



## **Expense Reporting - Questions and Answers**

### **Key Management Policies for Reporting Expenses**

We received this input from management concerning some key policies when reporting expenses:

#### **Can I summarize my meal expense reporting?**

No. All meal expenses must be broken down on a daily basis into “Breakfast,” “Lunch” or “Dinner.”

#### **Can I summarize my hotel expense reporting?**

No. All expenses itemized on your hotel bill should be itemized on a daily basis in the proper category. That includes the cost of the room, hotel phone expenses, etc. This information breakdown is very useful to Jet Aviation on contractual service agreements. The name and location of the hotel should be indicated in the line-item “Comments” as well. Your manager may however request additional detail when expenses seem to be higher than expected or out of the ordinary.

#### **Can I summarize my rental car expense reporting?**

Yes, however, the number of rental days as well as the total rental cost must be reported. Your manager may however request additional detail when expenses seem to be higher than expected or out of the ordinary.

#### **Can I summarize my monthly cell phone expenses?**

Yes. These expenses can be summarized into one monthly item; they do not need to be broken down on a day-by-day basis. Your manager may however request additional detail when expenses seem to be higher than expected or out of the ordinary.

#### **How much detail must be provided on Entertainment Expenses?**

Please see the Travel Policy for an explanation on which expenses qualify for reimbursement. According to our Travel Policy, you must provide the following information:

- Names and business relationships of all attendees
- The date and place where the entertainment or meal was provided
- The business purpose of the activity, including a description of the business benefit gained or anticipated.





Please use the fields provided for capturing this information. For additional space, utilize the line-item “Comments” section. Your manager may however request additional detail when expenses seem to be higher than expected or out of the ordinary.

### **Questions and Answers from Expense Reporting Training Sessions**

Following tables are a collection of questions posed during the expense reporting training. We hope this will help you to find your way through the initial tries at creating expense reports online. Please also check <http://expenses.jetaviation.com> for further information.

#### **General Process Questions**

<b>Question</b>	<b>Answer</b>
How long can we submit manual expenses after February 16 <sup>th</sup> ?	If you submit an expense report after Feb 16 it has to be done online. AP will not accept any paper expense reports anymore.
Will Jet aviation provide me with a desktop or laptop computer so I can post expenses while on the road?	Please check with you manager, but generally JA will not provide PC’s for this purpose only.
If we do not have a PC what can we do to enter in receipts while traveling?	Different options are available: hotel and FBO business centres, pilot rooms, internet cafes etc. Also all Jet Aviation locations have PC’s available for crew members and employees. You may also use your personal PC and internet connection at home..
Will we be able to claim postage on expenses for sending the envelopes to AP?	Please check with you manager, may vary by department.
Can we expense internet time (connection costs) during online submittal?	Please check with you manager, may vary by department.
Can we have the exchange (mail) server also linked in the promotional website to check emails?	Yes, check the “Useful Links” section on <a href="http://expenses.jetaviation.com">http://expenses.jetaviation.com</a>
What are the contact phone numbers in case of problems on the Promotional website.	For all problems please contact the IT helpdesk at 201 462 4090





Question	Answer
Can we use outside internet to check the status and submit the expenses.	Yes, any internet connection will work. Just access <a href="http://expenses.jetaviation.com">http://expenses.jetaviation.com</a> to access the application from everywhere.
What notification will be given to new users about ACH so we can set users up more effectively?	Yes. Please contact AP for further information on how to sign up for ACH.
Abbreviations like MTC for travel types and Company Codes 3010-JBJI not understandable to all.	We will try to clarify some of the abbreviations. Please check <a href="http://expenses.jetaviation.com">http://expenses.jetaviation.com</a> for further information.
Will feedback be read and if suggestions are made for a smarter “release 2.0”, will these be considered?	Sure! Any inputs are highly appreciated!

#### Receipts and Receipt Envelops

Question	Answer
Will we have to sign the outside of the envelope?	If you don't want to sign the outside of the envelope, please print the expense report ,sign it and include it with the receipts
Do we need to send in a copy or original receipt?	In general we require the originals. Please keep photocopies of your receipt for your own records.
Can we use our own envelopes? Is it possible to have two different sizes of envelopes?	No, it's important that you use the provided envelopes, since AP files your receipts in the envelopes. This will not work with different formats.
How will we get our envelopes?	Envelopes will be available through your local department assistant. If you are not based in one of the major locations, we will offer a website to order the forms online.





Question	Answer
Is there going to be a drop box to put in these envelopes with receipts. Where do we place our envelopes if done internally?	<ul style="list-style-type: none"> <li>• Crew Members: Please deposit you envelopes wherever you are currently putting you flight papers today.</li> <li>• All other employees can use the regular company mail outboxes.</li> <li>• Envelopes can also be handed to AP directly in DAL, PBI and TEB.</li> <li>• In TEB you can also drop of the envelopes in the AP box in the mailroom (FBO area).</li> </ul>
Can we have labels printed for the envelopes so we do not have to key in by hand every time?	No. You may want to print you own labels if this is a big issue.

### Creating an Expense Report

Question	Answer
Will there be limits set on dollar amounts to remove comment requirement for <\$75 with no receipt?	No, since this policy varies from department to department
If “ceiling” for not having to provide receipts is \$25.00, do I need to check the “receipts” checkbox or enter in a comment when I have a \$20.00 expense?	Yes, since this policy is different in different departments.
Can we exclude start date and end date in header and automatically determine based on earliest date and latest date during each expense keyed?	Start date is to be entered but the end date is automatically determined. Potential enhancement for next release.
Can ICAO code automatically fill in the city and state and country?	No. → Potential enhancement for next release.
Can we determine trip number on the WEB?	No. → Potential enhancement for next release.





Question	Answer
Is there a drop down or search help for cost center on the WEB?	No. → Potential enhancement for next release.
Can we make the expense entry have a drop down listing all expenses instead of all expense listed on the screen?	No, the solution has been designed to suit the needs of the majority of users. The majority prefers the table layout.
Can the system remember what I have just keyed in? For Example, city and state could be replicated to the next set of expenses?	Currently not offered. → Potential enhancement for next release.
Will there be another currency that we can then define ourselves?	No, we will provide a list of currencies. Please contact the helpdesk if you find one missing in the list. We will add it.
If a Hotel receipt includes hotel and food, can we put this under one expense item called Hotel and give some comments.	No, please split all the cost according to the categories. So the hotel room and the meals need to split into to lines items. Jet Aviation required this information for reporting and legal reasons. For details check with your manager.
What happens if I in sales and have multiple cities per day within the same date (Texas)?	Put any one city in he location field and in the expense level enter the city in the comment or business purpose box.
For entertainment expenses what do I need to include? It will be required to add to the business purpose the business partners you entertained, the purpose of the entertainment and any additional comments that may be needed.	Entertainment and Meals for multiple persons always require the number of people and the names. Business Partner is required for client related entertainment.





### Submitting Expenses

Question	Answer
Can we send an e-mail to the submitted manager if we need them to reject so we can adjust the expenses due to an error before they submit it to SAP?	Yes, that would be a good way of correcting errors on already submitted reports.
How can an individual submit expenses for line service, customer service representatives if only one person typically enters in the expenses for all of them?	No, everybody needs to have an account setup. Please check with your manager to have them setup.
Is there a way I can download the expense report to a PDF file instead of printing it?	This function is currently not implemented. → Potential enhancement for next release.
Is it possible to have a “Delivery receipt requested” and a “Read receipt requested” once I submit my expense report to my manager?	This function is currently not implemented. → Potential enhancement for next release.

### CTA Trip related questions

Question	Answer
Regarding the Location # field, Should it be sequential for the whole trip or should it start in zero for every leg?	No, Zero is only for the start of the trip (so if your first leg departs from TEB, these expenses would be in location zero). All following locations will be sequentially increased as the trip goes on.
Can we submit all legs for owner under 1 leg like Charter and Private Fleet do? Some of us have 18 legs in one day?	No, JBJI Aircraft Management requires the breakdown of trips by leg. This is due to the detailed reporting provided to the customer on a monthly basis.
How do we handle the International Date Line?	Just enter the location number and date of arrival.





Cost Allocation

Question	Answer
Will we be able to select multiple tail numbers at the header level to allocate cost for the entire expense entry process?	This function is currently not implemented. → Potential enhancement for next release.
Will we be able to do the same for multiple cost centers?	This function is currently not implemented. → Potential enhancement for next release.
During cost allocation can a variant be created by employee where by the same cost center allocation or tail number allocation is available reducing user entry?	This function is currently not implemented. → Potential enhancement for next release.
Do seminars/conventions get summarized under expense type seminars or are we going to post each expense separately and post to a seminar account?	We don't offer a function to allocate cost to "events" such as conventions. → Potential enhancement for next release.
Can a manager have the ability to edit a user's cost allocation since most users will not know cost centers?	No, currently the manager has no way of changing the employees cost allocations → Potential enhancement for next release.
How are some expenses going to be transmitted to a Work Order?	Currently expenses are not posted directly to a WO in maintenance. Finance/Billing will post the expenses to project in the background as they do currently.
Can you enter 2 tails for Owner training or should I use my assigned tail number? For example, during flight safety training I train for the owner which may have two or more tail numbers?	Please check you FMR/Lead Captain what the allocation should be. If you are required to split costs, please use the "cost allocation" button to split the costs between tail numbers.





Manager Review & Approval

Question	Answer
Once I transfer my responsibility to another manager will he get an e-mail notification?	No, please notify the manager yourself. We will include the function in the next release.
Can the employee have the ability to submit to a manager that he desires.	No, we have a structure preset in the system with fixed allocation of employees to managers. If you feel your assigned manager needs to change in the system, please contact HR.
Can the + sign for business purpose data and cost allocation change in color to signify data exists for a specific expense type? (Display Expense Report)	Yes, this has been corrected. The plus sign only appears when details to a line item exist.

Other Functionality

Can we enter trips off line and later have it automatically be sent to the WEB when we connect via the internet? Can we upload via Excel?	No, the system can only be updated when you are online. We are currently not planning on releasing offline functionality.
Can we download the expenses?	No special function provided. But you can download expense in your webbrowser using the "Save As" function in the "File" Menu.
Can we have the system allow us the user to send expenses to SAP even though they do not exist yet and have it hold it in SAP until the trip or project has been created?	Currently a trip has to be verified by FlightOps and transferred to SAP so that the expense report does not fail after manager approval. If your manager approve before that, then it could fail. Please resubmit in such a case (for CTA trips only).
Can templates be built so I don't have to re-key "recurring" type expenses i.e., cell phone bills?	We don't have this function in the current version of the system. → Potential enhancement for next release.
Will the confirmation number being paid appear on the check/ach form?	No, but we are planning to include this information in the near future.

