

CloudWay 24 Staff Expense Claim Procedure

For Pilots and Cabin Crew – Non-Accommodation and Non-Transport Expenses

Overview

This procedure outlines how CloudWay 24 Pilots and Cabin Crew may claim reimbursement for approved expenses incurred during duty travel, excluding accommodation and transport (which are already provided by the airline).

1. Eligible Expenses

- **Meals & Refreshments:** When not provided by CloudWay 24 during layovers.
- **Communication Costs:** Work-related calls/internet when airline-provided options are unavailable.
- **Uniform Maintenance:** Laundry or pressing services during extended layovers (minimum 2 nights).
- **Official Miscellaneous Purchases:** Items bought at the explicit request of a supervisor (e.g., minor crew supplies).
- **Other Approved Costs:** As pre-authorized by Flight Operations or Cabin Services Management.

*Personal entertainment, alcohol (unless required for official functions), souvenirs, or gifts are **NOT reimbursable**.*

2. Expense Limits

- **Meal Allowance:** Per-diem rates as per company policy by city/destination (refer to Intranet or ask HR).
- **Communication:** Maximum INR 1,000 per trip, unless pre-approved for higher spend.
- **Uniform Maintenance:** Up to INR 500 per eligible layover.

If in doubt, seek written approval from your Line Manager before incurring the expense.

3. Claim Submission Process

a) Documentation Required

- **Original Receipts:** Must state amount, date, item/service, and location.

- **Expense Claim Form:** Downloadable from CloudWay 24 Staff Portal.
- **Supervisor Approval:** (If claiming under ‘Other Approved Costs’).

b) Submission Timeline

- Submit claims **within 30 days** of completion of the trip/duty.

c) How to Submit

1. Log in to CloudWay 24 Staff Portal.
 2. Navigate to: **HR Services > Expense Claims.**
 3. Fill in all required details, upload scanned receipts.
 4. Add any required remarks/supervisory approvals.
 5. Submit for Processing.
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4. Processing & Reimbursement

- Claims reviewed within **7 business days.**
 - If approved, reimbursement via salary or direct bank credit in the next pay cycle.
 - Incomplete or non-compliant claims will be returned for correction.
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5. Contact

- For claim status, contact: **HR Helpdesk** (hr@cloudway24.com)
 - For policy clarifications, contact: **Flight Ops Admin Team** or **Cabin Services Admin Team**
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Remember: Falsification of expenses may result in disciplinary action, up to and including termination of employment.
