

Student & Guest Reimbursement (SGR) Frequently Asked Questions

Dearborn ONLY: Before sending a student or guest request for reimbursement to the Shared Services Center for processing of out-of-pocket expenses you should determine:


1. If the student is also an employee of the University
 - a. The student should use Emburse to request reimbursement of their out of pocket expenses if they have Emburse access.
 - b. If the student/guest does not have an employment relationship with the University of Michigan then use the SGR process to reimburse the guest for out-of-pocket expenditures.

IMPORTANT:

- By using this process you ensure the student or guest reimbursement will not be considered taxable income.
- This process requires an electronic signature of the student or the guest as “Signer Not Available” **will no longer** be accepted in lieu of a signature for reimbursements.

On the [SGR Website](#) you will find the eForm to submit requests for reimbursement of out-of-pocket expenses. This web site also includes forms, instructions, and training resources to aid you with submitting a request for reimbursement.

	Question	Answer
#1	Should you upload multiple receipts uploaded as one file? or can they be separate?	Either approach will work when submitting receipts.
#2	Will the unit get a copy of the completed TBHER for account reconciliation purposes?	Yes, the completed Excel file (TBHER) will be attached to the case as well as the voucher for account reconciliation.



Student & Guest Reimbursement (SGR) Frequently Asked Questions

#3	When do we need to request a Supplier (Vendor) ID?	Request a Supplier ID when paying by EFT or Wire, or if there's a cash advance that will need to be reconciled. Supplier IDs are not needed for reimbursements paid by check.
#4	Once I file a request for reimbursement how long will it take until the recipient receives their payment?	The intent is to have the reimbursement process (request to voucher) completed in 5 business days. The total number of business days is dependent on 1) obtaining the correct and necessary information supporting the reimbursement, 2) the time it takes to obtain signatures from students/guests, and 3) a potential voucher audit (may add up to 3 additional days).
#5	Is it better to give a cash advance to a student to manage or to reimburse individual students after the fact?	There are potential risks when granting a cash advance to a student, as obtaining receipts and documentation once the activity is complete may be difficult and time-consuming. However, there may be student activities for which a cash advance is a better choice. If the student can afford the initial purchase, we would recommend reimbursement as the better option.
#6	Are you directly requesting signatures from all parties?	Yes. It's 1 to 1 communication when we reach out for signature approval. We contact them directly for their signature using the SignNow software. There are no third parties involved with soliciting approvals and signatures.

Student & Guest Reimbursement (SGR) Frequently Asked Questions


#7	Do you know where eForm is located for reimbursing employees for moving expenses?	Moving reimbursements should be processed using the PeoplePay reimbursement process.
#8	What resources are on the SGR website that will help me collect information from the guest or student requesting reimbursement?	You can send the Fillable Student/Guest Handout PDF form to your student or guest to collect the information needed to submit a request for reimbursement. When sending this form, be sure to also ask for receipts, if required for reimbursement.
#9	Would we use this for student travel if the student is an employee but the travel is related to their studies, not work?	Since the student has an employment relationship with the University, they would submit a request for reimbursement for out-of-pocket expenses through Emburse.
#10	When do you use this vs Emburse?	<p>The SGR process should be used when a student is not an employee and for non-employee guests of the university.</p> <p>If the student or guest does not have Emburse access, please complete the SGR eForm for processing.</p> <p>If the reimbursement is to an employee or a student with an employment relationship, the reimbursement will be processed through Emburse (for all Ann Arbor campus units, the ticket will be transferred to the appropriate Travel & Expense Processing Team if we find the student/guest has Chrome River access.)</p>

Student & Guest Reimbursement (SGR) Frequently Asked Questions

#11	How do we know if a student has access to Emburse?	A student who is also an employee of the University may have access to Emburse. For Ann Arbor campus requests, the SGR team will check for Emburse access. For Dearborn campus requests, you may need to check with the student/guest.
#12	Can I use the eForm to request a refund?	Yes. Please include the cash receipt ticket for the original transaction as one of the attachments. For credit card transactions, the preferred path is for the unit to refund to the original credit card. If that cannot be done, then please provide sufficient evidence to have a check issued, which would include: why the refund couldn't be done to the credit card, merchant ID, amount, and if possible, the last 4 digits of the credit card.
#13	Would this be the way to return scholarship funds to the donor if the student does not enroll at the university? If so, sometimes we do not have an email address for the donor- how would we complete the form?	<p>Refunds from gift donors should be discussed with:</p> <p>Ann Arbor: Office of University Development or Schools & Colleges or Non-Degree Granting Units</p> <p>Dearborn: Institutional Advancement</p> <p>If you are in need of additional guidance, contact:</p> <p>Ann Arbor: Financial Aid</p> <p>Dearborn: Financial Services</p>

Student & Guest Reimbursement (SGR) Frequently Asked Questions

#14	<p>Are students permitted to submit SGR requests for reimbursement using their Student Organizational funds? Are students allowed to submit any requests?</p>	<p>Ann Arbor campus students should submit requests through Student Organization Accounts Service (SOAS).</p> <p>Dearborn campus students should not be submitting expense reimbursements for themselves, for other students, or for guests of the university.</p> <p>The Shared Services Center actively monitors incoming SGR requests and will advise students submitting requests to contact the responsible units for assistance. The only students who may submit requests are those employed by the university, submitting the request as part of their job responsibilities.</p>
#15	<p>Can Dearborn campus Student Organizations request this service directly? How would they get a staff authorization?</p>	<p>Staff must assist Student Organizations with processing requests for non-employee student reimbursements. We STRONGLY RECOMMEND Student Organizations utilize the “Fillable Student/Guest Handout” PDF form to collect the information needed to submit a request for reimbursement. When sending this form, be sure to also ask for receipts, if required for reimbursement.</p>
#16	<p>Is it better to give resources to a student group to manage or to have the student group reimburse individual students?</p>	<p>Dearborn Only: Processing a funds transfer or a reimbursement directly to the Student Org depends on the status of the Student Organization (Registered Student Organization versus a</p>



Student & Guest Reimbursement (SGR) Frequently Asked Questions

		Sponsored Student Organization) and the shortcode that will be used for the transaction. Contact the Assistant Controller for specific directions and options related to interfund transfers.
--	--	---