

## Receipt Frequently Asked Questions (FAQ)

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- 1) **I've purchased my flight to my study abroad program, so I just need to submit my airfare receipt to get reimbursed for it, right?**  
No, that's incorrect. **The OIE does NOT reimburse you for your airfare**, and reimbursement requests for airfare will not be processed. However, as an approved UR study abroad student, you DO automatically receive a travel allowance to help defray your travel costs. Please read the [Travel Allowance vs. Reimbursements section](#) for more details.
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- 2) **What do I do if I paid for something but did not get a standard receipt (either hard-copy or online)?**  
Standard receipts are sometimes not provided, for a variety of reasons. If you find yourself in this situation, here's what you'll need to submit in lieu of a receipt in order to be reimbursed:

**ONE** of the following:

- Front/back copy of your cashed check
- Copy of your credit card or bank statement showing the transaction (with your account number blocked out first)
- Copy of your money order
- Copy of your wire transfer confirmation

**AND** supporting documentation – **below are some examples** (this is not an all-inclusive list, as it depends on the transaction):

- Print-out or URL of the consulate's webpage listing the fee(s) being paid
- Copy of the visa/passport/residence permit application form showing the fee(s) being paid
- Letter/email from your host institution indicating the fee(s) that you must pay
- Document from your abroad gym (etc) showing the fee(s) that you have paid

[Click here](#) to see a real-life example of acceptable supporting documentation.

**IMPORTANT:** If you are submitting a copy of a cashed check, a bank or credit card statement or a money order copy as your receipt, you **MUST** submit supporting documentation. Reimbursement requests submitted with missing required documentation will be rejected. The OIE will email you one time to advise you of what's missing. Repeated reminders will not be sent; it is your responsibility to follow up accordingly. If you do not, then you may lose out on your reimbursement opportunity.

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- 3) **I paid for an eligible expense online, and therefore I did not receive a traditional receipt. I only have a print-out of my completed online transaction. Will this be a problem?**  
No, this won't be a problem, provided that the amount paid for the transaction appears on the print-out.
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- 4) **I don't have access to a scanner. When I take a photo of my receipt, the image is too big to email as an attachment. HELP!**  
[Download the free CamScanner app](#) to your Android, iPhone or iPad! This app converts your photos into PDF files, which are easier to email as attachments.
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- 5) **Some vendors abroad offer to charge my credit card purchases in U.S. dollars instead of the local currency. Should I do this?**  
We strongly recommend AGAINST charging abroad purchases in U.S. dollars because a "convenience" fee is built into the final purchase

price (and this is not eligible for reimbursement). You should ALWAYS pay for purchases abroad in the local currency.

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**6) Can I type or copy/paste my expense transaction details into Microsoft Word and submit that as my receipt?**

No. You must submit your official receipt (a photocopy or scanned copy is ok) in its original form. You cannot recreate a receipt because there is no way to know whether the information is correct/valid or not.

[Click here for tips on saving your receipts as PDF or JPG files.](#)

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**7) I lost my receipt, but my friend purchased the exact same thing that I did. Can I just submit my friend's receipt with my reimbursement request? I can type or copy/paste my expense transaction details into Microsoft Word and submit that as my receipt?**

No. Presenting someone else's receipt/proof of payment as your own in an effort to obtain reimbursement is an honor code violation. If you no longer have your own receipt, please contact [Jennifer Stevens](#) for assistance.

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**8) I signed up for a gym membership and/or cultural excursion, but I'm not permitted to pay for everything upfront. Instead, they charge me periodically (weekly, monthly, etc). Should I wait until the end of the semester and submit all of my receipts at one time?**

As long as your accumulated receipts are dated within 60 days of when you submit them with your reimbursement request, that's ok. However, if holding off on your reimbursement request means one or more of your receipts falls outside of the 60-day window, then you may only be reimbursed for those receipts that are no more than 60 days old at the time you submit them with your reimbursement request.

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**9) Well, if I can't submit all of my receipts at one time, what should I do?**

You should collect your receipts and submit multiple reimbursement requests while your receipts are fewer than 60 days old. For example, if your gym membership is for 6 months and your gym charges you monthly, you could submit three (3) separate reimbursement requests - one request for every two (2) months' worth of receipts. That way you're sure to meet the 60-day requirement.

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**10) I don't have ANY way to prove that I paid for something that is eligible for reimbursement. What do I do?!**

Contact [Jennifer Stevens](#) for assistance.

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**11) Since I'm allowed to submit faxed/scanned receipts for my study abroad reimbursements, does this mean that if I have a reimbursement request for something else on campus, I don't need an original receipt?**

NO. Only study abroad-related expenses reimbursed by the Office of International Education are exempt from the original receipt requirement. All other reimbursement circumstances still require original receipts.

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**OTHER HELPFUL REIMBURSEMENT INFORMATION:**

Reimbursements Cheat Sheet: <http://studyabroad.richmond.edu/?go=ReimbursementsCheatSheet>

How to receive your reimbursement electronically via direct deposit: <http://studyabroad.richmond.edu/?go=DirectDeposit>

**Questions about reimbursements? Contact [Jennifer Stevens](#)**