



## Expense Reimbursement Process

**Department:** Finance / Operations / Franchise Support

**Applies To:** All UAC Employees, Contractors, and Franchisees

**Purpose:** To establish a standardized process for reimbursing legitimate business-related expenses incurred by UAC staff or franchisees while performing their roles. This ensures all reimbursements are processed accurately, fairly, and in compliance with UAC financial policies.

### Objectives

1. Maintain financial accountability and transparency.
2. Ensure timely reimbursement for approved expenses.
3. Prevent duplicate or unauthorized claims.
4. Comply with Australian tax and audit standards.

### Scope

This policy applies to:

- All UAC employees, managers, and franchise owners submitting expense claims.
- Expenses related to training, operations, marketing, travel, and supplies.
- Reimbursements processed through UAC Head Office (Xero-managed).

### Roles & Responsibilities

- Employee / Claimant: Submit expense claim with valid receipts and reason for expense.
- Centre Manager / Franchise Owner: Review and approve claim within 3 business days.
- Finance Department (HQ): Verify, record, and reimburse approved claims through Xero.
- Franchise Support Officer (FSO): Audit and ensure compliance with reimbursement policy.

## Reimbursable Expenses

The following expenses are eligible for reimbursement if pre-approved or directly related to UAC operations:

Category	Examples
<b>Travel</b>	Mileage for local travel, public transport, taxi, or rideshare for UAC business.
<b>Training &amp; Education</b>	UAC training fees, workshops, certifications.
<b>Marketing &amp; Promotion</b>	Approved event supplies, giveaways, banners.
<b>Office &amp; Admin</b>	Stationery, postage, and small equipment.
<b>Member Supplies</b>	First aid, towels, or UAC-branded items used operationally.
<b>Other</b>	As pre-approved by HQ or Franchise Support.

**!** All expenses must be directly tied to UAC business activities. Personal or unapproved expenses will not be reimbursed.

## Non-Reimbursable Expenses

- ✗ Personal entertainment, fines, alcohol, or unapproved meals
- ✗ Late payment penalties or bank fees
- ✗ Non-UAC travel (personal trips)
- ✗ Purchases without valid receipts

## Expense Reimbursement Process (Step-by-Step)

Step	Action	Responsible	Timeline
<b>1.Expense Incurred</b>	Pay for approved expense using personal funds.	Employee	Same day
<b>2.Collect Receipts</b>	Retain tax invoice or proof of payment (must show ABN, GST, date).	Employee	Same day
<b>3.Complete Claim Form</b>	Fill out the UAC Expense Reimbursement Form.	Employee	Within 3 business days
<b>4.Submit for Approval</b>	Send completed form + receipts to Centre Manager / Franchise Owner.	Employee	—
<b>5.Manager Review</b>	Verify legitimacy, sign, and forward to HQ Finance ( <a href="mailto:accounts@uacfranchise.com.au">accounts@uacfranchise.com.au</a> )	Manager	Within 3 business days
<b>6.HQ Review</b>	Cross-check receipts and policy compliance.	Finance	Within 5 business days
<b>7.Reimbursement Processed</b>	Approved claims reimbursed via payroll or direct transfer through Xero.	Finance	Within 7–10 business days
<b>8.Record &amp; File</b>	Claim archived in Google Drive (Finance > Reimbursements).	Finance	Monthly

## Supporting Documents

All reimbursement claims must include:

- Completed Expense Reimbursement Form (signed)
- Original tax invoices / receipts (clear and legible)
- Reason for purchase (e.g., "Marketing supplies for open day")
- Approval email (if pre-approved expense)

## Payment Method

- Reimbursements will be made via bank transfer or payroll credit.
- All payments recorded in Xero Accounting for audit purposes.
- Processing schedule: fortnightly (aligned with payroll cycle).

## Expense Limits & Approval Levels

Expense Range	Approval Required
Up to \$100	Centre Manager / Franchise Owner
\$101-\$500	Regional / Franchise Support Officer
Over \$500	Head Office Finance Approval
Over \$1,000	CEO or Director Authorization

## Late or Missing Claims

- Claims must be submitted within 30 days of the expense date.
- Claims beyond 30 days require written justification and HQ approval.

## Compliance & Audit

- HQ conducts quarterly audits of reimbursement logs.
- Discrepancies or duplicate claims trigger an investigation.
- Repeated misuse may result in disciplinary action or repayment request.