

Back Office Manages Reimbursement Expenses

SOP# 111

ELEVATOR & AMUSEMENT DEVICE BUREAU
North Carolina Department of Labor



STANDARD OPERATING PROCEDURE MANUAL

1. PURPOSE and SCOPE

1.1. Purpose

This SOP establishes the procedure that Office Staff use to reimburse bureau field staff for out of pocket expenses. For example, Inspectors and Supervisors incur expenses while traveling out of their area (e.g. hotel and food), and when acquiring office supplies for home office. They may also require reimbursement for car mileage when an individual car is used. This procedure has the goal of providing timely reimbursement for allowed expenses.

1.2. Scope

This procedure includes the steps required to provide reimbursement to bureau field staff for allowed out of pocket expenses already incurred.

1.3. Regulations

The following statutes, rules and/or codes must be followed while performing this SOP:

- 1.3.1. State Budget Manual, Section 5. Travel Policies and Regulations
- 1.3.2. Motor Fleet Management Regulations

2. PERSONNEL RESPONSIBILITIES

The following is a list of each role who participates in the procedure and the overall responsibilities of each role.

Role	Responsibilities
Bureau field staff	<ul style="list-style-type: none">• Provide all expense receipts within 30 days.
Office staff	<ul style="list-style-type: none">• Submit reimbursement requests to the Budget Office in a timely manner.

3. HEALTH AND SAFETY ISSUES

The following health and safety issues may arise if this procedure is not followed correctly and in a timely manner. As available, related Health & Safety regulations and/or procedures are provided for each issue.

Potential Issue	Health & Safety Regulation / Procedure
N/A	

4. PROCEDURE

4.1. Trigger

This procedure is triggered at the start of each month.

4.2. Primary Procedure

- 4.2.1. Bureau staff submit expense reimbursement forms with all receipts electronically (i.e. scanned documents sent via email)
- 4.2.2. Office staff print all reimbursement requests sent via email
- 4.2.3. Office staff date stamp all submissions
- 4.2.4. Office staff verify that all receipts are present
- 4.2.5. Office staff reviews the form and makes corrections as needed
- 4.2.6. Office staff submit forms and receipts to Budget Dept for payment
- 4.2.7. Office staff keeps copies of expense reimbursement forms in a file cabinet
- 4.2.8. End of procedure

5. CUSTOMER SERVICE REQUIREMENTS

The following table lists the customer service requirements that must be satisfied for each Customer of the procedure.

Customer	Requirements
Bureau field staff	<ul style="list-style-type: none">Reimbursement is correct and timely.

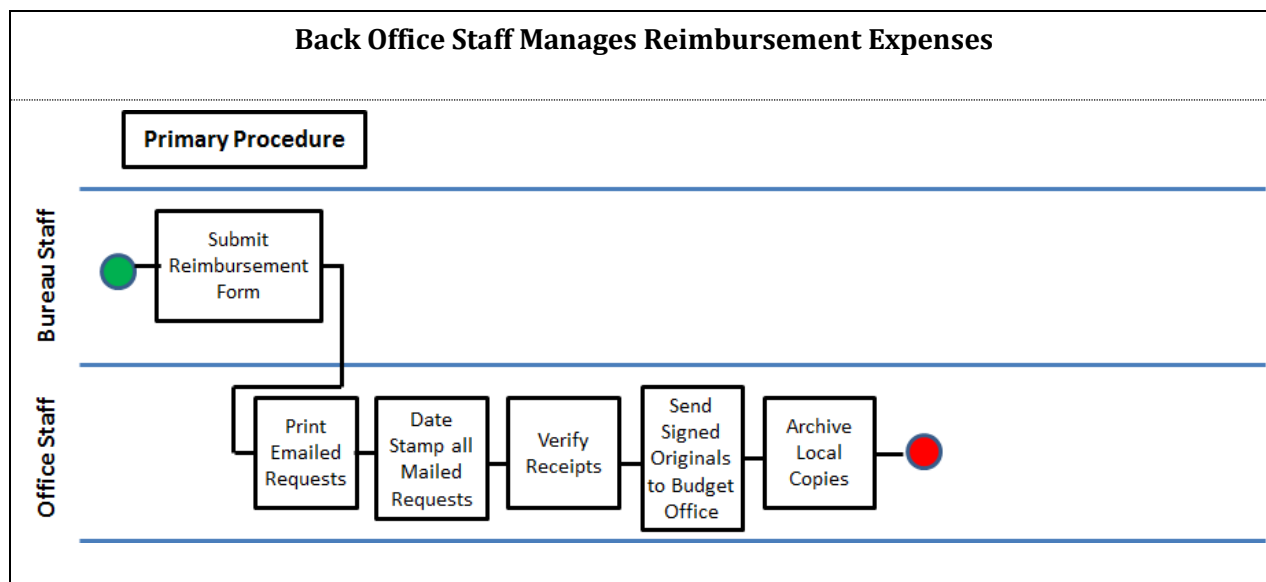
6. DATA AND RECORD MANAGEMENT

6.1. Reports run as part of this procedure

6.1.1. N/A

6.2. Storage locations of saved materials

6.2.1. Expense reimbursement forms are kept in a file cabinet



7. Glossary

A glossary of terms used in this SOP is available on the SOP website. It contains acronyms, abbreviations and special terms used in this document.