

FREQUENTLY ASKED QUESTIONS

ELECTRONIC EXPENSE REIMBURSEMENT

What is the electronic expense reimbursement?

The method by which the members are reimbursed for expenses incurred on behalf of the district.

Why are we using it?

To reimburse you more quickly! *Concur* is a system that allows organizational personnel to submit expense reimbursements electronically from anywhere in the world. The system is used by corporations worldwide.

Prior to *Concur*, district personnel submitted hard copy original itemized expense receipts and hard copy expense reports that had to be physically signed by the district director and finance manager. Checks issued by the district had to be physically signed by the district director and finance manager. These manual processes led to reimbursement cycle times taking longer than desired.

How will the new system benefit me?

Under the electronic expense reimbursement, hard copy vouchers, receipts, and signatures are no longer needed! Authorized personnel login to *Concur* and complete expense reports online. Expense receipts can be scanned (using phones, software, and other technology) and uploaded. Electronic approval of expenses are captured and documented *within* *Concur*.

You can submit your reimbursements while traveling for work, after an open house or contest, at the beach, or even when watching your favorite sporting event!

Just how quickly will I receive my expense reimbursements?

Electronic processing *significantly* reduces the cycle time for reimbursements. All expenses submitted and approved by the district director by Tuesday at 3pm will be reimbursed 3 days later on Friday (or the following Friday if you did not make it in time) if you opt to have the funds electronically deposited into your account.

If it is your first time submitting an expense report, it may take up to a week to create an account and then have *Concur* verify accuracy of your bank information before you can submit a reimbursement.

Um, who can see my bank information?

No one in the district or at Toastmasters International!

Can you see my password?

Nope! No one at Toastmasters International, either! Toastmasters International will reset forgotten passwords.

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How secure is my information?

In the current environment, personal and restricted data can be aggressively accessed without authorization and even with adequate system protections. Like with any website, application, or system you use, we encourage you to use sound online security protocols. If you want suggestions and tips, feel free to contact the district finance manager.

What if I don't opt to use electronic funds deposit?

Toastmasters International will mail a check to the address associated with your membership records. However, it will take 2-6 weeks.

Ok. How do I access to Concur?

Notify the finance manager who will then authorize a Concur account. Once the account is set up, login instructions will be provided by the finance manager.

District executive leadership and area and division directors who attend training in June-August will be given access automatically. Other individuals will be given access and trained as needed.

Why do I need to be trained?

Under the policies of Toastmasters International, all expense reimbursements must be approved by the district director and finance manager. Expenses must serve to advance the missions of the district and Toastmasters International while also fall within the district-approved budget. To assure your expenses are approved and reimbursed, minimal training will be offered to communicate expectations about allowable expenses and the appropriate documentation that must be uploaded.

Ok. What else do I need to do? What if I have more questions?

Other than enjoy serving in your district role? Contact the district finance manager at finance@district36.org.