**Procedures for submitting paper claims by email**

* Submit one claim per e-mail
* A completed Travel and Expense form MUST be attached to the e-mail. If no form is attached it will be returned. The Form is located on the Financial Services website under Forms.
* The claimant’s name should be in the Subject Line of the e-mail. i.e. Jane Smith – Travel Claim
* Approvers do not need to sign hard-copy - approval from verified queen's email accounts will be accepted.
* Approvers should note on the claim or in their approval email that they have verified that this is not a duplicate payment.
* Only submit once approval has been obtained. It should be sent to [expenses@queensu.ca](mailto:expenses@queensu.ca)
* Submit the form and receipts as ONE e-mail
* Supplier payments are to be processed by Accounts Payable using AcQuire
* Claims are still being reviewed for adherence to policy and if there are issues they will be returned.
* Inquiries into claims that were submitted in hard copy will be answered, however they are stored at the Financial Services office, this will cause a delay in answers being provided.
* Hard copies of paper claims can still be submitted, but DO NOT submit one claim by both methods (e-mail and paper hard copy).
* It is the responsibility of the department to ensure that claims are not submitted twice - all claims that are received, that are fully approved and supported, will be processed. If a claim is paid twice it will be the responsibility of the department to collect the re-payment of funds.

Thank you,

Financial Services