

Expense Reimbursement FAQs

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General

Q: What expense system does NovaTech use?

A: We use **Ramp** for expense management. Access at app.ramp.com or download the Ramp mobile app.

Q: How do I get a corporate card?

A: All employees receive a Ramp corporate card during onboarding. If you haven't received yours: 1. Check with your manager 2. Request via #finance-help on Slack 3. Virtual cards are available immediately; physical cards ship in 5-7 days

Q: What's the difference between corporate card and reimbursement?

A: - **Corporate card:** Use for business expenses; charges go directly to the company - **Reimbursement:** Use when you pay out-of-pocket; company pays you back

Use corporate card whenever possible. Reimbursements are for exceptional cases.

Q: How long do reimbursements take?

A: - Approved expenses: 3-5 business days - Deposited via direct deposit - Must have banking info in Workday

Submitting Expenses

Q: How do I submit an expense?

A: 1. Open Ramp app (mobile is fastest) 2. Take photo of receipt 3. Select expense category 4. Add description and any required details 5. Submit for approval

Q: Do I need a receipt for every expense?

A: - **Under \$25:** Receipt not required (but recommended) - **\$25 and over:** Receipt required - **Meals with clients:** Receipt + attendee list required - **Travel:** All receipts required regardless of amount

Q: What information should be on receipts?

A: - Vendor name - Date of purchase - Itemized list of purchases - Total amount
- Payment method (last 4 digits)

Q: What if I lost a receipt?

A: 1. Try to get duplicate from vendor 2. Check email for digital receipt 3. If unavailable, submit with “Lost Receipt Affidavit” via Ramp 4. Frequent lost receipts may require manager review

Q: How do I categorize expenses?

A: Common categories: - **Travel - Airfare:** Flights - **Travel - Lodging:** Hotels - **Travel - Ground Transport:** Uber, taxi, rental cars - **Meals - Business:** Client meals, team meals - **Meals - Travel:** Meals while traveling - **Home Office - Equipment:** WFH supplies - **Home Office - Internet:** Monthly internet - **Professional Development:** Training, courses - **Software:** Approved software subscriptions

Travel Expenses

Q: What is the per diem for meals while traveling?

A: We reimburse actual meal costs (with receipts) rather than per diem, with these daily limits: - **Domestic US:** \$75/day - **International:** Varies by location (see travel policy) - **High-cost cities (NYC, SF, London):** \$100/day

Q: Do I need to book travel through a specific system?

A: Yes, book through **Navan** (formerly TripActions) for: - Flights - Hotels - Rental cars

Access at app.navan.com with your NovaTech email.

Q: What's the hotel policy?

A: - Book through Navan for negotiated rates - Standard rooms at 3-4 star hotels - Daily limit: \$250 (most cities), \$350 (high-cost cities) - Exceptions require pre-approval

Q: Can I keep airline miles/hotel points?

A: Yes, you may keep personal loyalty program benefits from business travel.

Q: How do I handle international currency?

A: Ramp automatically converts foreign currency. Use your corporate card internationally to avoid conversion fees.

Specific Expenses

Q: How do I expense client meals?

A: 1. Use corporate card 2. Submit receipt with: - Names of all attendees (including clients) - Business purpose 3. Limit: \$100/person for client entertainment

Q: Can I expense alcohol?

A: - **Client entertainment:** Reasonable alcohol is acceptable - **Team events:** Pre-approved events only - **Solo travel meals:** Generally not reimbursed

Q: How do I expense the home office stipend?

A: 1. Purchase approved items (desk, chair, monitor, etc.) 2. Submit receipts via Ramp with category "Home Office - Equipment" 3. Up to \$500 total (one-time)

Q: How do I expense monthly internet?

A: 1. Pay your home internet bill 2. Submit receipt monthly via Ramp 3. Category: "Home Office - Internet" 4. Maximum: \$75/month

Q: Can I expense coworking space?

A: Yes, with manager pre-approval: - Up to \$300/month - Category: “Coworking Space” - Submit membership/day pass receipts

Q: How do I expense professional development?

A: 1. Get manager approval before purchase 2. Submit receipts with course/conference name 3. Category: “Professional Development” 4. Limit: \$2,500/year (standard), \$3,000/year (certifications)

Approvals

Q: Who approves my expenses?

A: Approval hierarchy: - **Under \$100:** Auto-approved - **\$100-\$1,000:** Manager approval - **\$1,000-\$5,000:** Manager + Finance - **Over \$5,000:** Manager + VP + Finance

Q: How long does approval take?

A: - Auto-approved: Immediate - Manager approval: 2-3 business days - Multi-level approval: 5 business days

Q: What if my expense is rejected?

A: 1. Review rejection reason in Ramp 2. Correct any issues (missing receipt, wrong category) 3. Resubmit 4. Contact Finance if you believe rejection is incorrect

Q: Do I need pre-approval for any expenses?

A: Yes, pre-approval required for: - Expenses over \$500 - Software subscriptions - Conference registration - Coworking space - Non-standard travel

Corporate Card

Q: What's my spending limit?

A: Limits vary by role: - Individual contributor: \$2,500/month - Manager: \$5,000/month - Director+: \$10,000/month

Request increase via Finance if needed for legitimate business need.

Q: Can I use my corporate card for personal expenses?

A: No. Corporate cards are for business use only. Personal charges must be repaid immediately and may result in card suspension.

Q: I lost my corporate card. What do I do?

A: 1. Immediately lock your card in the Ramp app 2. Request replacement via Ramp 3. Virtual card available immediately 4. Physical replacement ships in 5-7 days

Q: My card was declined. Why?

A: Common reasons: - Spending limit reached - Unusual transaction flagged - International purchase (first-time) - Merchant category blocked

Contact #finance-help for immediate assistance.

Non-Reimbursable Expenses

Q: What expenses are NOT reimbursable?

A: - Personal expenses - Commuting to/from regular office - Traffic tickets or parking violations - Personal travel extensions - Excessive mini-bar charges - Gym memberships (use wellness stipend instead) - Airline upgrades (unless medically required) - Personal phone bills (unless BYOD approved) - Spouse/partner travel (unless pre-approved)

Deadlines

Q: Is there a deadline for submitting expenses?

A: Yes: - **Corporate card:** Submit receipts within 14 days - **Reimbursements:** Submit within 60 days of expense - **Year-end:** All expenses from December must be submitted by January 15

Q: What happens if I miss the deadline?

A: - 60-90 days: Manager approval required - 90+ days: Director approval required - 120+ days: May not be reimbursable (case-by-case)

Support

Q: Who do I contact for help?

A: - **Slack:** #finance-help - **Email:** expenses@novatech.com - **Ramp support:** In-app chat

Q: Where can I find the full expense policy?

A: Full policy available at: - Notion: Company Wiki > Finance > Expense Policy - Document: FIN-EXP-001

Related Documents: Travel Policy (FIN-TRV-001), Corporate Card Policy (FIN-CC-001), Home Office Stipend (HR-WRK-003)