officer approval, annually.

1.6.6 Purchase of Computer Hardware and Software

Purchase of medical devices, equipment requiring warranty registration and tracking for potential recall purposes, and any purchase over \$1,000 for computer hardware (connected to the UHN network) are prohibited as expense reimbursements and must follow current procurement and approval processes. The purchase of licenses for software is prohibited without prior review and written approval by the chief information officer (or delegate).

1.7 Related UHN Policies

Also refer to:

- [Signing Authorities & Delegations](#) policy 1.90.009
- [Corporate Credit Card Program](#) policy 1.90.007
- [Conflict of Interest](#) policy 2.50.002
- [Conflict of Interest of Research Personnel](#) policy 40.90.002
- [Education Assistance Program](#) policy 2.60.001
- [Retirement of Long Service Employees](#) policy 2.20.006
- [Procurement](#) policy 1.90.012

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2. Definition

Original receipt: A valid document issued by the vendor at the time of purchase that provides proof of payment. It must clearly identify the vendor's name, date, description of goods or services, itemized amounts, applicable taxes, total paid, and method of payment. Receipts must be issued directly by the vendor in printed or electronic (PDF or system-generated) format and remain unaltered, legible, and complete. Scanned or digital copies are acceptable if the original is retained for future validation as required.

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Appendix: List of Non-Reimbursable Items

- personal entertainment
- entertainment of staff, including holiday parties
- alcoholic beverages, except when funded by third-party funding (within the prescribed limit)
- personal travel
- traffic/towing/parking fines
- family members' travel (e.g. air, accommodation, meals)
- luggage and briefcases
- babysitting
- airline clubs
- credit card fees, including annual dues and interest
- haircuts
- hotel movie rentals
- kennel fees
- laundry and dry cleaning (for trips less than 5 days)
- home internet charges
- donations to other charities (e.g. tickets to gala or fundraising events)
- medical devices, drugs, goods that require a warranty and animals
- all non-business related expenses, including any personal expenses

Note: Some funding agencies may have further restrictions on allowable expenses. In those cases, UHN will adhere to the funding agency guidelines. For all others, this policy applies. If unsure of the guidelines from a research funder, check with Research Financial Services for further information.

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