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General Questions

1) Why is Aramark Uniform Services moving to a new tool for expense reporting?
   As part of our ongoing effort to drive efficiencies, the Oracle iExpense tool will automate and streamline the expense reporting process at Aramark Uniform Services (AUS). [Back to top]

2) What is changing?
   The implementation of the Oracle iExpense reporting tool will result in several key advantages/changes to the current process:
   - Report Automation -- create expense reports, attach receipts, submit and approve expenses online
   - Direct Payment – approved JP Morgan Chase corporate travel card charges will be paid directly to the bank. Approved out-of-pocket expenses will be reimbursed via electronic payment directly into the employee’s bank account
   - Employee reimbursement will be faster and will not go through payroll
   - Mileage Calculation – is based on the standard calculation (currently 56 cents). Mileage for employees with Car allowance will calculate at policy (currently 30 cents) and employees with fuel card will not be reimbursed for mileage
   - Go Green – eliminate paper copies and mail distribution waste
   - In addition, transactions posted to your corporate card will automatically display when you log on to iExpense  [Back to top]

3) I am not technologically savvy; how easy is iExpense to use?
   If you can navigate the Web, you can easily navigate in iExpense. It is an intuitive point-and-click application and all the features are easy to use and understand. There will be training and supplemental materials provided for additional support. [Back to top]

4) When do I start using the new Oracle iExpense system?
   The iExpense system is going live in a Pilot and three Waves over a period of approximately four months (December – March). When your Wave is ready you’ll be notified by email. As we approach go-live dates, advance communications and training materials will be sent to ensure you’re ready for the changes. [Back to top]

5) What must I do to prepare?
   As with the launch of any new tool and process, there will be some important changes and activities that need to occur prior to and at the time of implementation.
   **Actions required of employees prior to the release of the iExpense tool:**
   - If you’re on direct deposit for payroll, iExpense will use that same bank account to reimburse expense reports. If you wish to have iExpense use a different bank account you need to provide that bank account information to the AUS Corporate Travel Card Administrator - Tara Doray. If you’re not on direct deposit for payroll please sign up for it ASAP so you can receive your paycheck and expense reimbursements more efficiently via electronic funds transfer.
• iExpense is live in a Pilot, and then in three Waves. You will receive an email notifying you which Wave you’re in, and the go-live date of that Wave. Once your Wave goes live, you should process all business expenses incurred prior to go-live using the old paper-based expense report process and all expenses after go-live using iExpense. For example, if you’re notified that your go-live date is February 10, 2014 all expenses incurred before February 10 should be processed using the old paper-based expense reports and all expenses incurred on or after February 10 should be processed using iExpense. This should insure a simple and clean cut-over date.

• When you’re on iExpense, your JPMorgan Chase Corporate Card (the “Corporate T&E Card”) will be paid automatically by the iExpense system for every business expense you submit that’s approved in the system. Hence, using the “Post Date” as your guide on your Corporate T&E Card statement, you must directly pay JPMorgan Chase for all expenses on your Corp Card’s statement that were posted prior to your iExpense go-live date.

**IMPORTANT NOTE:** If you have auto-pay set up on your Corporate T&E card (where your Corporate T&E card is automatically paid each month) please be sure to turn that off.

6) **Will I be trained?**

Yes. AUS will provide training on Oracle iExpense prior to each Wave’s go-live and ongoing support will be available via the AUCAWeb Travel Information site and AUS’s Learning Management System (LMS) site. You will be notified when training becomes available. To ensure there is no lag time for submitting expenses in the new system, please take the training as soon as you are notified. [Back to top]

7) **How will I access the Oracle iExpense system?**

iExpense will be accessed from the AUCAWeb site.

If you have employees who do not have an email address and routinely submit expense reports, you should request an email account through the AUS_SupportCenter. [Back to top]

8) **Will expensing my travel be impacted by any other changes in addition to the deployment of iExpense?**

No. iExpense is configured to be in compliance with the Aramark Global Travel & Expense policy. Please be sure to familiarize yourself with the new policy prior to completion of your first iExpense expense report. A Quick Reference Guide which summarizes the key revisions to the policy is available on the AUCAWeb on the link AUS T&E Quick Tips. [Back to top]

9) **Will I need to create a Purchase Order for expense reports that are entered in iExpense?**

No. You don’t need to create a purchase order for expense reports that are entered in iExpense. [Back to top]
10) Will all expense reports be audited?
No, but quite a few will. iExpense is configured to randomly target expense reports for audit (based on business intelligence rules, as well as random audit procedures). Known abusers of the Aramark Global Travel & Expense policy will be flagged manually, may be put on a “watch list” and will likely be audited on a more frequent basis. [Back to top]

11) Is it possible to charge the expense reports of an employee to a MC other than their default MC from their HR record?
The employee will not be able to change their default MC in iExpense during expense report creation. In the infrequent instance when this is necessary, the employee must send an e-mail to AUS_IEXPENSE_FAQ requesting the MC change. [Back to top]

12) Will candidates for employment be reimbursed through iExpense?
No. Candidates for employment will not be reimbursed through iExpense. Candidates will be reimbursed through the standard Accounts Payable payment process using a paper-based expense report template. [Back to top]

13) Who do I contact with further questions about iExpense?
If you have any further questions regarding iExpense, you may email AUS_IEXPENSE_FAQ. [Back to top]

14) What expenses are not reimbursable per the Aramark Global Travel & Expense Policy?
The following are examples of the types of expenses that are not reimbursable:
- Personal travel or other expenses
- Additional flight insurance premiums
- Non-business related expenses incurred while out of town, such as barber, etc.
- Health club membership dues / fees
- Car rental over standard vehicle model or rental level
- Car insurance when renting from a company preferred supplier within the United States
- Personal credit card membership dues and annual fees
- Personal reading materials (e.g., books, newspapers, etc.) or services
- Online Internet services
- Traffic/parking tickets or fines, court fees, and costs of other negligent, illegal or wrongful acts
- Computer hardware, software, and any related equipment that is not purchased through ARAMARK’s Technology Department and is on an employee’s expense report
- Charitable and political contributions/dinners/fundraisers
- Child care costs
- House, pets, or plant sitting or other similar personal services
- Parking charges incurred during the normal work week unless in connection with company travel
- Gifts from one employee to another for holidays, birthdays, professional days or anniversaries [Back to top]
Creating and Submitting Expense Reports

15) How long does it takes for me to see my credit card transactions in iExpense?
   It takes approximately three to four business days from the credit card transaction date until it is posted to iExpense. Credit card transactions are posted into iExpense daily on Tuesdays through Saturdays which are posted to iExpense. [Back to top]

16) How do I expense my meals?
   There have been revisions made to meal reporting under the new Aramark Global Travel & Expense policy:
   - Maximum meal allowances have been increased to include tax and tip for ease of reporting.
   - Meals will be identified separately as Breakfast, Lunch and Dinner. The maximum daily meal allowance is $17 for breakfast, $25 for lunch and $43 for dinner. [Back to top]

17) How do I calculate my mileage?
   In iExpense all you need to do is enter in the number of business miles you’ve driven. You will no longer have to worry about calculating mileage rates as iExpense will automatically calculate proper reimbursement rates based on whether you have a car allowance, fuel card, or neither based on your HR employee record. [Back to top]

18) My hotel receipt includes multiple charges; do I enter it as “one big number” in iExpense or do I need to break out the charges?
   For tax reasons the company requires that you break out your hotel receipts by expense type.
   - Lodging fees plus taxes should be charged to Hotel/Lodging. Feel free to put lodging charges into iExpense as “one lump sum” using the date of check-out (i.e. you do not need to break out lodging charges for each night of stay at a hotel).
   - In room meals are charged to Breakfast, Lunch, or Dinner. Contrary to the lodging fee guidance above, please make certain to break out meal expenses by day and meal.
   - In room entertainment/movie charges should be itemized as Personal Expenses.
   For tax reasons, we unfortunately need to do the extra work of breaking out the different expense types (hotel versus food versus entertainment, etc.) in iExpense. [Back to top]

19) Do I still need to attach my receipts?
   Yes, but everything is going paperless. In iExpense you need to attach a PDF of your receipts in the system. All receipts must be scanned and saved in PDF format. Using the scanner in your MC or home office, you’ll need to scan your receipts, save them to your computer’s hard drive, and then attach them to your expense report in iExpense. If you have a Smartphone you can scan receipts (and create PDFs of those scanned receipts) using simple to use, inexpensive apps such as “Scanner Pro.” Once scanned and saved in PDF format, the receipts must be attached to your expense report in the iExpense system.

   The iExpense system will tell you when receipts are required. When receipts are required, you must attach them to your expense report (using the “Managed Attachments button”) within 30
minutes of submitting your expense report or the expense report will bounce back to you and it will not reach your Manager for her/his approval.

When you submit an expense report in the system, the receipts will be viewable by your approving manager, for audit purposes, and tax compliance. Receipts are not required for expenses less than $25 except as noted below.

Regardless of amount (i.e., even if the amount is less than $25), receipts are always required for the following expenses:

- All meals
- Entertainment charges
- Hotels / Lodging
- Airfare / Train Tickets
- Expenses charged to Other Employee Benefits
- Airline Clubs
- Dues and Subscriptions
- Legal / Professional / Outside Services
- Seminars and Meetings
- Training and Education

20) Am I required to attach the itemized receipt for meals where it shows what was ordered and the credit card receipt that shows tip and final total alone?

You are required to attach the credit card receipt and the itemized bill per the Aramark Global Travel & Expense policy:

- Meals for Self Expenses – (Page 16) “A credit card receipt, as well as the itemized bill, must be submitted with the expense report for all meal expenses.”
- Meals for Group Expenses – (Page 16) “Ensure that all receipts identify the establishment and the transaction date, and that they include both the itemized bill and the credit card receipt.”

21) Is it possible to delete a receipt attachment from an expense report?

The employees will not be able to delete attachments from their expense reports in iExpense. If it is necessary, the employee must send an e-mail to AUS_IEXPENSE_FAQ requesting the deletion and provide the expense report number and the title of the attachment.

22) If I submit expenses for a particular period and then find another receipt later for that same period, are there any special steps to submitting this additional expense?

No. You simply have to create a new expense report for that additional receipt. You can generate as many expense reports as you like for any given week, but as a general practice we ask that you try to submit one expense report per week.

23) Can I update or delete a submitted Expense Report?
Yes, as long as the status is not ‘Ready for Payment’ or ‘Paid’. From the Expenses Home page, locate the expense report under the Track Submitted Expense Reports listing.

- Click on the Withdraw button. A confirmation message will appear. Confirm that you do want to withdraw the expense report. This cancels any existing approvals and moves the expense report to the Update Expense Reports listing.
- Click on Update or Delete. [Back to top]

24) How can I view a previously submitted Expense Report?

If the expense report was processed in the last thirty days it will display on the Expenses Home page under Track Submitted Expense Reports. Click on the Expense Report number to view details.

If the report was submitted previous to the last thirty days, click on the Expense Reports tab at the top of the page. Search for the report by name, number, date, or status. Click on the Report number to review report details. [Back to top]

25) Who approves my expense report?

Your manager or supervisor will continue to review and approve your expense reports. **If receipts are required, iExpense will not forward an expense report to your supervisor until you attach the receipts.** When receipts are required, be sure to attach receipts within **30 minutes** of submitting an expense report or the expense report will bounce back to you unapproved.

Once you submit an expense report (with required receipts) your expense report will be electronically routed to your manager/supervisor for her/his electronic approval.

Based on certain business rules configured in the system, and random audit procedures, some expense reports will be audited after they’re approved.

Once an expense report is approved and audited (if applicable) it will be paid. [Back to top]
26) What are the expense report statuses in iExpense?

<table>
<thead>
<tr>
<th>Report Status</th>
<th>What It Means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hold Pending Receipts</td>
<td>The system is waiting for you to upload PDF receipts before routing the expense report to the approver.</td>
</tr>
<tr>
<td>In Progress</td>
<td>The report has been initiated, but not completed.</td>
</tr>
<tr>
<td>Partially Paid</td>
<td>The system moved the credit card transaction to the JPMorgan vendor for payment.</td>
</tr>
<tr>
<td>Pending Individual’s Approval</td>
<td>An expense report created by your delegate is waiting for your acceptance.</td>
</tr>
<tr>
<td>Pending Manager Approval</td>
<td>The report has been routed to the manager for approval.</td>
</tr>
<tr>
<td>Pending Payable Approval</td>
<td>The report has been approved by the manager, and will now go through the Accounts Payable verification and audit process.</td>
</tr>
<tr>
<td>Pending System Administrator Action</td>
<td>You need to contact the AUS Support Center to resolve a pending issue.</td>
</tr>
<tr>
<td>Pending Your Resolution</td>
<td>The system is waiting for your action.</td>
</tr>
<tr>
<td>Ready for Payment</td>
<td>The expense report is queued for payment.</td>
</tr>
<tr>
<td>Rejected</td>
<td>The expense report has been rejected by the approver.</td>
</tr>
<tr>
<td>Withdrawn</td>
<td>The report was submitted and later withdrawn.</td>
</tr>
</tbody>
</table>

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Reimbursements

27) How will I be reimbursed for my expense reports?

There are two types of expenses:

1. Business expenses incurred on your Corporate T&E Card.
2. Business expenses not incurred on your Corporate T&E Card.

When you’re on iExpense, your Corporate T&E Card will be paid automatically by the iExpense system for every business expense you submit that’s approved in the system.

Business expenses not incurred on your Corporate T&E Card which are entered into iExpense manually (and approved for payment) will be paid to you directly via direct deposit (if you’re signed up for direct deposit) or check.

**IMPORTANT NOTE:** You should **never** use your Corporate T&E Card for personal expenses.

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28) How often are payments being made to JP Morgan?

Payment to JP Morgan Chase will be processed daily. If an expense is approved by your manager in iExpense it will customarily be paid to JPMorgan Chase in **two business days**.

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29) How will I be notified when payments have been made to JP Morgan Chase?

Notifications are not sent to employees when JPMorgan Chase is paid. In iExpense, employees have the option to check their expense report status to see if it is paid. That said, email notification will be sent to employees when reimbursement is processed for expenses that were not processed on the Corporate T&E Card. [Back to top]

Corporate Travel & Expense (T&E) Credit Cards

30) How do I apply for a Corporate T&E Card?

You will need to apply for a card if you regularly incur or anticipate incurring business expenses on a regular basis. The Travel Card application can be found on the AUCAWeb on the link AUS Travel Card Application.

- Your Application must be signed by your approving manager prior to submitting it to the AUS Corporate Travel Card Administrator [Back to top]

31) Who is the AUS Corporate Travel Card Administrator?

The AUS Corporate Travel Card Administrator is Tara Doray. [Back to top]

32) Is this Corporate T&E Card for travel and entertainment only or can I use it to purchase supplies?

The Corporate T&E Card is intended for business travel and other travel and entertainment related expenses allowed under the Aramark Travel & Entertainment Policy for the conduct of Aramark’s business. You are not to use the card to purchase office supplies.

IMPORTANT NOTE: Personal charges on the Corporate T&E Card are strictly prohibited. [Back to top]

33) If I accidentally use my Corporate T&E Card for a personal expense, would I be able to mark that expense as personal when it comes into the iExpense system (and not have that personal charge reimbursed by AUS)?

Yes...but this should only happen in an extremely rare circumstance where you accidently charged a personal expense on your Corporate T&E Card. Personal charges on the Corporate T&E Card are strictly prohibited.

If this circumstance happens, employees will have the ability to mark Corporate T&E charges as personal in the iExpense system. Although the charges are on the expense report in the system, they will not be reimbursed by AUS. It is also the employee’s responsibility to pay JPMorgan Chase directly for the personal charge. [Back to top]

34) Who is responsible to pay for the Corporate T&E Card late fees or interest charges?

Employees are fully responsible to pay JPMorgan Chase for any late fees or interest charges incurred on their Corporate T&E Card. To avoid late fees and interest charges, employees must submit their expense reports on a timely basis so their Corporate T&E Card statements are paid on a timely basis by iExpense. If employees fail to do their expense reports timely, and then pay their Corporate T&E Card directly (instead of submitting an expense report), they
will create an “accounting mess” for themselves when they finally do their expense reports and iExpense pays JPMorgan Chase for those expenses. To avoid an accounting mess, late fees, and interest charges; employees must submit their expense reports on a timely basis and no later than 20 days after incurring a business expense.  

Using Delegates

35) Can I assign a Delegate to create my expense reports for me?

Yes. In the system you may assign a Delegate to prepare your expense reports for you. However, once prepared by your Delegate, the draft expense report will be routed to you for your review and you’re still required to submit it in the system to your supervisor for approval.

36) If an Admin is set up as a Delegate, will the Admin have access to email notifications going to Executives to review their direct reports’ expense reports and receipts?

No. Delegates will not have access to email notifications sent to Executives requesting them to approve their direct reports’ expense reports. Approval notifications are sent only to the Supervisor/Manager (not the Delegates).

37) Will Admins be able to review expense reports of their boss’ direct reports prior to the boss receiving them?

No, Admins will not be able to see the expense reports of their boss’ direct reports prior to their boss reviewing them.

If an Exec makes the request, an Admin can be set up as a Delegate of their boss (to prepare Expense Reports for the Exec) but the Admin can only see the Exec’s expense reports.

Approving Expense Reports

38) Can I approve expense reports using my Blackberry or Smartphone?

No. On your Blackberry or Smartphone you will receive email notification that there is an expense report requiring your approval, but the system requires that you log in (using your computer) to approve expense reports.

39) Why am I not able to launch the ‘Expense Report Details’ from the approval e-mail notification?

This is a known issue with the redirection and seamless SSO (Single Sign On) login. Follow the process below until the issue is resolved.

- Click on the ‘Notification Detail.html’ attachment in the email notification to log into iExpense which will take you to the expense report.
- Click on ‘Expense Report Details’ to view the details.

40) What if I’m on vacation, who will approve my employees’ expense reports while I am out?

On a temporary basis (not to exceed any sequential period beyond 20 days) you may elect a Vacation Proxy in iExpense to approve expense reports on your behalf.