

Accounts Payable: Frequently Asked Questions for Invoices & Expense Reimbursements for Provincial Health Services Authority

Version 6

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Table of Contents

Mission and Goals	1
Disbursements	2
Payments	4
Invoices	6
Expenses	7
Accessing the Expense Claim Form.....	7
Completing the Expense Claim Form.....	8
Expense Claim Policies and Procedures	9
Submitting Expense Claim Forms	13
Credit Application.....	14
Harmonized Sales Tax (HST)	15
Financial Signing Authority	16
Purchase Order/Receipt Accrual.....	17
Casual Receiving	18
General Questions	19

Mission and Goals

What is the mission of the Accounts Payable department?

The Accounts Payable department is responsible for accurate and timely processing of vendor invoices, travel reimbursements, travel advances, cheque requests, and all other non-payroll payments.

What are the goals of the Accounts Payable department?

To provide timely, excellent, and professional customer service to vendors, departments, and health agencies.

What is the Business Unit (BU) for my agency?

The Business Units are:

00005 PHSA Corporation
00010 PHSA Corporate
00010 PHSA Laboratories
00015 BC Renal Agency
00016 Health Shared Services BC
00020 BC Children's Hospital and Sunny Hill Health Centre for Children
00020 BC Women's Hospital & Health Centre
00030 BC Cancer Agency
00040 BC Centre for Disease Control
00050 BC Mental Health Society
00060 Forensic Psychiatric Services Commission
00070 BC Transplant Society
00080 BC Ambulance Service
00210 CAPCA
00610 BC Children's Foundation
00615 HK Children's Hospital Foundation Ltd
00616 Sunshine Fund for Kids
00620 Sunny Hill Foundation
00625 Sunny Hill Property Trust
00630 BC Women's Foundation
00640 BC Cancer Foundation
00645 BC Centre for Disease Control Foundation
00650 BC Transplant Foundation
00660 BC Mental Health Foundation
00670 BC Centre of Excellence for Women

When are the cheques and Electronic Fund Transfers processed?

Cheques are processed every Wednesday and EFT's are processed every Wednesday for Friday's value (payment) date.

Please click below for a Schedule of the Cheque and EFT Pay Cycle Runs

<http://pod/fin/expenses/Document%20Library/FY%202013%20PAYCYCLE%20schedule%20dates%20from%20Apr%2001%202012%20to%20Mar%2031%202013.pdf>

Do you process urgent cheque requests?

Urgent cheques are processed to meet business needs and requirements.

Expenses

Accessing the Expense Claim Form

Where can I access step-by-step instructions on how to complete an Expense Claim Form?

Link: <http://pod/fin/expenses/pages/Default.aspx>

Why are two different expense claim and cheque request forms available on POD?

There are two versions of the form available on POD. The first form, called Expense Claim/Cheque Requisition Form – Online, is designed to be completed online and includes formulas to automate many of the calculations required on the form. It is also set up to automatically fill in fields such as business unit, fund, and department.

The second form, called Expense Claim/Cheque Requisition Form – Print, is designed for employees who prefer to fill out their expense forms manually and does the calculations themselves.

When I try to open the form, Excel asks me to enable macros. Should I do this? What happens if I don't?

If you want to take advantage of the features that are built into the online version of the expense claim and cheque request form, you will need to enable macros.

To enable macros, simply click on "enable macros" button when the pop-up box appears on your screen.

Why does Accounts Payable require me to download a new form each time? It would be easier to just have one on my desktop.

Each time you download a new form, it is given a unique claim number. This number is useful should you ever have problems with your expense claim. It will let Finance know if your claim has been paid or not and it will help prevent expense claims being paid twice.

Why can't I just print the form?

You can. If it is easier for you to complete your expense form manually, you can simply print the excel spreadsheet called Expense Claim/Cheque Requisition Form – Print and complete it by hand. Don't forget to include all your supporting receipts.

Expense Claim Policies and Procedures

What is the policy for expense reimbursement?

To be eligible for reimbursement, expenses must be appropriate, reasonable, necessary, and incurred in the fulfillment of official duties. Appropriate refers to the nature of expense. Reasonable refers to economy of the expense. Necessary refers to the requirement of the expense. For more information, please refer to the Travel & Business Expenses policy.

<http://pod/policies/Finance%20and%20Purchasing/Travel%20and%20Business%20Expenses.pdf>

Do I need to submit original expense reports for processing and payment?

Yes, original coded and approved expense reports are required for processing payments. All receipts are to be taped to an 8 1/2 x 11 sheet of paper.

Do I need to submit original receipts with my expense claims?

Yes, original receipts are required for audit and processing payment.

What is the procedure if my receipts are lost or stolen?

The following guidelines are to be used if a required receipt has been lost or stolen:

- In cases where there is nothing to substantiate the expenditure, the employee is required to provide a written explanation for the expenditure as supporting documentation. Example – Meter parking on road.
- In cases where the expenditure was charged to employee's credit card, a copy of the credit card monthly statement must be included with an explanation to substantiate the expenditure. Example – Hotel charges, Air fare.
- Expense report need to be duly coded and approved by the appropriate signing authority.

What is per diem allowance?

A per diem allowance is provided to cover meals and incidental expenses such as gratuities, in-room movies, dry cleaning and personal telephone calls. Receipts are not required to support a per diem allowance claim.

I use my personal car to attend business meetings at various agencies and it is difficult to keep a track of mileage.

For more information, click on the following links:

PHSA Mileage Allowance – Collective Agreement

<http://pod/fin/expenses/Document%20Library/Mileage%20Allowance%20-%20Collective%20Agreement%20Jan%2024%202013.pdf>

PHSA Mileage – KM Breakdown

[http://pod/fin/expenses/Document%20Library/Travel%20and%20Business%20Expenses%20Distance%20Chart\[1\].pdf](http://pod/fin/expenses/Document%20Library/Travel%20and%20Business%20Expenses%20Distance%20Chart[1].pdf)

An alternative option is to use Google Maps to determine the distance travelled and attach a print out from Google Maps which confirms the Kilometre's travelled (To and From Destination) for business purposes. Please round your mileage to the nearest Kilometre.

What expenses are prohibited and disallowed as expenses by PHSA?

- Flowers (for birth, death, or otherwise)
- Gift cards, congratulations presents or tokens of appreciation
- Retirement gifts, farewell gifts, lunches, dinners – these MUST go through Human Resources
- Catering – must meet specific criteria as listed in Section 11.2 of the Travel & Business Expense Policy **and**
 - A list of attendees must also be provided
- Catering for any department social functions, staff parties or supplies for staff parties
- Upgrades for hotels/flights or overnight stays for people who live within the same area
- Parking fines, traffic fines or towing charges
- Alcohol
- Gratuities in excess of 15%
- Doctor's fee for sick notes
- Personal long distance or movie rental charged on a hotel bill
- Food costs charged on the hotel bill if they are also claiming a per diem
- Gasoline expense (as mileage allowance per km is provided)
- Physiotherapy, chiropractor, or massage claims
- Airfare, hotel, ferry, or meal expense for family member
- Presentation of gift cards for attending meetings and presenting presentations
- Translink and parking deduction reimbursement while on business travel
- Penalty or administrative fees for not paying professional dues on time
- Any other purchase for which there is no business purpose
- Honorariums approved for employees – Processed and paid by Payroll
- Any services provided privately after working hours – Processed by Payroll

For additional information, please refer to the PHSA Travel and Business Expense Policy.
<http://pod/policies/Finance%20and%20Purchasing/Travel%20and%20Business%20Expenses.pdf>

We have a grant from government Canada which allows us to claim a Per Diem higher than \$ 50.00 per day (they don't accept any actual meal receipts), and they will actually reimburse us for the higher amount, however, PHSA policy only allows \$50.00 per day. Is it OK if we use the higher rate to claim? We could attach their policy as back up.

If the funding is coming from the Government of Canada and they stipulate a different (higher) rate from the PHSA policy then that does indeed override the PHSA policy. Section 1.3 of the Travel and Business expense policy states that where a claimant has incurred expenses in relation to a grant or contract, and such grant or contract has express provisions that vary from those contained in this policy, the provisions contained in the grant or contract, will take precedence.

In making submissions for expense claims, please include the policy as otherwise the assumption will be that the PHSA policy applies and the amount may be questioned.

Submitting Expense Claim Forms

May I submit my form by email?

No. Expense forms still need to be printed and submitted either by mail or by inter-office mail. For audit purposes, Finance does need a signed copy of your expense form along with any supporting documents or receipts.

Where do I send coded and approved expense reports for processing?

Please submit all completed Expense Claim & Cheque Request Forms to:

Health Shared Services BC
PHSA – Accounts Payable
1795 Willingdon Avenue
Burnaby, BC V5C 6E3

Harmonized Sales Tax (HST)

What are the HST numbers for each agency?

A list of the HST numbers is provided below:

- BU 00010 - Provincial Health Services Authority – 86353 0135 RT0001
- BU 00020 - BC Children's Hospital and Sunny Hill Health Centre for Children – 85553 0739 RT0001
- BU 00020 - BC Women's Hospital & Health Centre – 89026 7537 RT0001
- BU 00030 - British Columbia Cancer Agency – 85184 0538 RT0001
- BU 00040 - British Columbia Centre for Disease Control and Prevention Society – 85183 8730 RT0001
- BU 00050 - British Columbia Mental Health Society – 85850 6710 RT0001
- BU 00060 - Forensic Psychiatric Services Commission – 87017 2731 RT0001
- BU 00070 - British Columbia Transplant Society – 85851 5919 RT0001

What are the HST rebate rates for each Business Unit?

- BU 00010 – 54.08 % and 68.42 % Rebate (Labs, Capital Purchases and Projects in general receive 68.42 % Rebate)
- BU 00015 – 68.42 % Rebate
- BU 00016 – 68.42 % Rebate
- BU 00020 – 68.42 % Rebate
- BU 00030 – 68.42 % Rebate
- BU 00040 – 54.08 % Rebate
- BU 00050 – 68.42 % Rebate
- BU 00060 – 100 % Rebate
- BU 00070 – 68.42 % Rebate
- BU 00080 – 100 % Rebate
- BU 00610 – 54.08 % Rebate
- BU 00620 – 54.08 % Rebate
- BU 00630 – 54.08 % Rebate
- BU 00640 – 54.08 % Rebate
- BU 00650 – 54.08 % Rebate
- BU 00660 – 54.08 % Rebate

Purchase Order/Receipt Accrual

What is a PO/Receipt Accrual?

PO/Receipt accrual is a system generated process at each period end to record Purchase Order transactions for goods which are received from the vendor, but where the vendor has not invoiced PHSA or its affiliated agencies.

Process:

- The system expenses/accrues transactions (for goods which are received) based on the quantity received by PHSA and the price documented on the purchase order.
- The system generates an expense/accrual journal to record expenses in the current period and expense/reversal journal entry in the next period.
- The accrual and reverse accrual entries may continue for subsequent periods until an invoice is posted against the specific transaction. During the same accounting period the invoice is recorded, the system stops generating an accrual entry.

Limitations:

- If the price listed in the purchase order is incorrect, the system will generate incorrect expense/accrual.
- If goods or services are not received in the system, no accrual will be generated even though the goods are physically delivered to the department.

I have Purchase Order Accrual which keeps on accruing each period?

Please provide the following information to Florence Lam at Florence.Lam@hssbc.ca

- Journal reference number
- Dollar amount of accrual
- Full coding string (Business Unit, Fund, Account, Department, Site, Project and Sub-Project)

On receipt of the requested information, we will conduct an investigation on your request.

General Questions

Where is the Accounts Payable department located?

The department is located at

Health Shared Services BC
PHSA – Accounts Payable
1795 Willingdon Avenue
Burnaby, BC V5C 6E3

Whom does the Accounts Payable department report to?

VP, Supply Chain

What is the daily schedule for the Accounts Payable department?

Team members work on different shifts from 7:00 am to 4:30 pm.

What is PHSA's policy on hiring independent contractors?

Please click the following link to view the policy

<http://pod/policies/Human%20Resources/Hiring%20Independent%20Contractor.pdf>

To view all of this information online, connect to the PHSA POD by typing POD in the URL and selecting Enter. On the POD, visit the Accounts Payable section on the homepage.

POD Main Categories

About PHSA

Budget and Accountability,
Corporate Services, Freedom of
Information & Privacy ...

Agencies, Services & Divisions

BC Cancer Agency, BC Centre for
Disease Control, HSSBC ...

Benefits & Employee Resources

Attendance & Wellness
Promotion Program, Bargaining
Unit Classification, Wages, &
Collective Agreements,
Benefits ...

Buildings, Security & Emergency Management

Emergency Management, Fire
Safety, Mail & Shipping ...

Careers

Job Postings, Employee Referral
Program, Job Descriptions ...

Collaboration Tools

Telehealth, Video Conferencing,
Instant Messaging, Online
Meetings & Web Conferencing ...

Computers, Phones & Technology

Applications (Clinical &
Business), Web Resource Area &
Online Help, Profile Update
Explanation ...

Education & Professional Development

Change, Projects & People,
Coaching, eLearning ...

Finance & Purchasing

Budgeting & Capital Planning,
Expenses & Disbursements
(Accounts Payable), Invoicing
Accounts Receivable ...

Graphics & Printing

Business Cards, Graphic
Standards & Design, Logos ...

Health Care Quality

Accreditation, Clinical Coding,
Ethics ...

Initiatives

BC Children's and BC Women's
Redevelopment Project, BI on
Demand, Consolidation ...

Research

Conflict of Interest, Funding
Resources, Technology licensing,
Intellectual Property &
Commercialization ...

Travel & Transportation

Biking to Work, Carpooling,
Maps and Directions ...

Workplace Health

Disability Management,
Ergonomics & Patient Handling,
Forms & Frequently Asked
Questions ...