
DSS Policy Bulletin #2020-004
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DISTRIBUTION: ALL STAFF

Reimbursement of Personal Telephone Expenses During the COVID-19 Emergency

Subtopic(s): Finance

■ INTRODUCTION

Due to the COVID-19 Emergency, certain employees will be teleworking and/or reassigned to other areas of the Agency. In some instances, staff will conduct Agency business using their personal phones to complete an assigned task. To the extent that such usage results in additional expenses, the following procedure will provide instruction to staff for submission of eligible claims for reimbursement of personal expenses incurred due to and, during the course of, official business.

■ APPLICABILITY

This document applies to Department of Social Services/Department of Homeless Services/Human Resources Administration (DSS/DHS/HRA) staff who are teleworking and using their personal phones for agency business.

■ POLICY

For Employees with Phone Service Without Unlimited Call Minute Plans:

Employees who do not maintain unlimited per minute plans with their service provider shall be reimbursed for the actual cost of cell phone or land line calls, **either local or long distance**, made from personal cell phones or land lines when such calls pertain to official City business.

For Employees with Phone Service With Unlimited Call Minute Plans:

Employees who maintain unlimited per minute plans with their service provider shall not be reimbursed for business related calls.

■ REQUIRED ACTION

Staff seeking reimbursement for incurred expenses must take the following actions:

- All reimbursement claims for business-related cell phone or land line usage shall be entered into the Agency's **Employee Expense System (EES)**. EES is accessible to employees and supervisors via the HRA intranet page. Employees and supervisors use their Employee Identification Number (EIN) to log into the system. In addition, the system permits the employee to update their permanent home address and/or provide an alternate address for one-time mailing of a reimbursement check.
- When submitting claims for reimbursement of business-related cell phone or land line charges, the employee must upload a copy of the pertinent monthly statement(s) highlighting the business-related phone charges. The employee must highlight all business-related calls or charges in the monthly statement and total those expenses in the claim. This may include long distance or other overage charges.
- Cell phone expenses require two (2) levels of approval before being forwarded, by the system, to HRA Accounts Payable for review and payment. A check print file is forwarded to ITS, for processing and check printing, on a bi-weekly basis.
- **Please Note: The EES system enforces business rules that require reimbursement request be submitted within six (6) months of when the expense was incurred.**

Effective Immediately