

APPENDIX B. GUIDELINES FOR PROCESSING CLAIMS

B.1. ACCOMMODATION

In exceptional circumstances when an employee has paid for accommodation for business purposes, and an accommodation allowance is claimed, the following needs to be provided:

- a justification and or an explanation as to why the accommodation had to be paid by the employee;
- the explanation is to be signed off by the line manager/principal; and
- the original accommodation invoice/receipt.

When claiming an allowance for private accommodation (Appendix A. 2d), an employee is not required to provide any documentary proof.

B.2. MEAL EXPENSE

When authorising a claim for a meal allowance, proof of expenditure is not required, however officers are required to certify that each meal was actually purchased.

When authorising a claim for the reimbursement of a meal expense which is over and above the allowance (Appendix A 3(a), (d) and (e)), proof of expenditure is required to be provided. If receipts are lost or unavailable, the following needs to be provided with the claim:

- a justification and or an explanation that in the course of travel receipts were not provided or were lost; and
- the explanation is to be signed off by the line manager/principal.

B.4 INCIDENTAL EXPENSE

No receipts are required when claiming the incidental allowance for personal expenses. However, receipts must be provided when claiming expenses in excess of the Award rates.

B.5 CURRENT AWARD RATES

Be aware of current Award rates for accommodation, meals and incidentals. This is especially relevant when approving a travel application forms (see Official Air Travel Procedures) to ensure that accommodation choices are within the relevant award rates. Links to the various awards are listed in section 3.2 Processing of Claims.

B.6 ACQUITTAL PROCESS

It is necessary to clear cash advances promptly and, where applicable claims for additional allowable expenses incurred are made. For claims processed by HRMIS, the employee's line manager/principal and line management hierarchy receive reminders stating that the advance needs to be cleared within a specified period.

Where the claim results in the staff member needing to reimburse cash advanced, a cash advance reimbursement has to be made before a further claim will be processed.