



ACC108

Travel & Entertainment Best Practices - 10 hours

Objectives

In dealing with travel and entertainment expenses, this course will stress the importance of the approval process and more to the point, the incorrect application of the approval functionality.

You will learn how to handle situations when managers approve travel items in direct conflict with the written corporate T & E policy.

Course Outline

Chapter 1 – Travel and entertainment Expense Policy and Reimbursement Process: Not what it was a Few Short Years Ago

After completing Chapter 1, you should comprehend the following:

1. Trends affecting T&E expense reporting
2. Other issues affecting the T&E expense process
3. Other bad practices that plague T&E
4. Outsider's view
5. Worst-case scenario
6. Best-case scenario
7. Reality
8. Who handles T&E?

Chapter 2 – How Corporate Travel is Booked

After completing Chapter 2, you should comprehend the following:

1. Pre-trip authorization
2. Role of the travel agent
3. Corporate travel offices
4. Corporate intranet portals
5. Online corporate booking services
6. Third-party corporate booking portals
7. Making the selection: third-party travel service provider
8. Bare-bones approach: employee self-booking
9. demise of the Saturday-night stay and other costly issues
10. Other booking issues

Chapter 3 – T&E Expense Report Approval Process

After completing Chapter 3, you should comprehend the following:

1. Who's watching the store?
2. Approval process in a paper world
3. Traveler or supervisor: who should return the approved form?
4. Approvals in an electronic process
5. Electronic processing with immediate approval
6. Approvals: paper versus electronic
7. Something to consider
8. What about the receipts?
9. Inquisitive managers and receipts

Chapter 4 – The T&E Review and Reimbursement Process

After completing Chapter 4, you should comprehend the following:

1. Cash advances
2. Other cash advance problems
3. How common are cash advance problems?
4. Expense reimbursement
5. Last-minute reimbursements: the demanding employee
6. Reviewing the checking T&E expense reports
7. Spot checking
8. Checking: an important consideration
9. Recommended best practice: checking reports
10. If management won't agree to spot checking
11. When spot checking may not be appropriate
12. Policy compliance

13. Policy compliance exceptions

Chapter 5 – Accountable or Not: The Tax Implications of your T&E Plan

After completing Chapter 5, you should comprehend the following:

1. An accountable plan
2. Reasonable amount of time
3. Tax implication of an accountable plan
4. A nonaccountable plan
5. Advantages of an accountable plan
6. Tax carrot/stick
7. Receipts under accountable plans
8. T&E in a paperless world
9. Pertinent IRS publications
10. Another reason to eliminate cash advances

Chapter 6 – Paying for Corporate Travel: T&E cards

After completing Chapter 6, you should comprehend the following:

1. Employee use of own credit card
2. Company card with employee paying the bill
3. Company card, employee payment, corporate guarantee
4. Company paying the T&E card bill
5. One card approach
6. Hybrid approach
7. Which approach is best?
8. Issuance of company T&E cards

Chapter 7 – Receipts, Documentation, and Other Issues

After completing Chapter 7, you should comprehend the following:

1. Per diems
2. Receipts
3. What about electronic receipts?
4. Disaster recovery: lessons learned from Charlie and Katrina
5. Other delicate issues

Chapter 8 – Communicating Requirements: The T&E Policy and Manual

After completing chapter 8, you should comprehend the following:

1. What kind of policy do you want?
2. Your T&E policy, internal controls, and the Sarbanes-Oxley Act
3. Access to the policy
4. A two-minute assessment of your T&E process
5. T&E policy: good news and bad
6. Administering the policy
7. T&E policy best practices
8. Policy synopsis
9. Creating your own T&E policy
10. Keeping the policy current
11. Enforcing the policy

Chapter 9 – Sample T&E Policy manual

After completing Chapter 9, you should comprehend the following:

1. Section 1: Policy Approval
2. Section 2: T&E Policy Statement
3. Section 3: Policy Purpose
4. Section 4: Exceptions to the Policy
5. Section 5: Employee Responsibilities Related to T&E
6. Section 6: Preferred Method of Payment
7. Section 7: Supervisor Responsibilities Related to T&E
8. Section 8: Accounts Payable Responsibilities Related to T&E
9. Section 9: Receipts
10. Section 10: Who Pays When More than One Employee Is Involved
11. Section 11: What's Covered
12. Section 12: What's Not Covered
13. Section 13: Cash Advances
14. Section 14: Airline Service
15. Section 15: Denied Boarding Compensation
16. Section 16: Unused/Voided Ticket
17. Section 17: Rental Cars 94
18. Section 18: Ground Transportation
19. Section 19: Use of Personal Automobile
20. Section 20: Preferred Hotels
21. Section 21: Lodging Receipts
22. Section 22: Meals and Incidentals: For Employee Only
23. Section 23: Expenses for Meals for Others

24. Section 24: Travel Expenses of Spouse/Personal Guest
25. Section 25: Entertainment
26. Section 26: Non-Travel Business Expense Reimbursement
27. Section 27: Whom to Call with Questions
28. Section 28: Other

Chapter 10 – Solutions to Day-to-Day T&E Operational Problems

After completing Chapter 10, you should comprehend the following:

1. Uneven Policy Enforcement
2. Tough Tactics to Get T&E Reports Submitted On Time!
3. Less Harsh Methods of Getting the Laggards to Turn in Reports On Time
4. The Rush Check Issue: Is It the Employee or the Supervisor?
5. Approvals: Dealing with the Foot-Dragging Manager
6. Where Do I Sign?: Managers Who Approve Anything
7. One-Size Policy for All: Dealing with Noncompliance Issues
8. Fraud or an Honest Mistake?
9. Unused Tickets
10. The Reservation Game
11. Rogue Travelers
12. When an Employee Departs
13. When an Employee Is Fired

Chapter 11 – T&E Fraud: How to Prevent it

After completing Chapter 11, you should comprehend the following:

1. Review of Occupational Fraud
2. Is Expense Reimbursement Really a Problem for the Average Company?
3. Scanning Fraud and Receipts
4. Where Employees Learn How to Steal
5. Dealing with Fraud: Two Extremes
6. T&E Fraud Prevention Best Practices
7. Detecting Expense Reimbursement Fraud
8. What to do when Expense Reimbursement Fraud
9. Last-Ditch Collection Efforts
10. Gift Card Problem
11. Not-Pretty Gift Card Solution
12. Alternative to Gift Cards

Chapter 12 – Automation: Third-Party and Home-Grown Systems

After completing Chapter 12, you should comprehend the following:

1. How T&E Expenses are Reported
2. Excel-Based Models
3. Why Automate?
4. How Automated Systems Work: Overview
5. Automated Systems: Design Requirements
6. Receipts in an Automated Environment
7. Reimbursement Payments in an Automated Environment
8. Companies Offering T&E Automated Services
9. Sarbanes-Oxley Act and Outsourced Operations
10. SAS 70

Chapter 13 – Pertinent Issues for International Travelers

After completing Chapter 13, you should comprehend the following:

1. Bribes
2. Foreign Exchange
3. Foreign Exchange Tips
4. International Travel Advisories
5. Value-Added Tax
6. Paperless T&E World
7. Maximizing Your Returns
8. Sarbanes-Oxley
9. Outsourcers
10. Do-It-Yourself VAT Recovery

Chapter 14 – Negotiating the Best Rate from Suppliers

After completing Chapter 14, you should comprehend the following:

1. The Basics
2. A Matter of Policy
3. Where Do Your Travel Dollars Go?
4. All Travel on a Company Card
5. Focus on Your Biggest Savings
6. Don't Overlook International Travel

7. The Contract Is Not Set in Stone
8. Don't Promise All Your Business
9. Overlooked T&E Savings Opportunity
10. Other Savings Associated with Your T&E Card