



Expense & Travel Policies 101

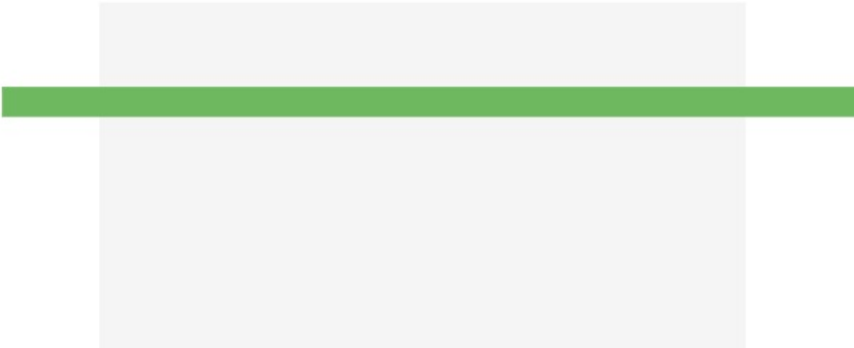
Zoho US + Canada

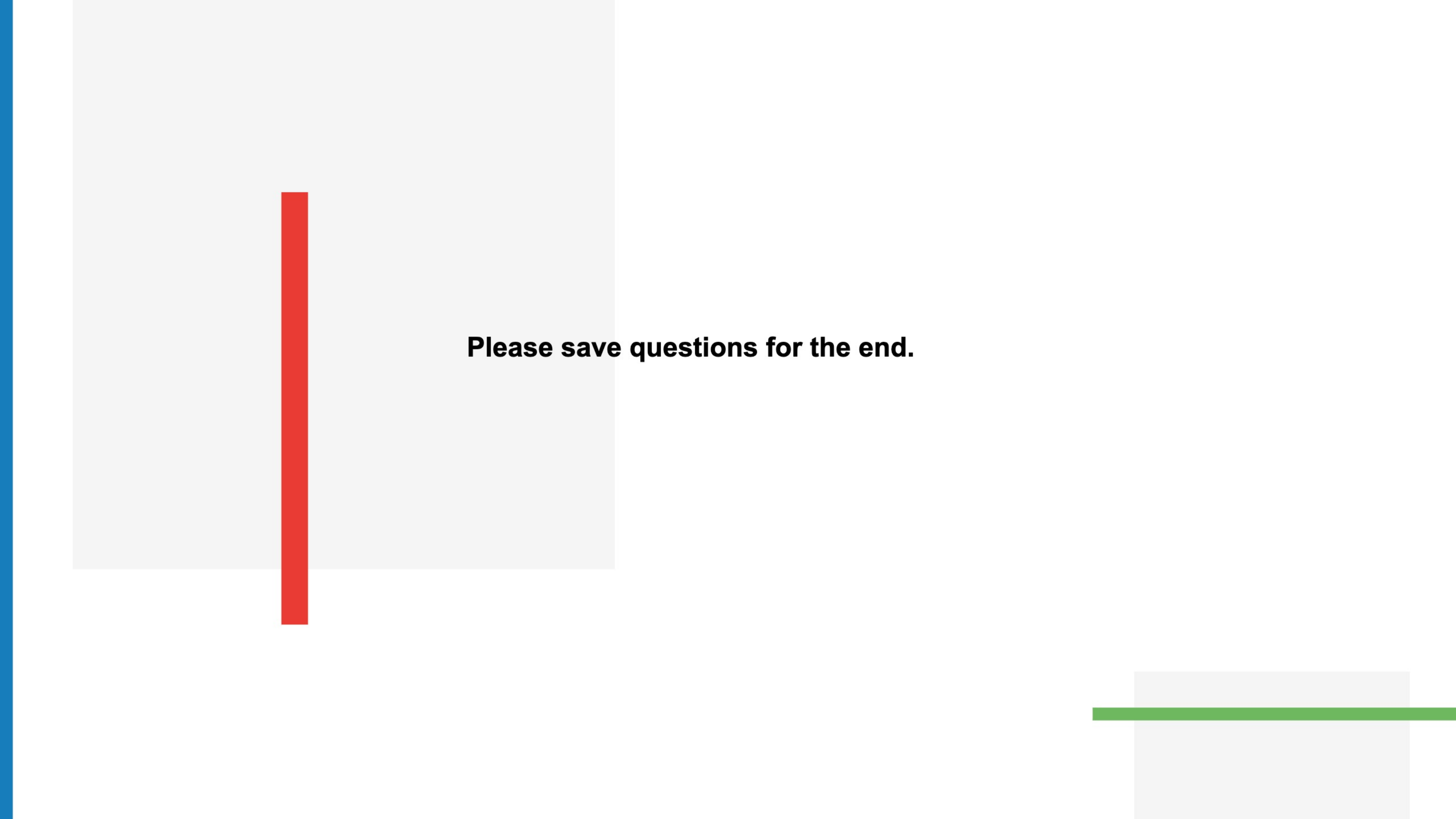
January 2023

Disclaimer:

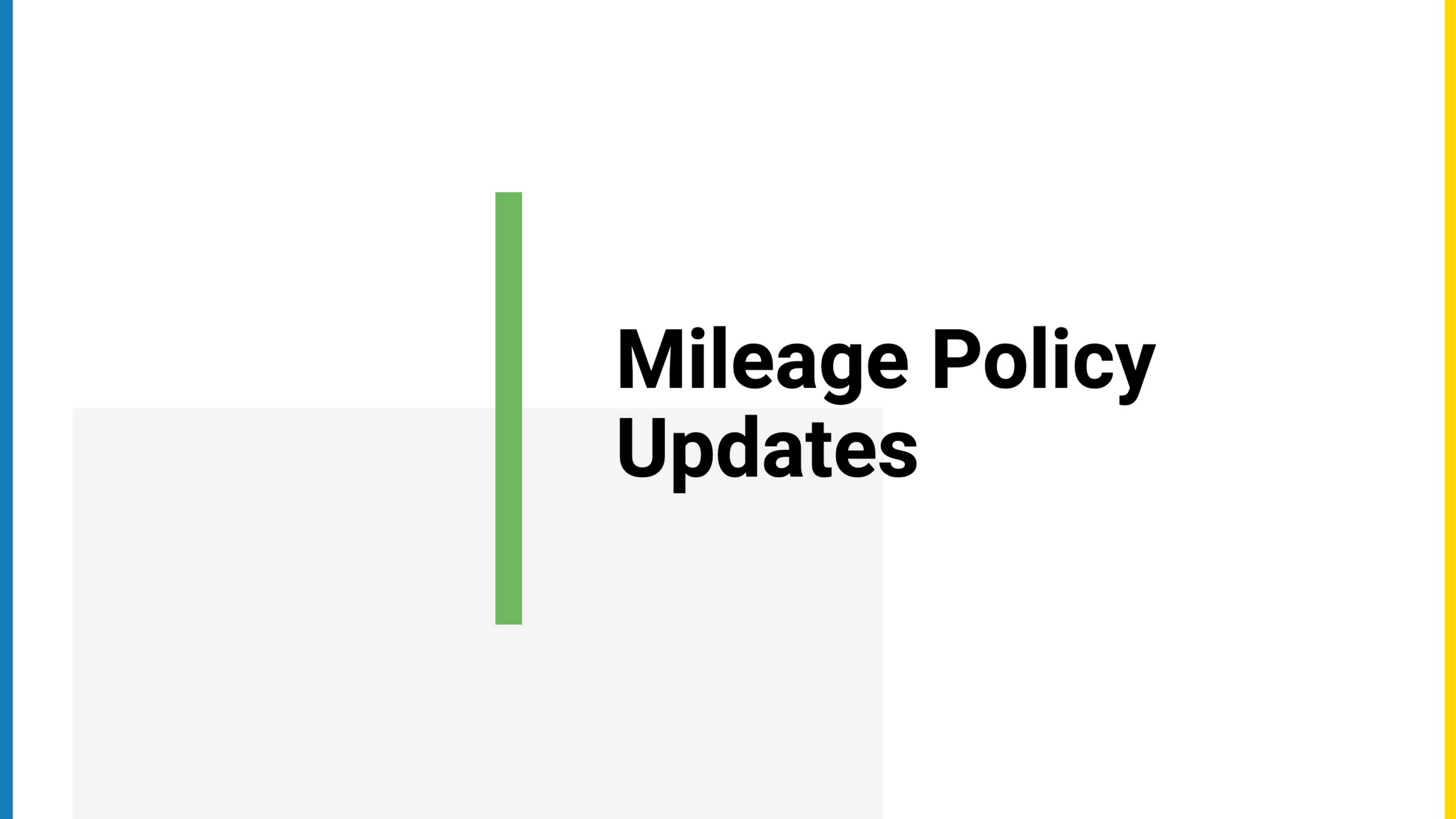
This presentation is not exhaustive, and presents highlights of Zoho's Expense and Travel policies, which may be found [here](#).

All guidelines are subject to change.

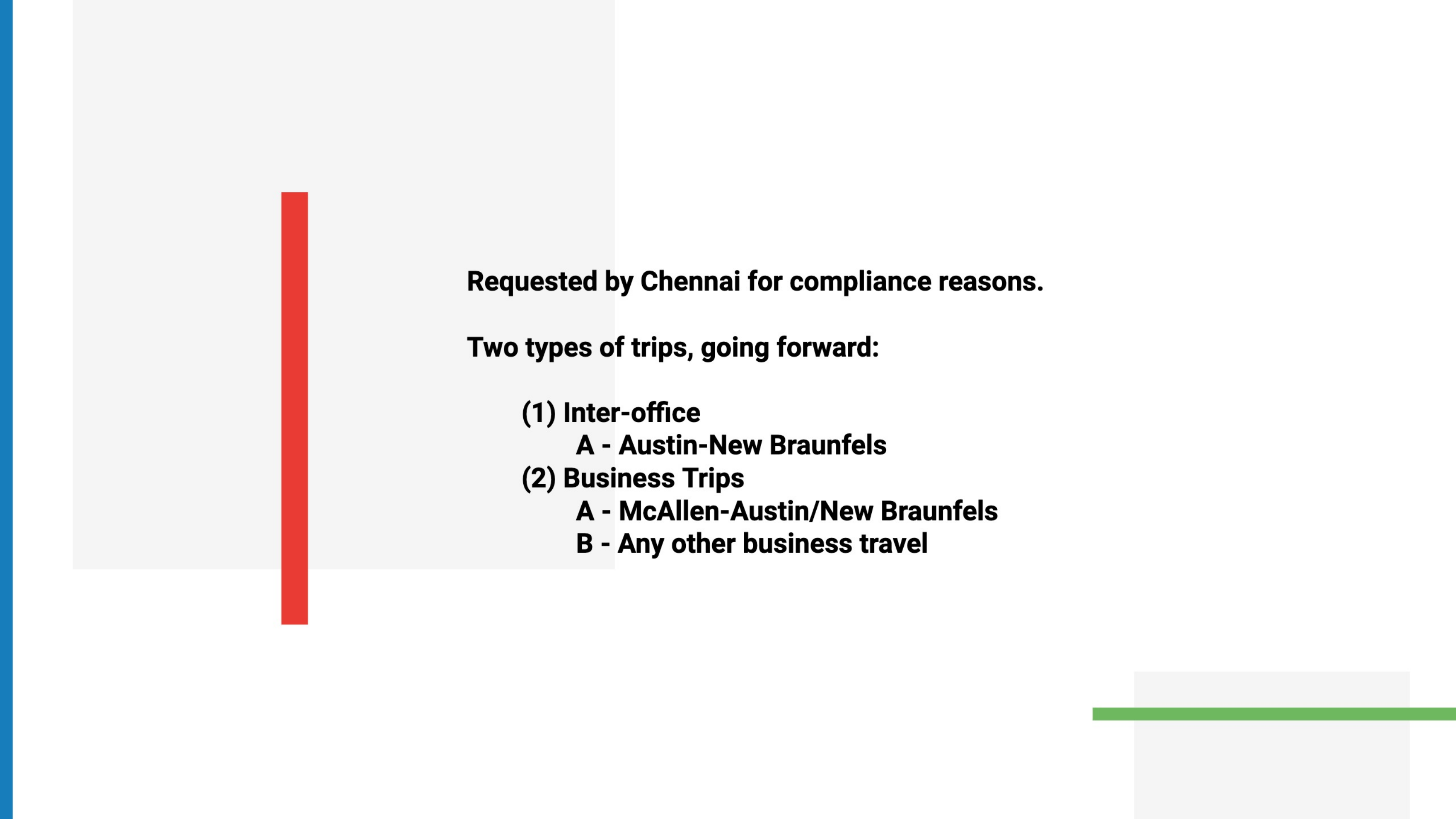




Please save questions for the end.



Mileage Policy Updates



Requested by Chennai for compliance reasons.

Two types of trips, going forward:

(1) Inter-office

A - Austin-New Braunfels

(2) Business Trips

A - McAllen-Austin/New Braunfels

B - Any other business travel

(1) Interoffice: Austin-New Braunfels

- (A) Up to 4x/month**
- (B) Up to 120 miles/trip**
- (C) Only covers home to office**
- (D) Should be its own expense report**
- (E) Expenses listed as "Mileage" within Expense Report**
- (F) For documentation, include a screenshot of Google maps showing distance between your home and the office**

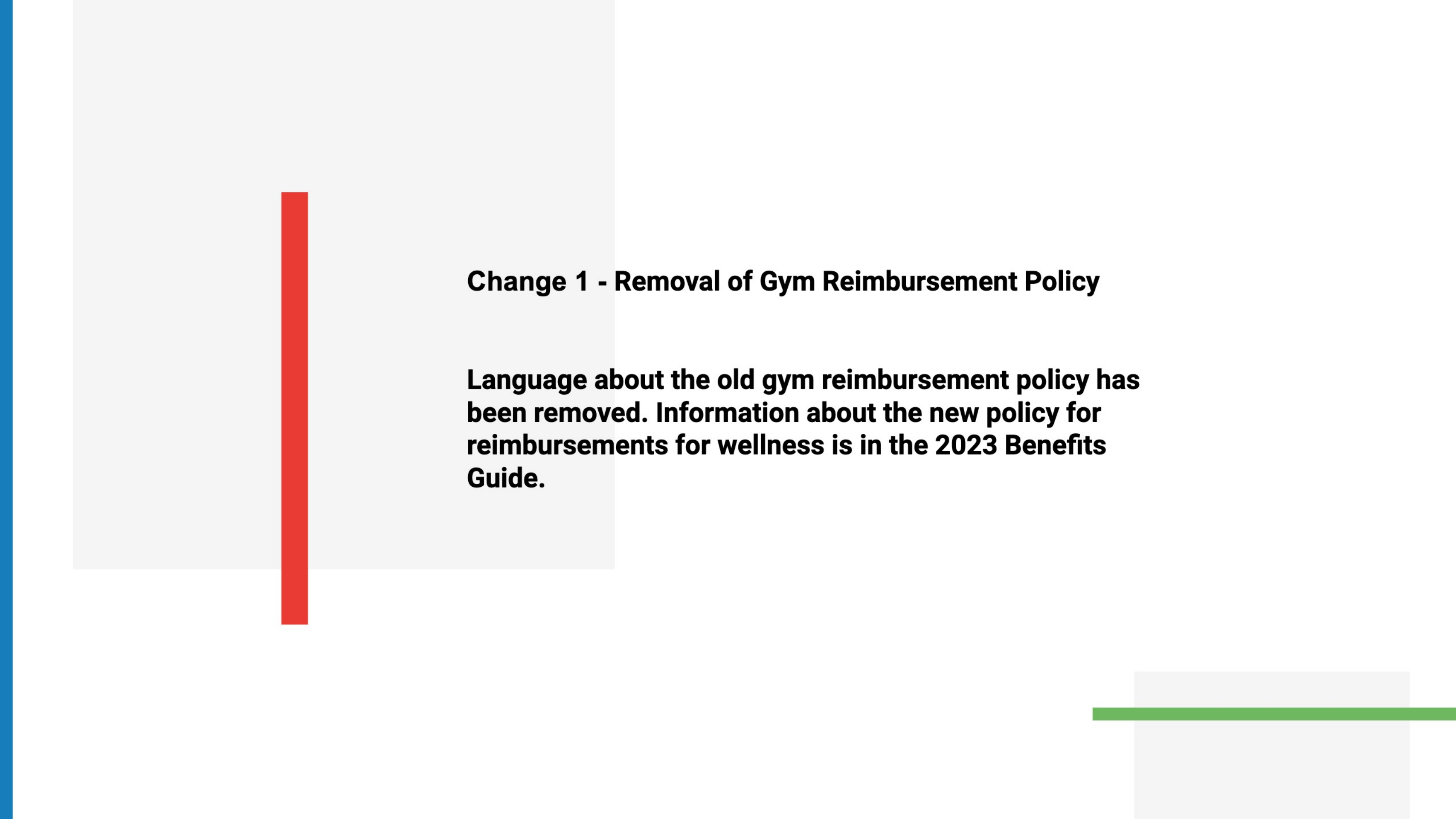


(2) Business Trips

- (A) Tethered to Trip Request in Zoho Expense**
 - (B) Included in the associated expense report**
 - (C) Listed as "Mileage" in the expense report**
 - (D) For documentation, include a screenshot of Google maps showing distance between your home and the office, as well as an accounting of drives within the larger trip (ie, hotel to office, office to dinner, etc.)**
 - (E) 800 mile limit/trip without prior authorization**
- 

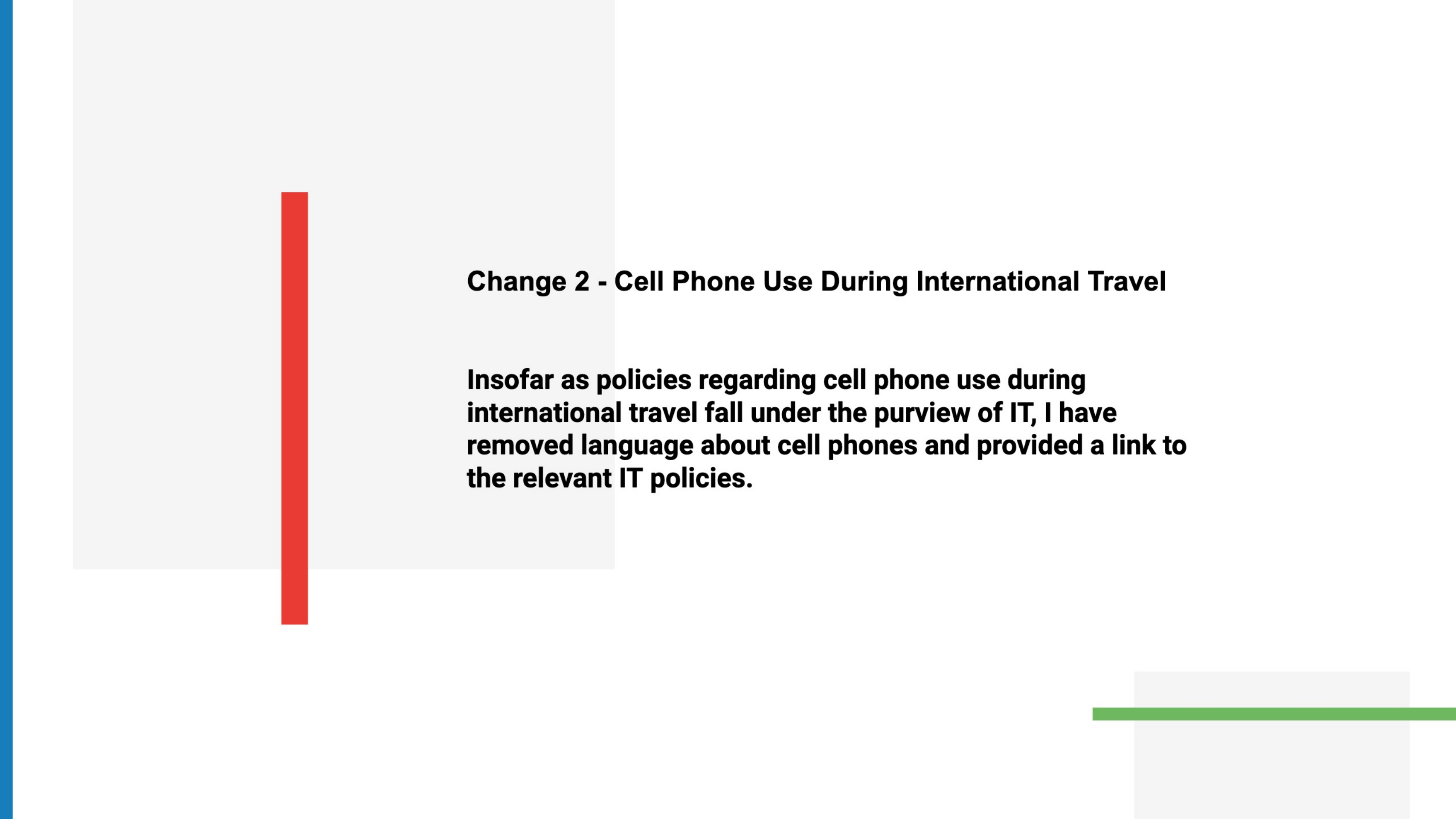


Travel Policy Updates



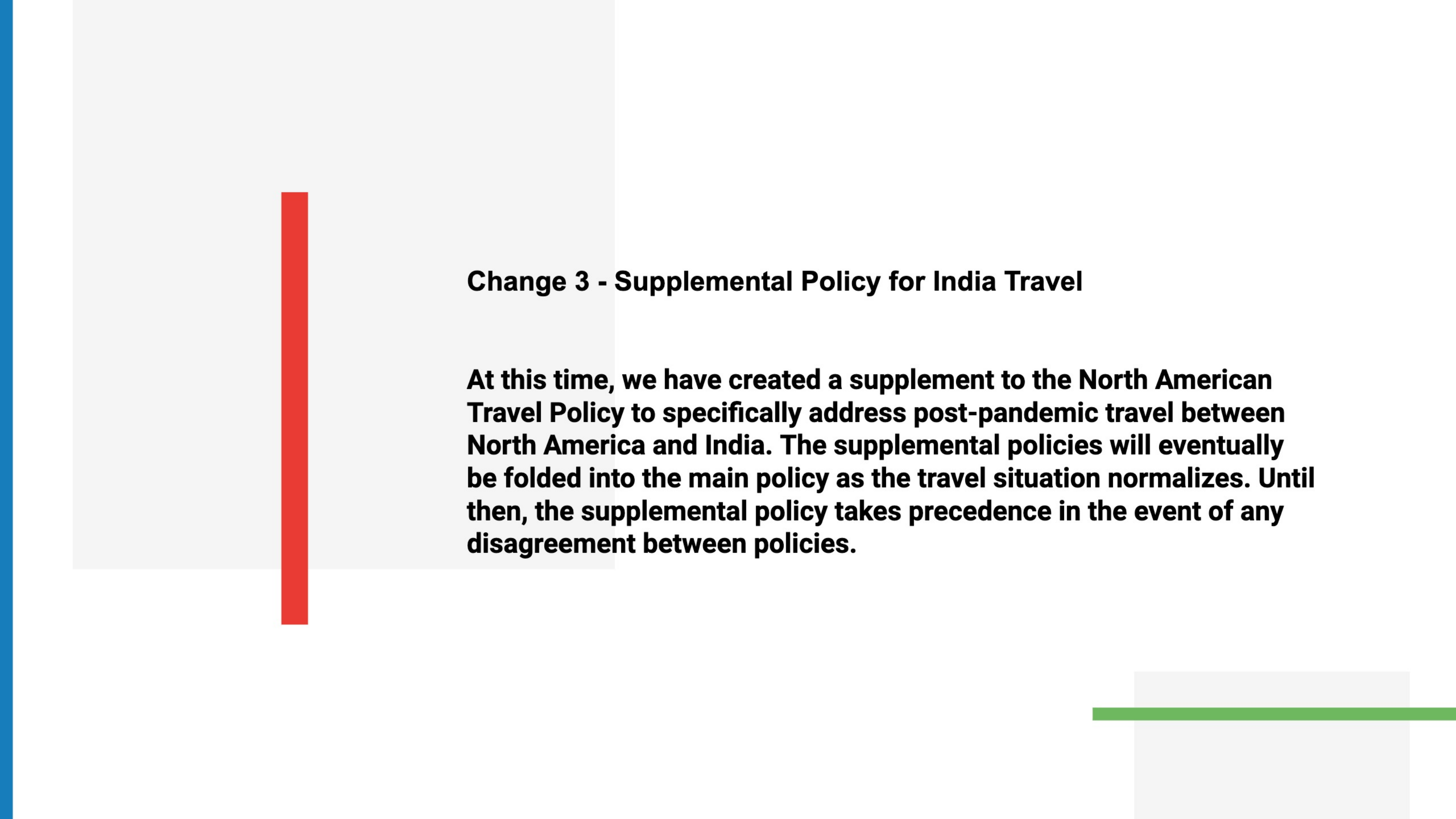
Change 1 - Removal of Gym Reimbursement Policy

Language about the old gym reimbursement policy has been removed. Information about the new policy for reimbursements for wellness is in the 2023 Benefits Guide.



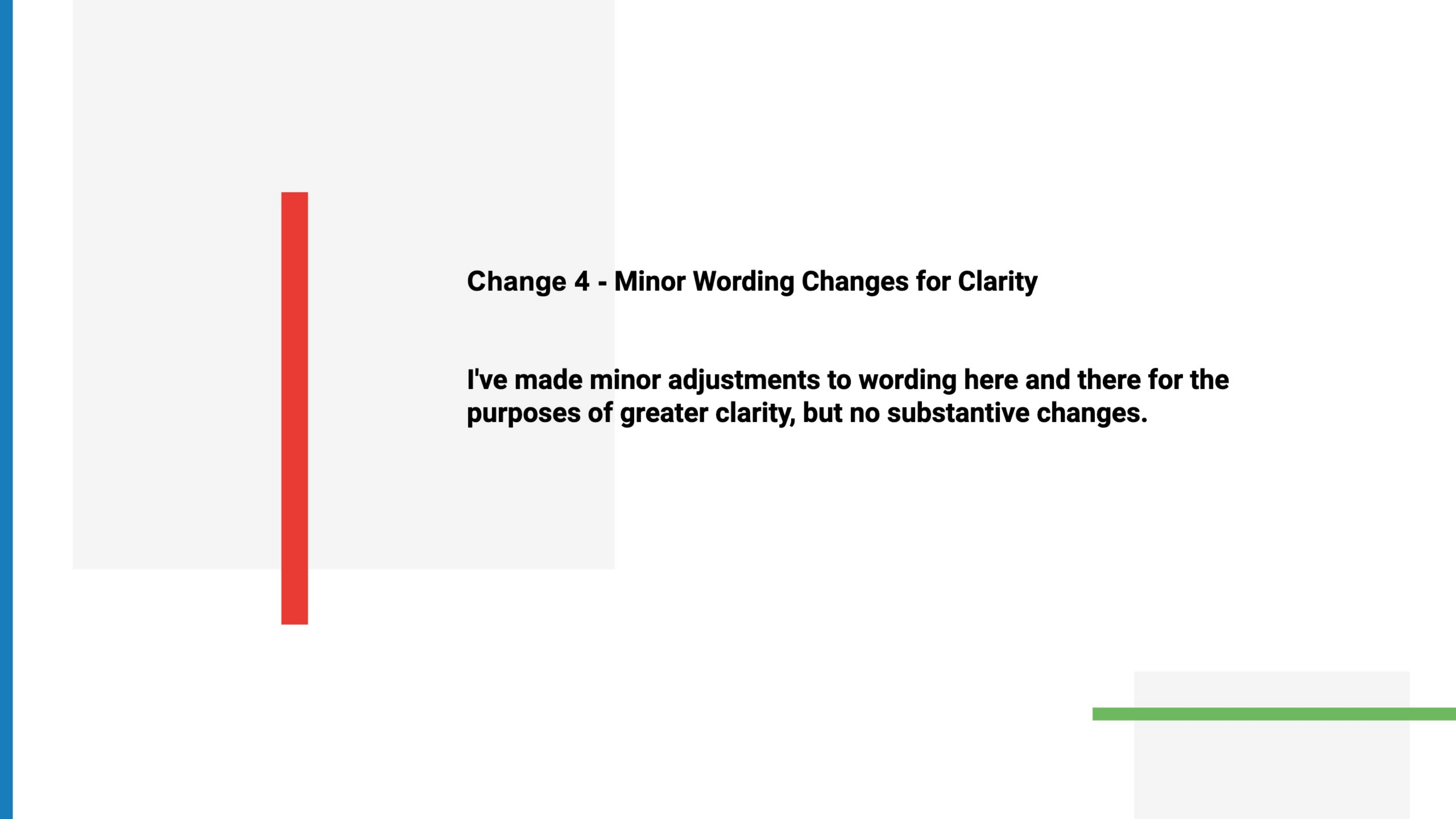
Change 2 - Cell Phone Use During International Travel

Insofar as policies regarding cell phone use during international travel fall under the purview of IT, I have removed language about cell phones and provided a link to the relevant IT policies.



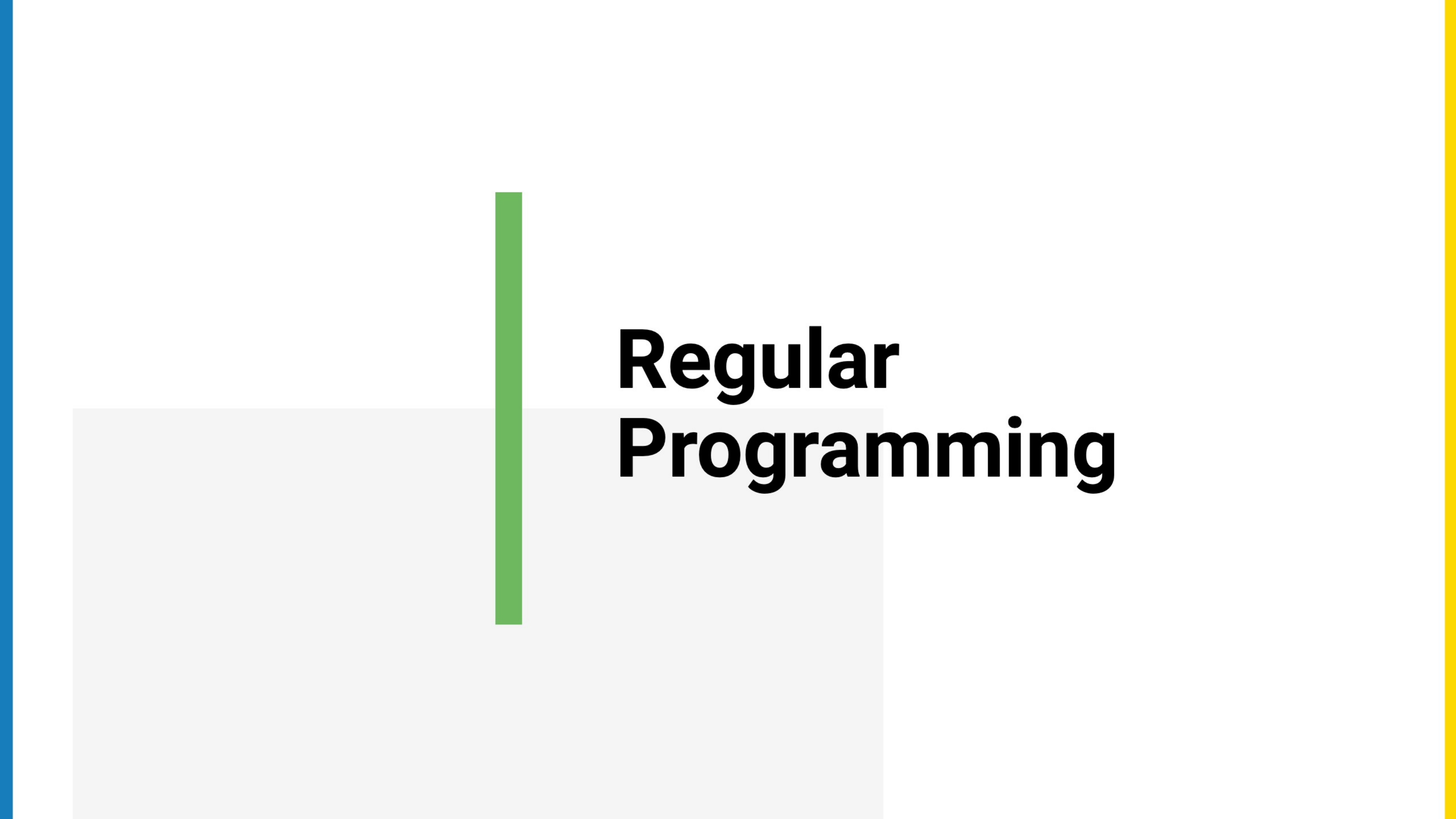
Change 3 - Supplemental Policy for India Travel

At this time, we have created a supplement to the North American Travel Policy to specifically address post-pandemic travel between North America and India. The supplemental policies will eventually be folded into the main policy as the travel situation normalizes. Until then, the supplemental policy takes precedence in the event of any disagreement between policies.

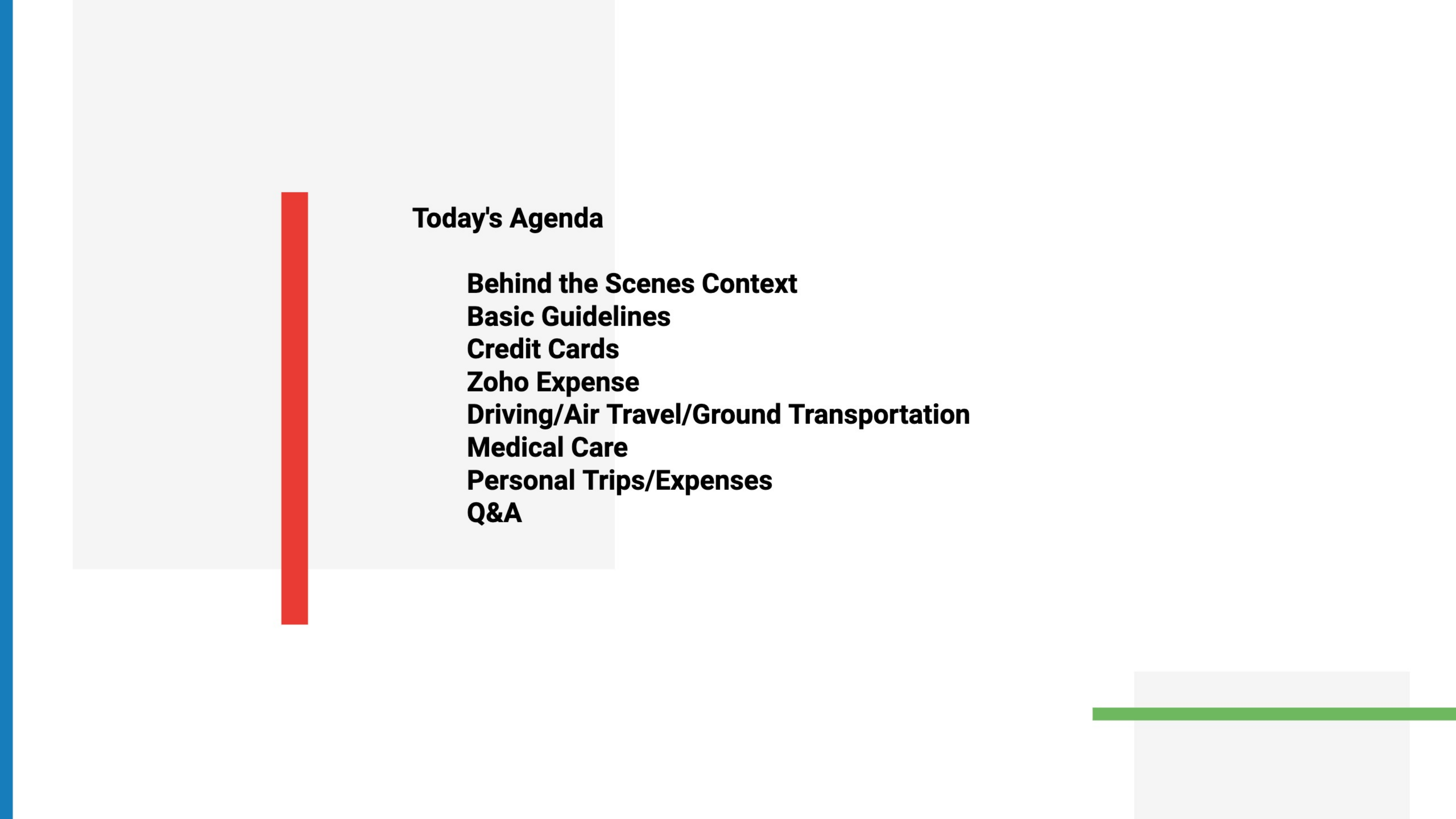


Change 4 - Minor Wording Changes for Clarity

I've made minor adjustments to wording here and there for the purposes of greater clarity, but no substantive changes.



Regular Programming



Today's Agenda

Behind the Scenes Context

Basic Guidelines

Credit Cards

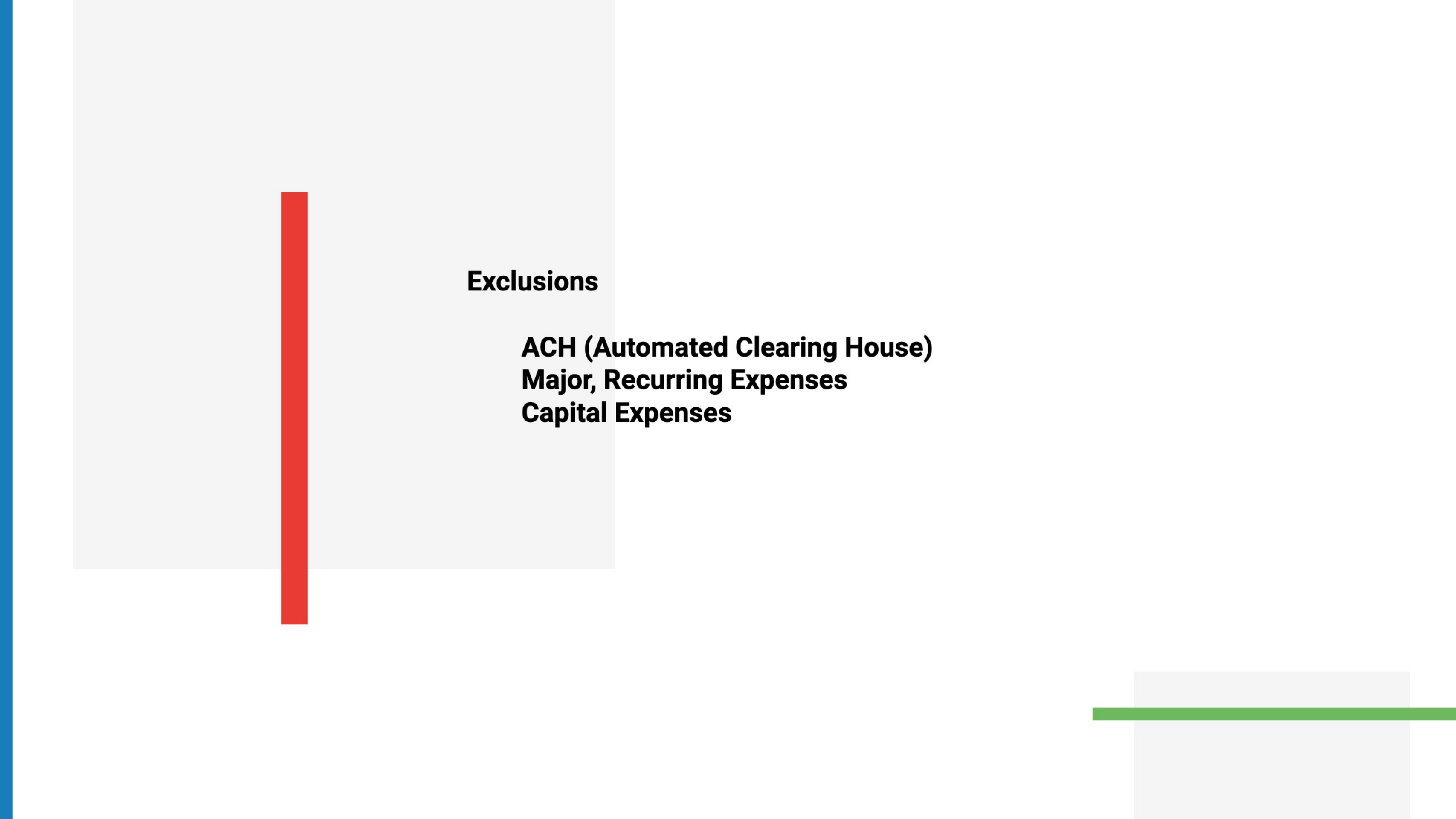
Zoho Expense

Driving/Air Travel/Ground Transportation

Medical Care

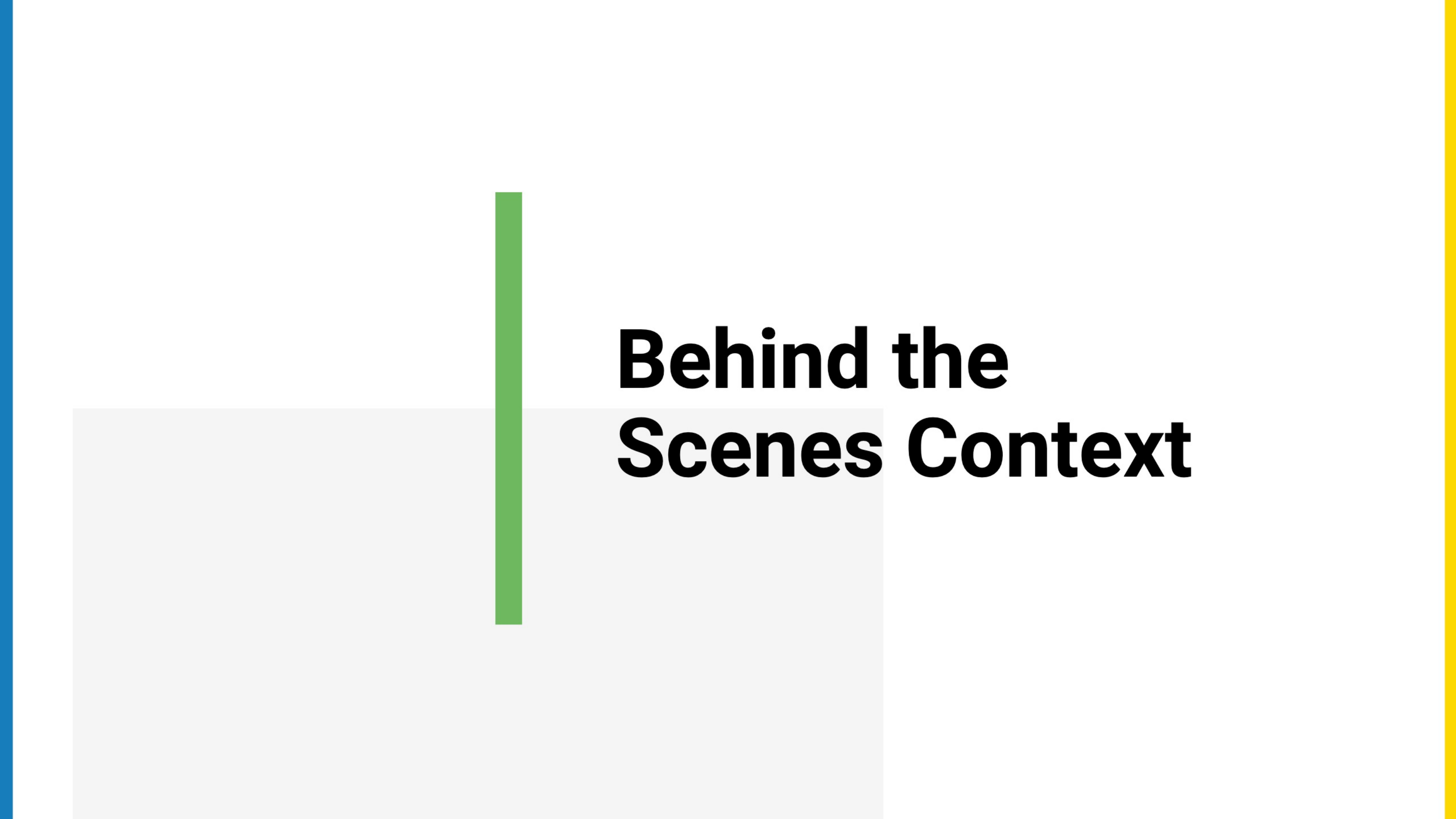
Personal Trips/Expenses

Q&A



Exclusions

**ACH (Automated Clearing House)
Major, Recurring Expenses
Capital Expenses**

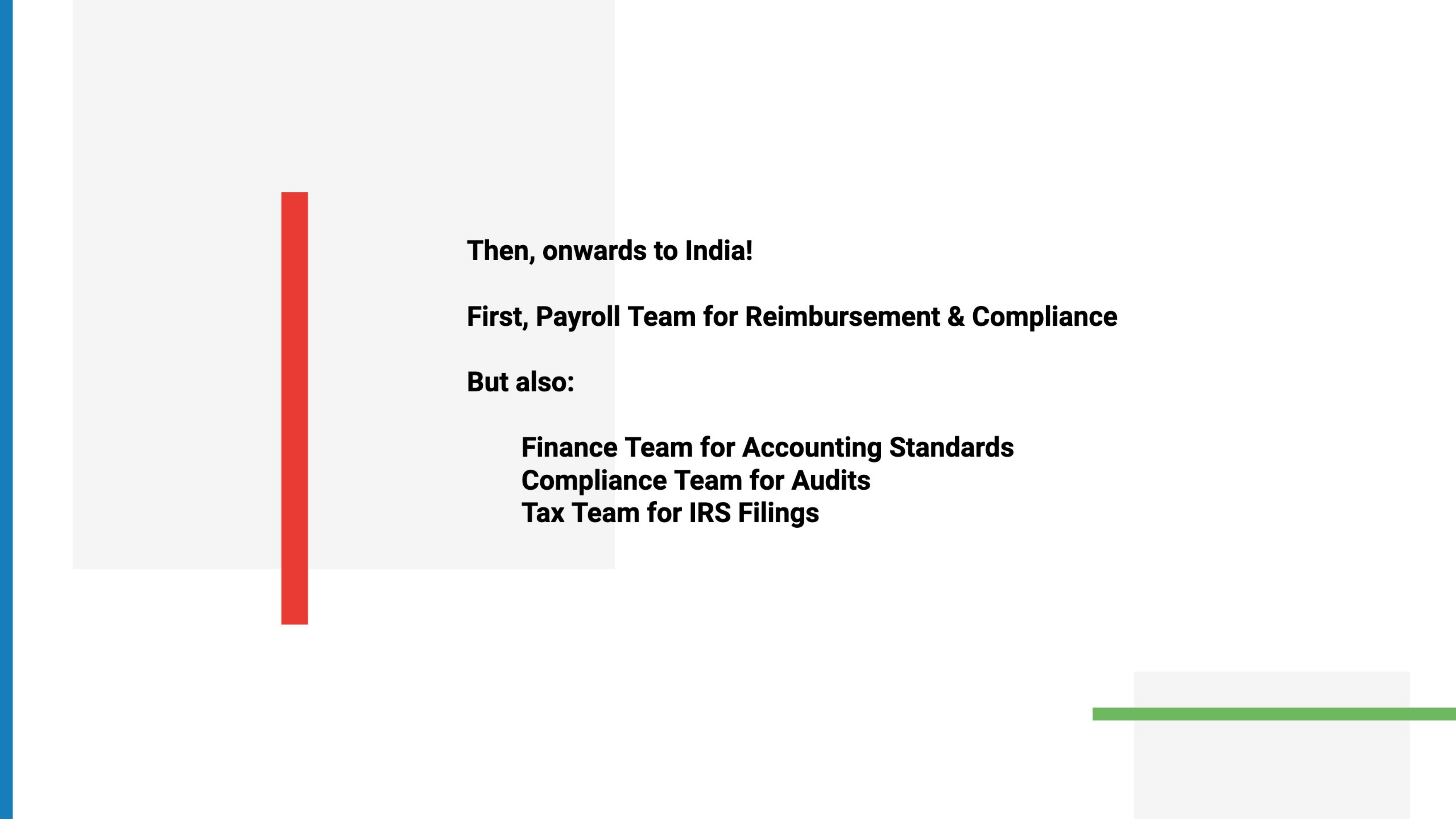


Behind the Scenes Context



Approval Flow

**First, Manager
Then, Suzanne Rector
Finally, Vijay or Christian**



Then, onwards to India!

First, Payroll Team for Reimbursement & Compliance

But also:

Finance Team for Accounting Standards

Compliance Team for Audits

Tax Team for IRS Filings

POLICY ALERT

When North America employees submit expense reports that don't follow our policies, we create stress and extra work for the rest of Zoho.

Teams must do a lot of work to accommodate the tax and compliance consequences of us being out of policy.

Individual employees take on extra stress when we ask them to ignore or sidestep standards and norms.

Let's do what we can to keep processes and relationships professional with our colleagues in Chennai.



Basic Guidelines

Philosophy & Guiding Principles

Our Stance on Expenses

- We have the same policy for all employees regardless of rank.
- We're spending our own money.
- Everything turns on good faith and trust.

Philosophy & Guiding Principles

Exclusions

- Alcohol (employees 21+ may consume alcohol in moderation while not working if they use their own funds and best judgment)
- Flight Upgrades
- Spa Services
- Pay-per-view Movies
- Personal Expenses



Philosophy & Guiding Principles

Meals

- Guideline, rather than a per diem \$100/day
- Be careful with app delivery/room service. Charges add up.
- Don't go hungry, but it's not a challenge.
- Chicken kind of place, not steak and lobster.
- Tip according to local norms.

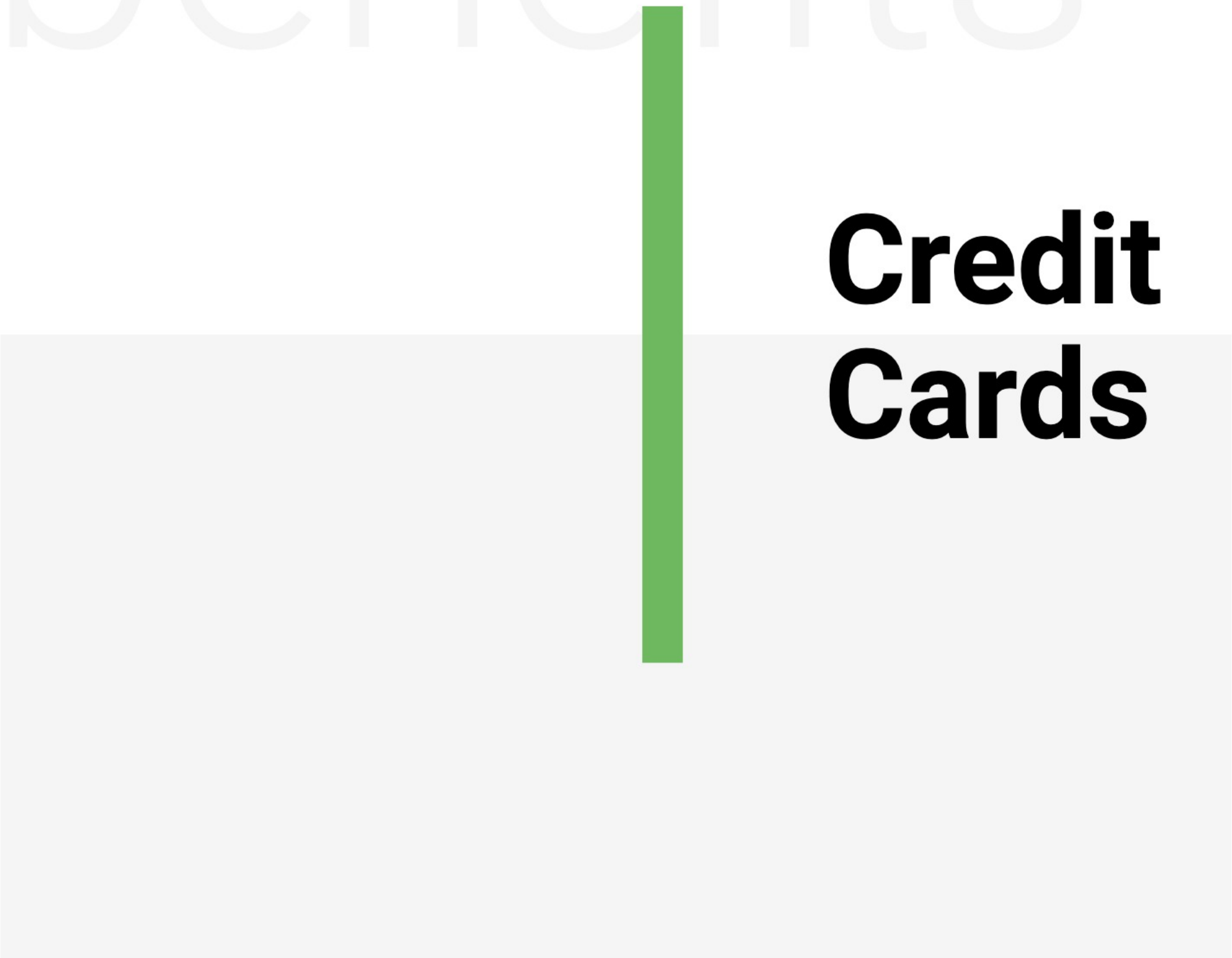


Philosophy & Guiding Principles

Hotels

- Book in advance.
- Sweet spot for nightly rate
- Safe property, safe neighborhood
- Not too far from events
- Don't prepay, even if the rate is better.
- Chicken Hotel rather than Steak and Lobster Hotel.

benefits

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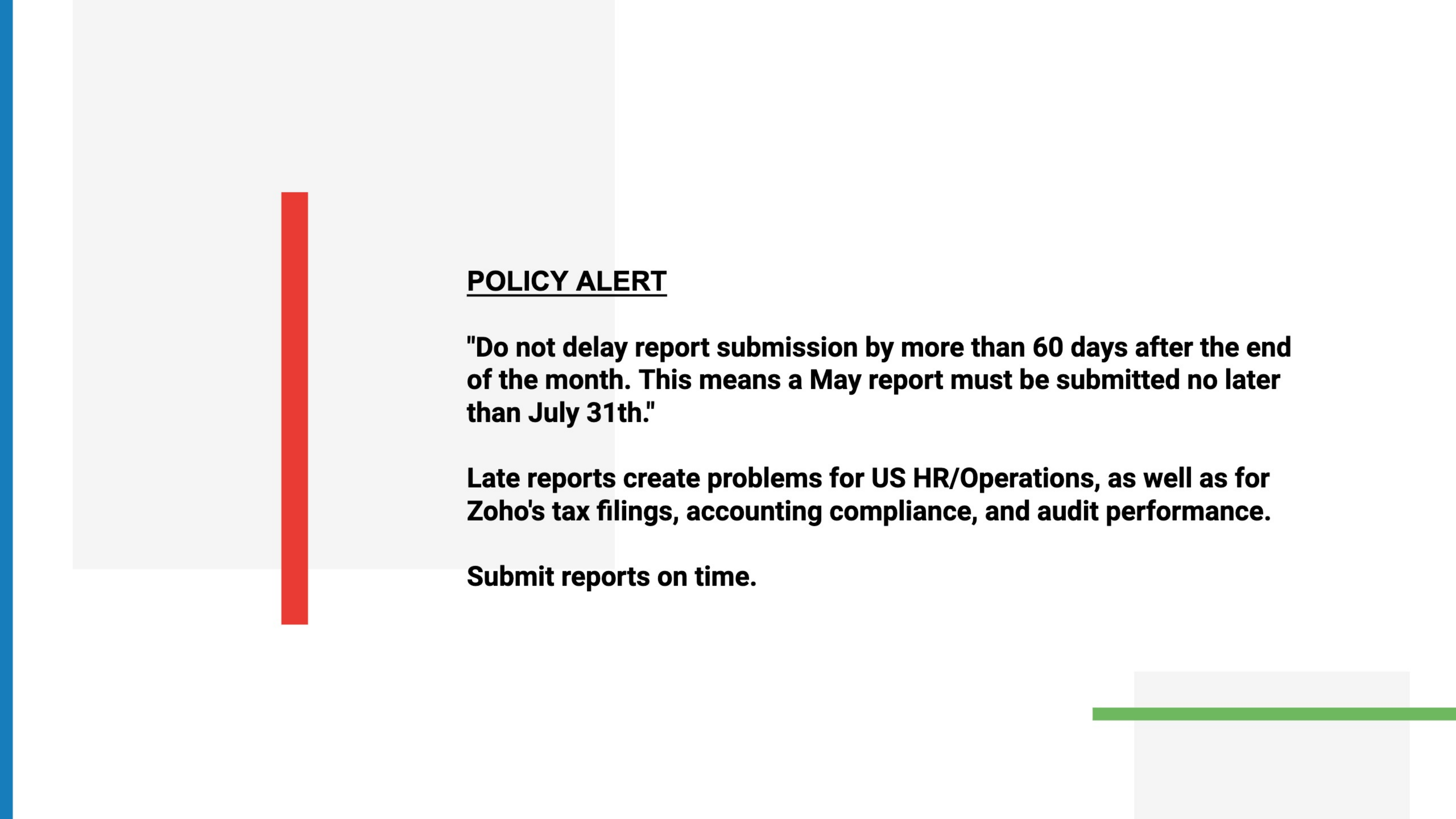
**Credit
Cards**

Credit Cards

Zoho Card vs. Personal Card?

- Do you travel frequently?
- Do you make purchases often?
- To get a card, speak to your manager. No cards without manager approval.
- Allow 2-4 weeks.
- You must submit regular expense reports!





POLICY ALERT

"Do not delay report submission by more than 60 days after the end of the month. This means a May report must be submitted no later than July 31th."

Late reports create problems for US HR/Operations, as well as for Zoho's tax filings, accounting compliance, and audit performance.

Submit reports on time.

Credit Cards

Using Your AMEX

The billing address is the Pleasanton Office:

4141 Hacienda Drive
Pleasanton, CA 94588
(925) 924-9500

For AMEX, the security code is the
four digits ON THE FRONT.



Credit Cards

Your Money vs. Zoho's Money

If you use a personal card for travel:

Zoho aims to bear as much cost as possible (i.e., flights, group meals, and hotels).

Employees bear some costs up front (meals, ground transportation, incidentals); individuals will need to submit expense reports for reimbursement.

Some hotels put a hold on a personal card for a deposit. The hold disappears after you check out (unless you empty the minibar or trash your room).

Credit Cards

Reimbursement Calendar

If approval >7 days before payroll, that paycheck.

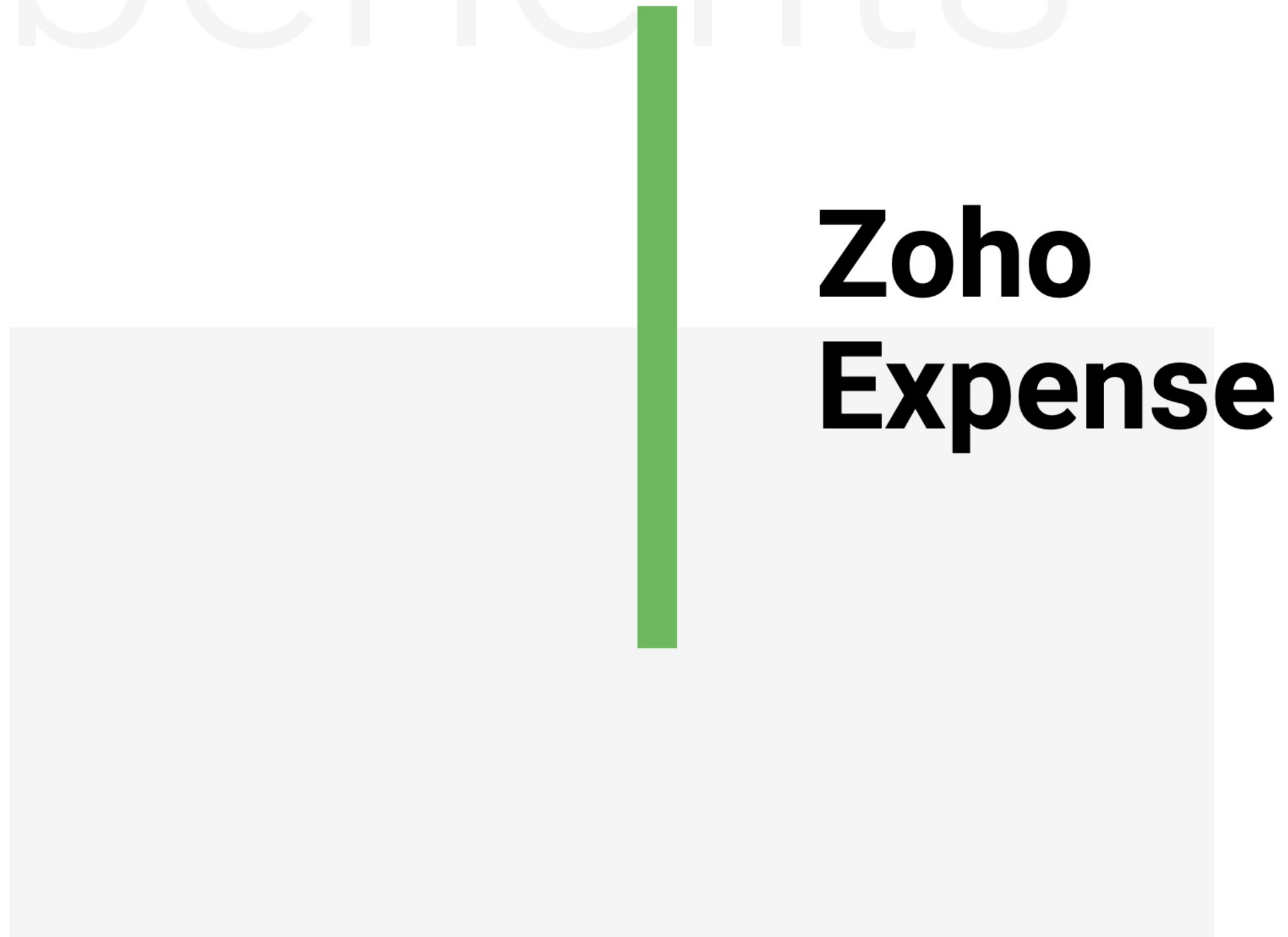
If approval <7 days before payroll, subsequent paycheck.

5/16 approval = 5/31 paycheck

5/25 approval = 6/15 paycheck

Reimbursements are not taxed even though they show up with your regular pay.

benefits



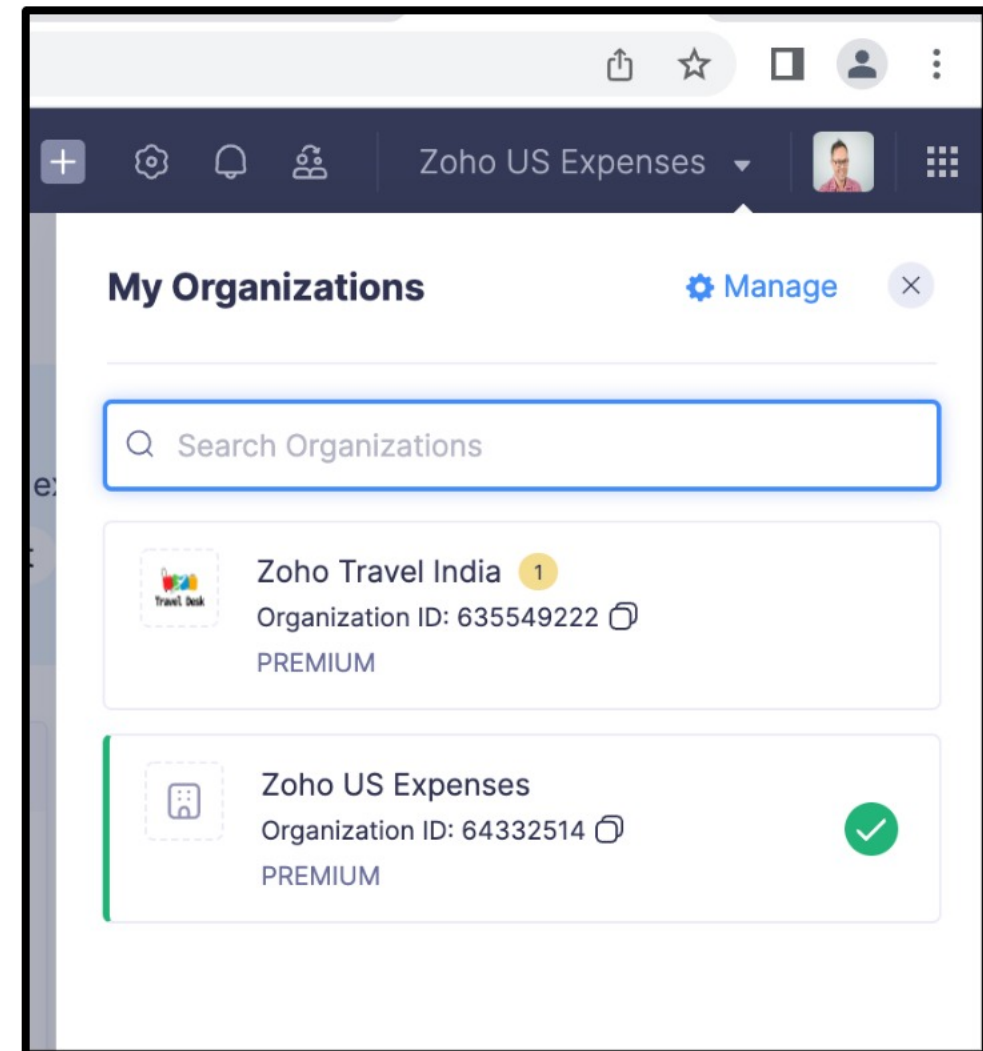
**Zoho
Expense**

Zoho Expense

You should have received an invite from Zoho Expense; if you didn't, contact Christian.

On the browser version, confirm that you're in the US instance

Pro-tip: Access Zoho Expense from the invitation email. If you see expenses displaying in rupees, you're in the wrong instance.



Zoho Expense

Select "+New Trip"

Complete "Travel Type," "Trip Name,"
"Business Purpose," and "Other Travelers"

Supply travel information you might have.

 New Trip

Travel Type

 Domestic

 International

Trip Name *

Christian Blood - HR Pleasanton Trip May 10-22, 2022

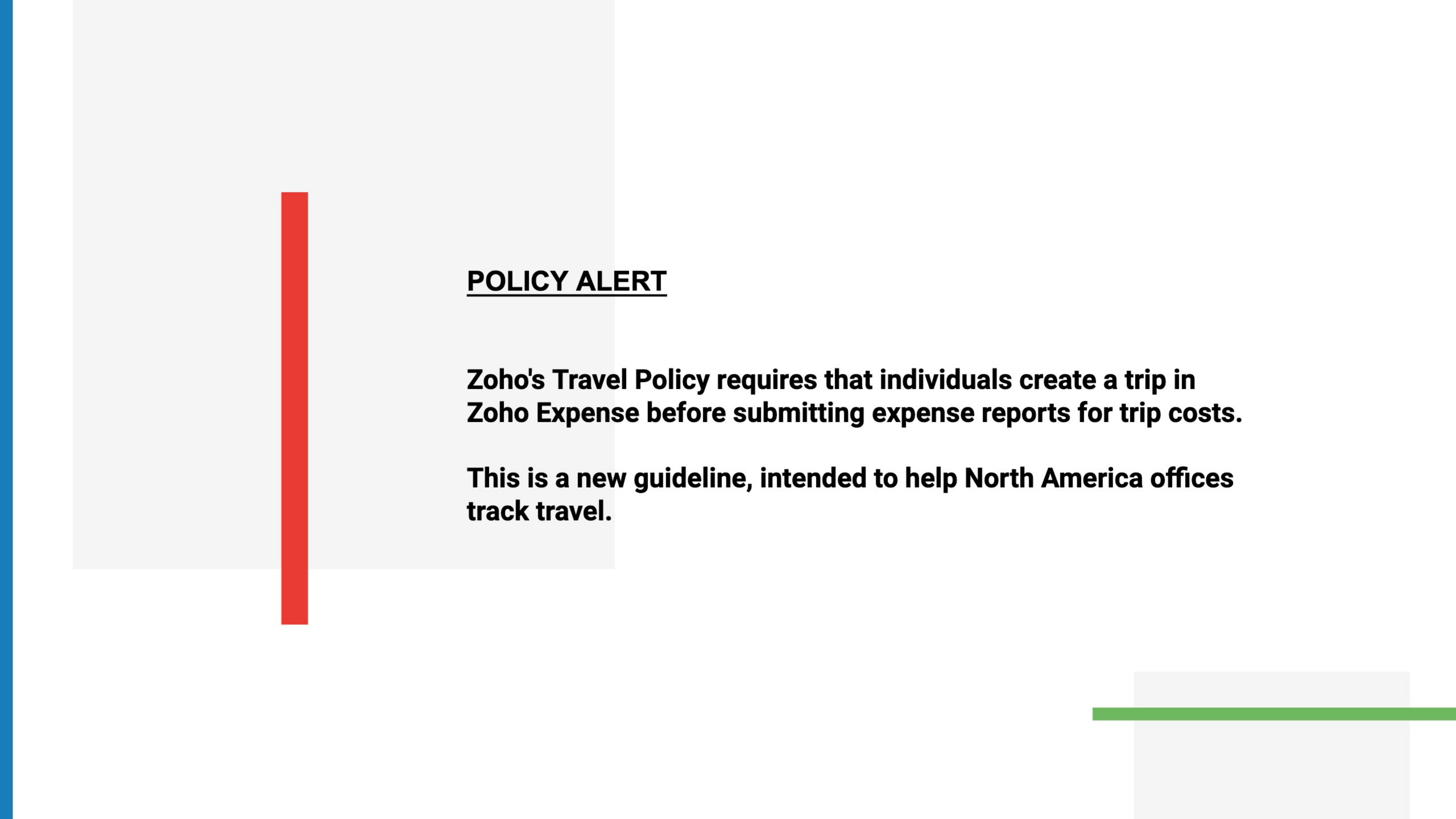
Business Purpose

Christian Blood's trip to Zoho's Pleasanton office for HR training. May 10-22, 2022. One employee.

Other Travelers

Christian Blood

✕



POLICY ALERT

Zoho's Travel Policy requires that individuals create a trip in Zoho Expense before submitting expense reports for trip costs.

This is a new guideline, intended to help North America offices track travel.

Zoho Expense

To start, create a new report.

The title should include your name and the purpose, so that the approver can have sufficient context just from reading the report's title:

Blood HR McAllen Trip May 2022

Leave "Customer" and "Project" blank.

New Report

Report Name *

Creator Tour - Christian Blood

Business Purpose *

Christian Blood's personal expenses during the Zoho Creator tour

Duration

May 01, 2022

May 18, 2022

Customer

Select

Project

Select

Trip

Select

Save

Cancel

Zoho Expense

Descriptions should be brimming with detail. This helps approvers contextualize an expense.

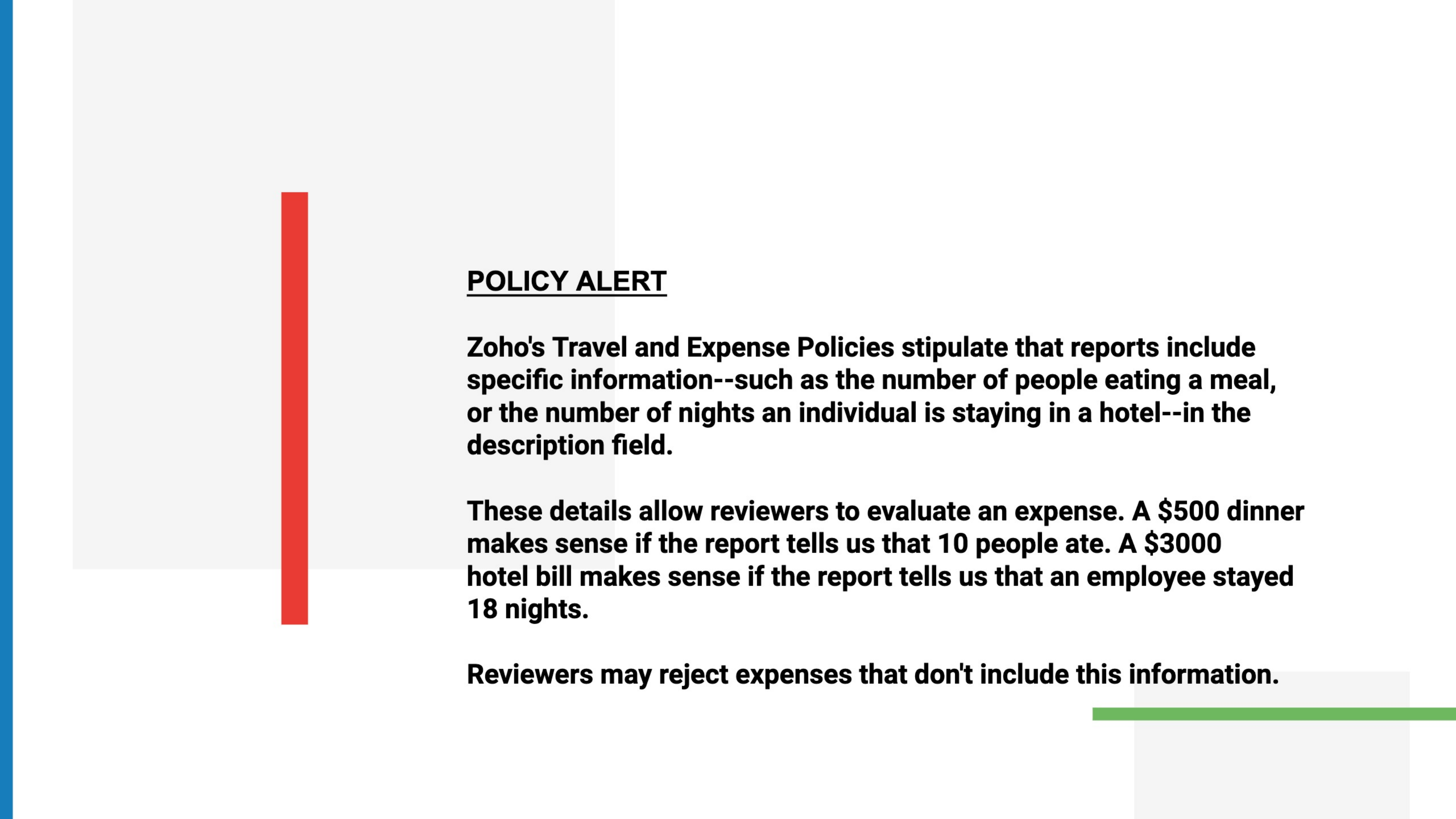
- For meals, number of employees eating**
- For rides, origin/destination, number of employees riding**
- For hotels, number of employees, number of nights, cost/night**

Some example descriptions:

"Dinner for three employees during McAllen office opening. No alcohol"

"Hotel stay for six employees, for three nights (\$129/person/night)"

"Uber ride for five employees from convention center to team dinner."

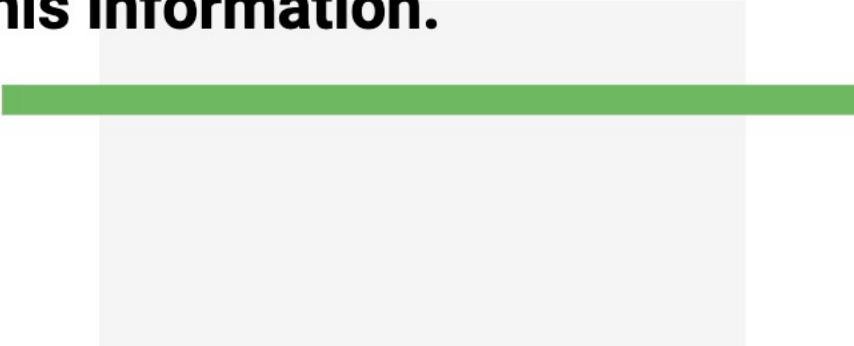


POLICY ALERT

Zoho's Travel and Expense Policies stipulate that reports include specific information--such as the number of people eating a meal, or the number of nights an individual is staying in a hotel--in the description field.

These details allow reviewers to evaluate an expense. A \$500 dinner makes sense if the report tells us that 10 people ate. A \$3000 hotel bill makes sense if the report tells us that an employee stayed 18 nights.

Reviewers may reject expenses that don't include this information.



Zoho Expense

Within the report, list individual expenses by clicking "Add expense"

List date, merchant, category, and amount

If you paid with your personal credit card, check the "Claim reimbursement" box

Select "Credit card" for "Payment Mode"

In the description box, contextualize the expense, and list the number of employees

Upload receipt

Expense Date *

April 13, 2022

Merchant

Lyft

Category *

Automobile Expense

Amount *

USD 45.43

[Itemize](#)

- Expense exceeding \$25.00 requires receipt

☒ Claim reimbursement ?

Payment Mode

Credit Card

Description

Ground transportation from Dulles Airport to conference hotel for three employees |

Zoho Expense

For Meals

Tip according to local standards.

List the number of employees.

No alcohol.

Upload an itemized receipt and the credit card receipt that lists tip.

If you have alcohol, put it on a separate tab and pay yourself.

Expense Date *

April 13, 2022

Merchant

Republic Restaurant

Category *

Meals and Entertainment

Amount *

USD 94.31

[Itemize](#)

- Expense exceeding \$25.00 requires receipt

☒ Claim reimbursement ?

Payment Mode

Credit Card

Description

Team dinner in McAllen for three members of the HR team. No alcohol.

You need both.

THE REPUBLIC OF
THE RIO GRANDE
1411 S 10TH ST
MCALLEN, TX 78501
956-994-8385

140 LAUREN S

Tbl 50/1 Chk 223 Gst 3
Apr20'22 06:11PM

1 TOPOCHICO	3.00
1 SM PEP PIZZA	10.00
WHITE BREAD	
1 SM GOAT CHSE	14.00
PIZZA	
WHITE BREAD	
1 SM CALIF VEGGI	10.00
PIZZA	
WHITE BREAD	
ITALIAN SAUSAGE	1.50
1 HOUS GREEK SALAD	12.00
Subtotal	50.50
Tax Collect	4.17
07:10PM Total	54.67

Come back and see us again!

THE REPUBLIC OF
THE RIO GRANDE
1411 S 10TH ST
MCALLEN, TX 78501
956-994-8385

TABLE# 50.1
SERVER 140/LAUREN S
CHECK# 223

Customer Copy

Terminal ID: ****169

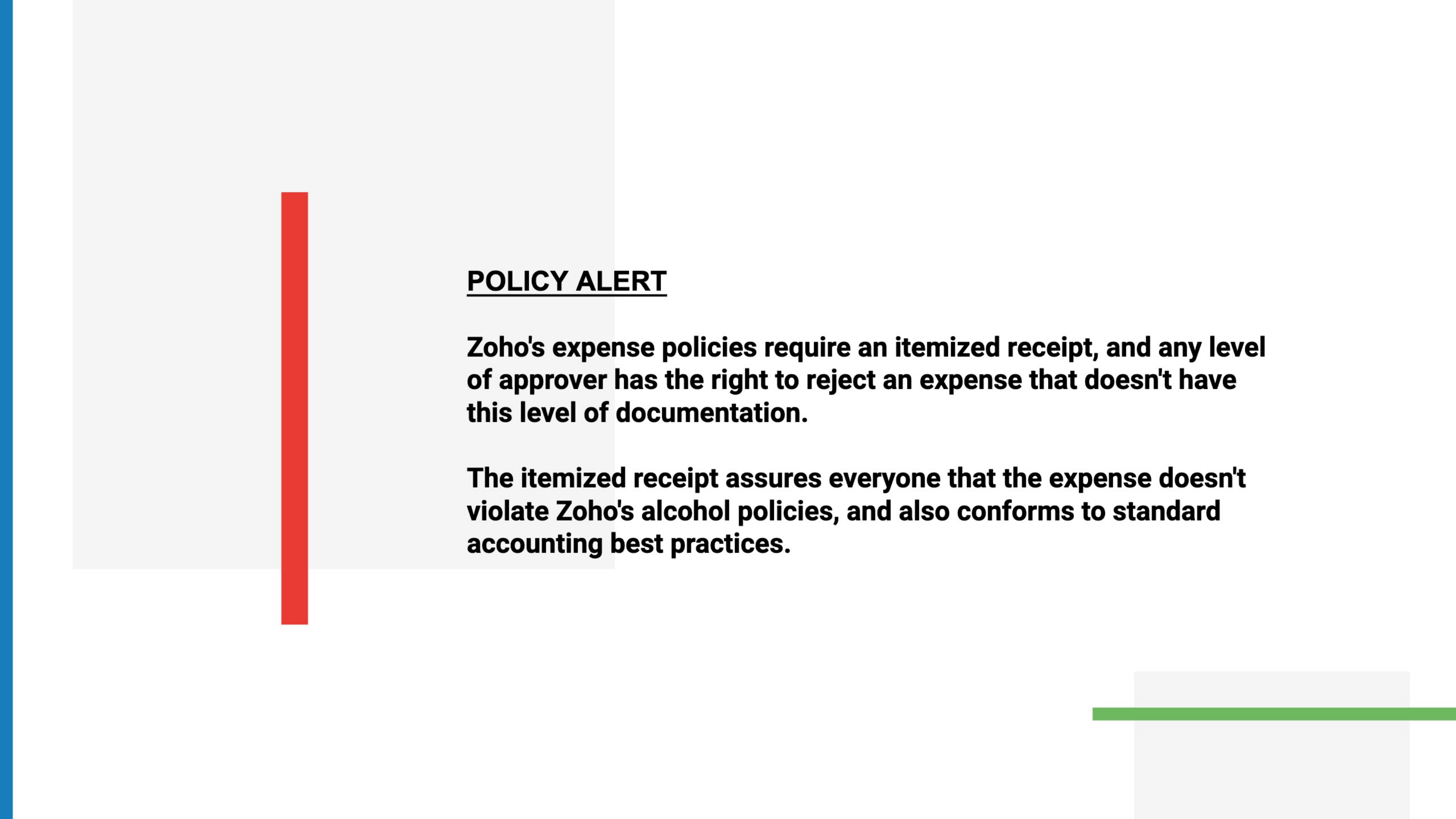
04/20/2022 07:23 PM

AMERICAN EXPRESS - INSERT
AID: A000000025010801
ACCT No: *****1007

CREDIT Authorization
RRN No: 000000189425
REF No: 211048696307
AUTH CODE: 840252
PID: 1501545030

AMOUNT	\$54.67
TIP	\$ 10-
TOTAL	\$ 64.67

APPROVED



POLICY ALERT

Zoho's expense policies require an itemized receipt, and any level of approver has the right to reject an expense that doesn't have this level of documentation.

The itemized receipt assures everyone that the expense doesn't violate Zoho's alcohol policies, and also conforms to standard accounting best practices.

Zoho Expense

Receipts

Take photos of receipts as soon as you get them.

Save physical receipts for six months.

Receipts not required for purchases under \$25, but it's a good practice to include them.

If you lose a receipt, contact your manager but you will likely need to pay.

Zoho Expense

Refunding Zoho

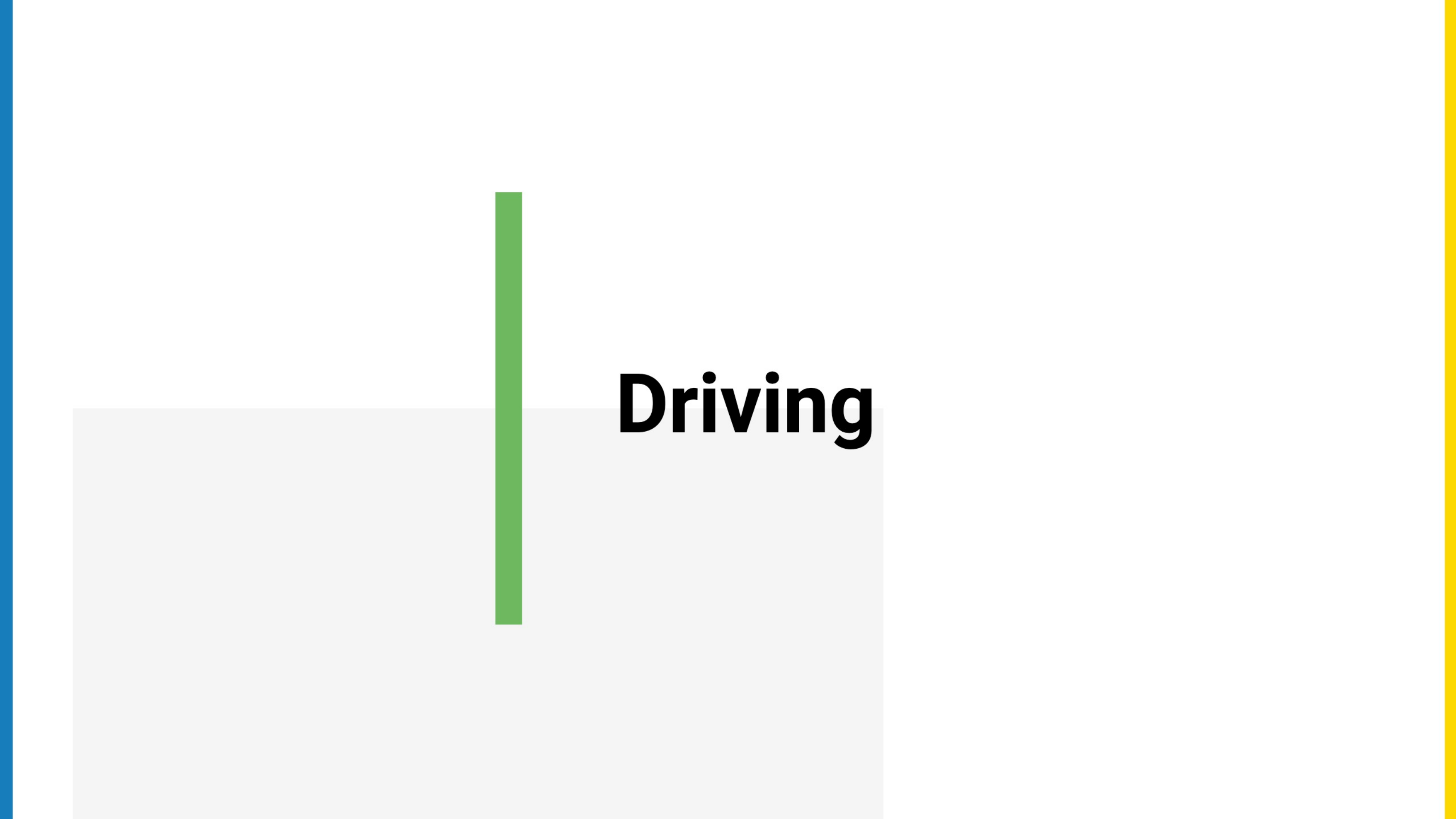
If you accidentally use your Zoho card for a personal purchase, or have personal items mixed in with Zoho items:

Send a check made payable to "Zoho Corporation" to

**Suzanne Rector
Zoho Corp.
4141 Hacienda Drive
Pleasanton, CA 94588**

In the check memo, list the expense report number.

On the expense report, add relevant information. Send an email to Suzanne.



Driving

Driving

For Driving

Do not expense gas, and do not use a Zoho Amex for gas

Instead, expense mileage by selecting "Add Mileage"

For documentation purposes, attach a screenshot showing drive from your home to the office..

Calculate mileage using *

☐ Distance traveled

☒ Odometer reading

Odometer reading *

15008

To

15684

Distance *

676.0

Mile(s)

Rate per mile = 0.54 USD [Change](#)

Amount *

USD

365.04

☒ Claim reimbursement ?

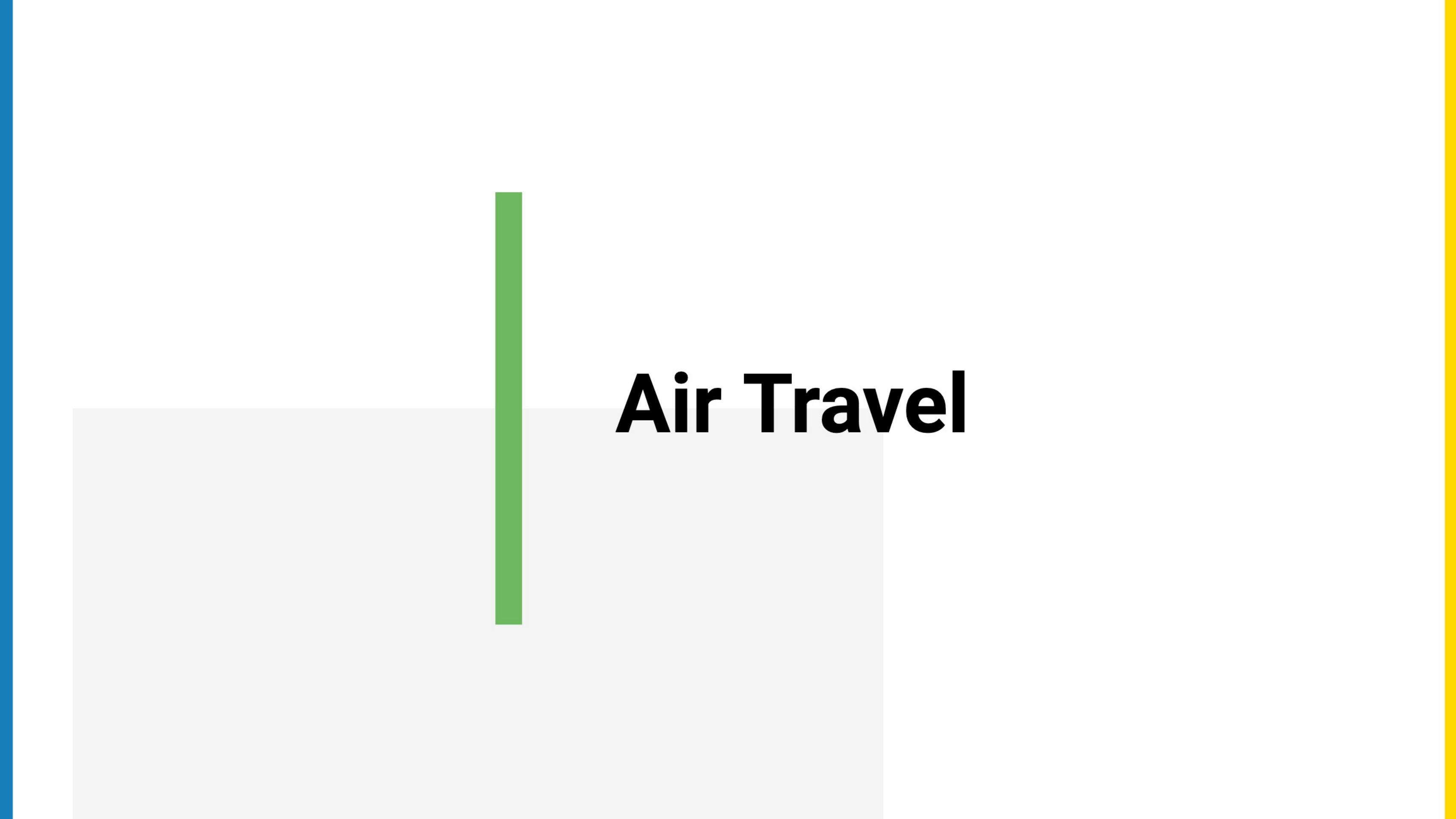
Description

Christian Blood's driving from Austin, TX to McAllen, TX for the opening of the McAllen office.

Attendees

Users

Select Users



Air Travel

Air Travel

Flights

Zoho pays for economy tickets, regular seat assignments, and baggage

"Regular Seat Assignments" exclude bulkhead or exit row seats. Look at how aisle and window seats toward the middle and back are priced.

	A	B	C	D	E	F	G	H	J
28									
29									
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39									
40									

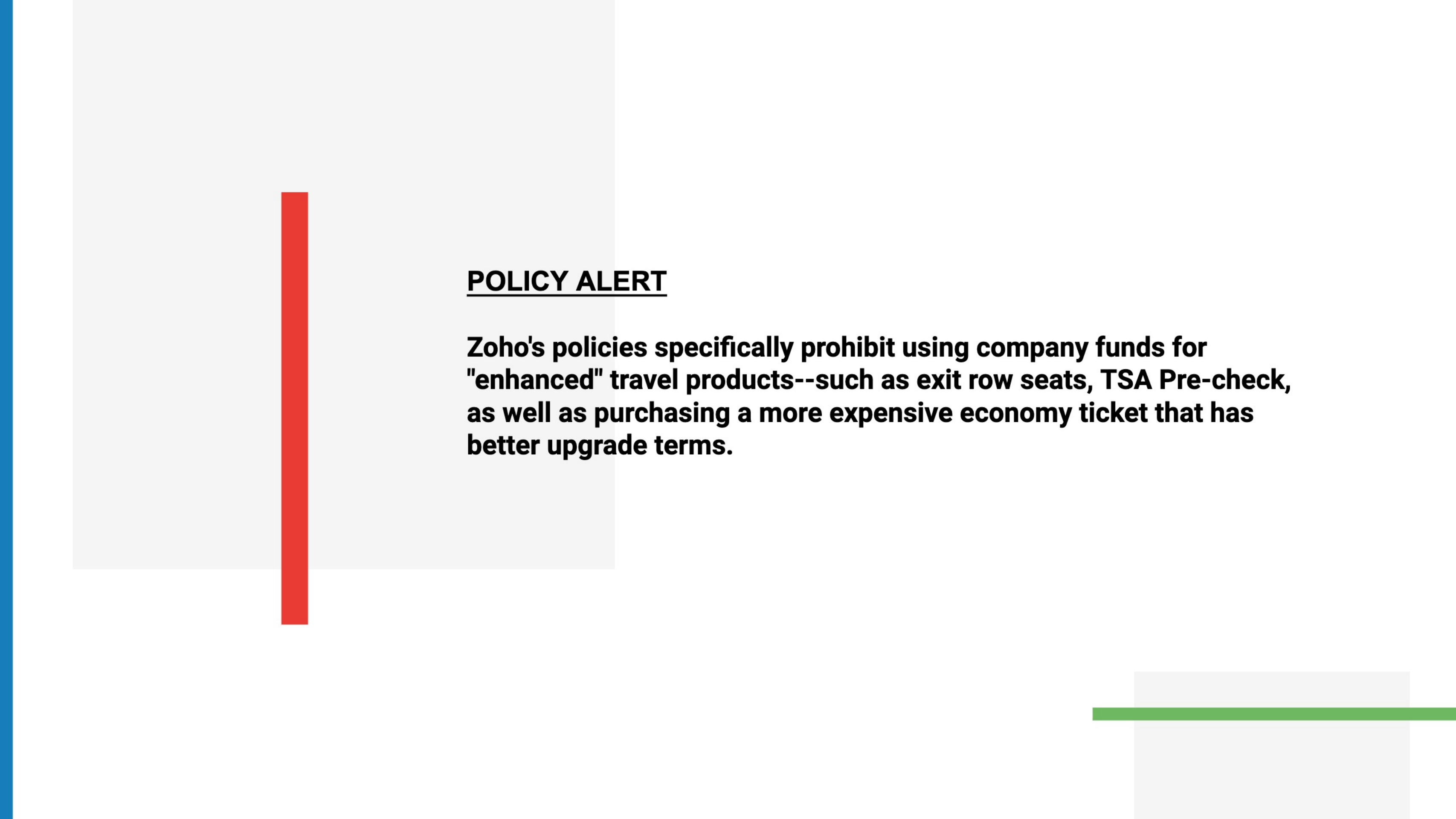
Air Travel

Upgrades

Employees may use their own resources (money or points) to upgrade to a higher class of service.

However, employees may not book more expensive economy tickets for better upgrade prospects.

	A	B	C	D	E	F	G	H	J
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POLICY ALERT

Zoho's policies specifically prohibit using company funds for "enhanced" travel products--such as exit row seats, TSA Pre-check, as well as purchasing a more expensive economy ticket that has better upgrade terms.

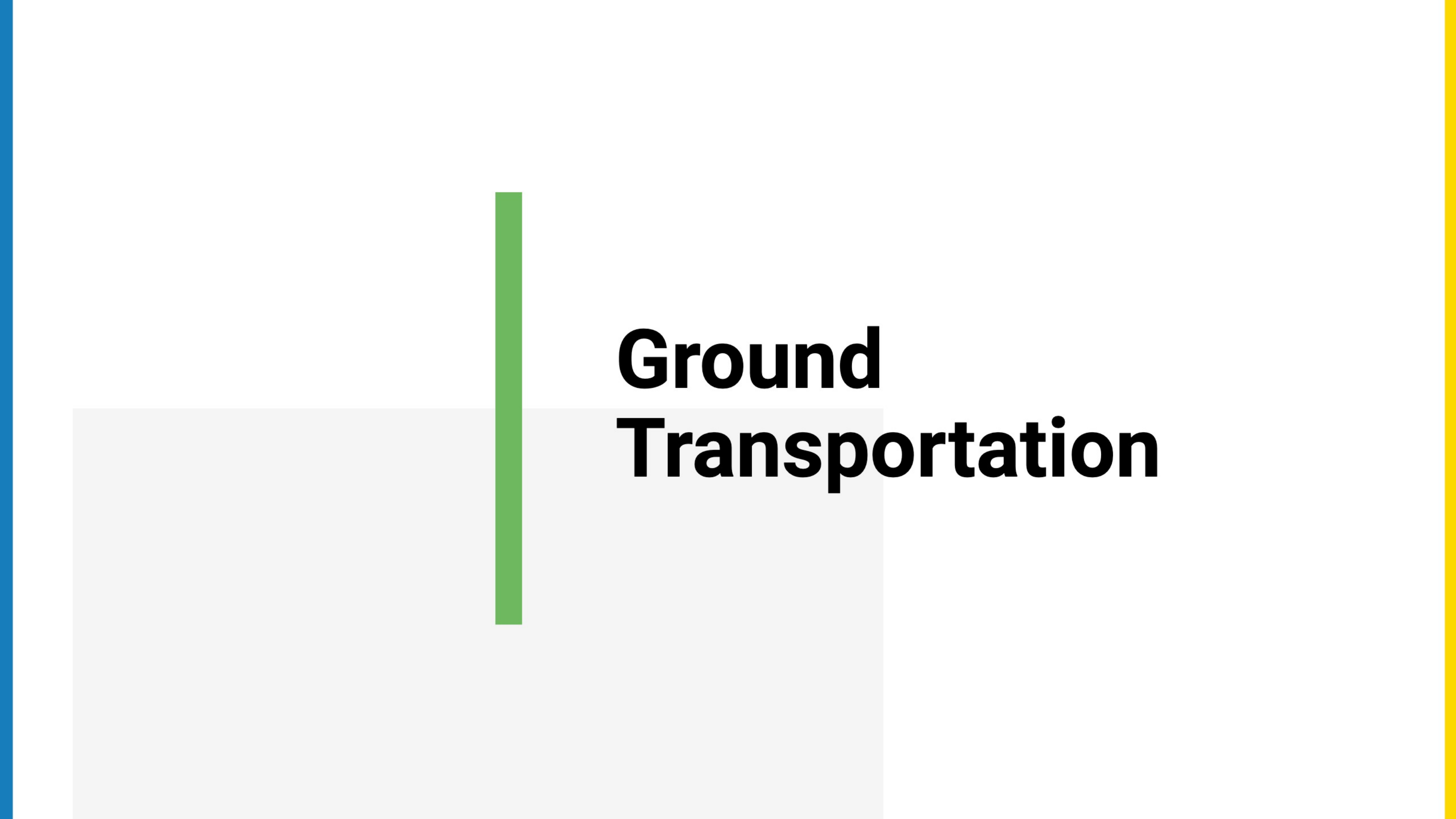
Air Travel

Luggage Fees

**Zoho will pay luggage fees as applicable
Zoho will pay if you're transporting Zoho property**

Wifi

**Zoho will pay for in-flight wifi on long flights if you
need to do work during normal business hours,
but please be judicious.**



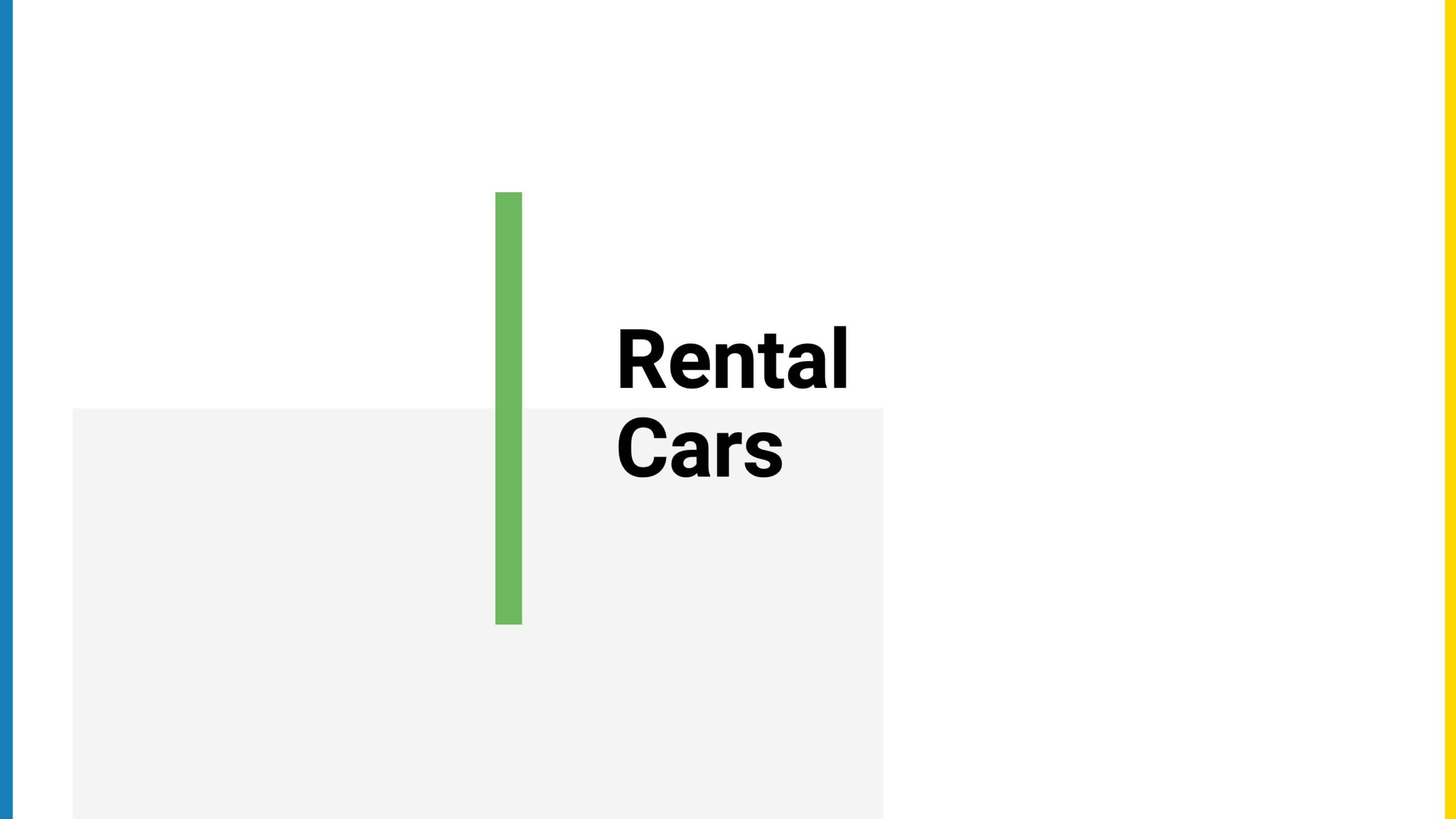
Ground Transportation

Rideshares/Taxis

Uber/Lyft/Taxi Best Practices:

- **Carpool when possible**
- **Stick to regular Uber/Lyft; don't use Uber Lux or Black or Lyft Preferred**
- **Unless you need a large vehicle to get a team and luggage to the airport, avoid SUVs and vans**
- **Tip in line with local standards**





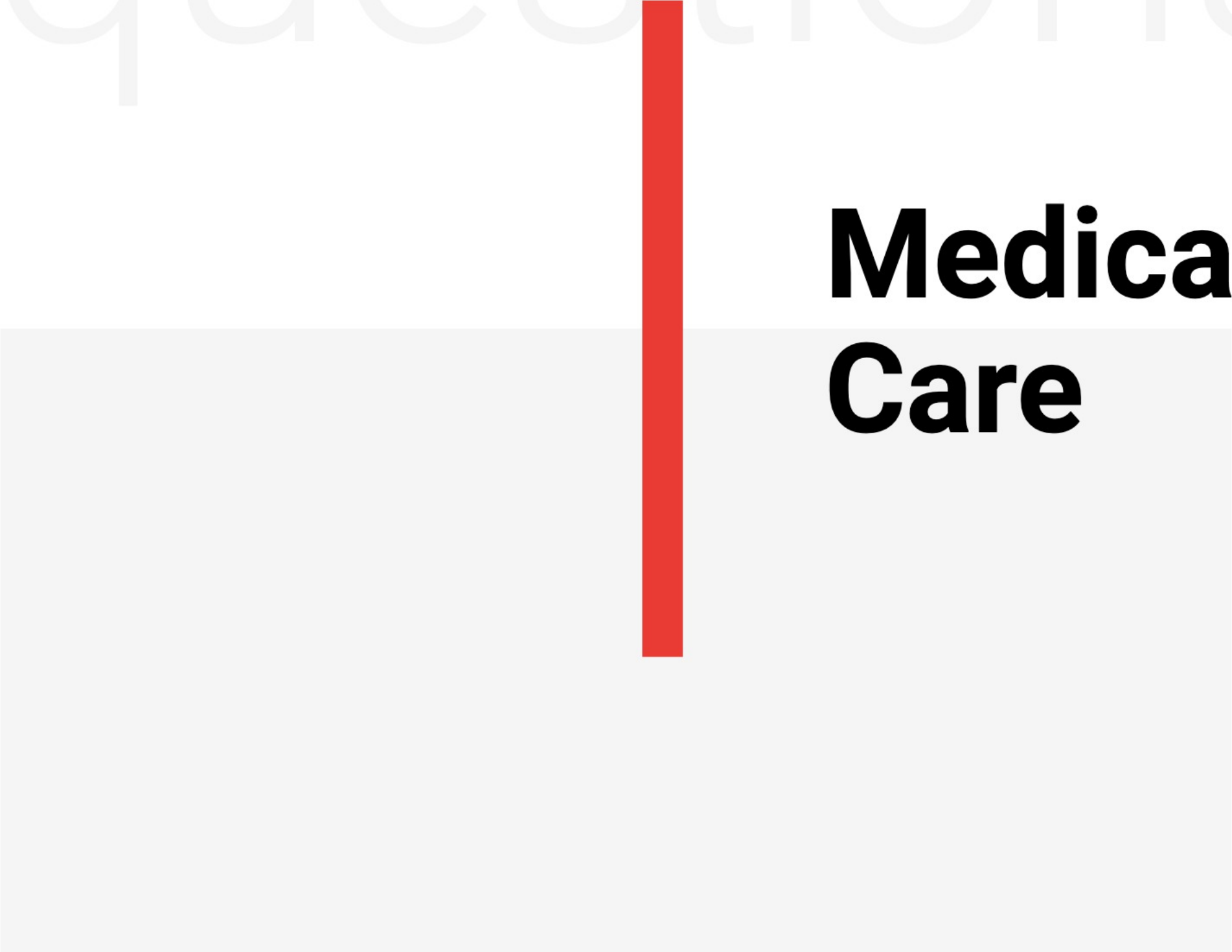
Rental Cars

Rental Cars

Expensive and complicated!

- **Is it necessary?**
- **Contact Christian and your manager.**
- **You'll need to confirm insurance coverage with Amex if using your Zoho card.**
- **Avoid insurance from the rental agency.**

questions?

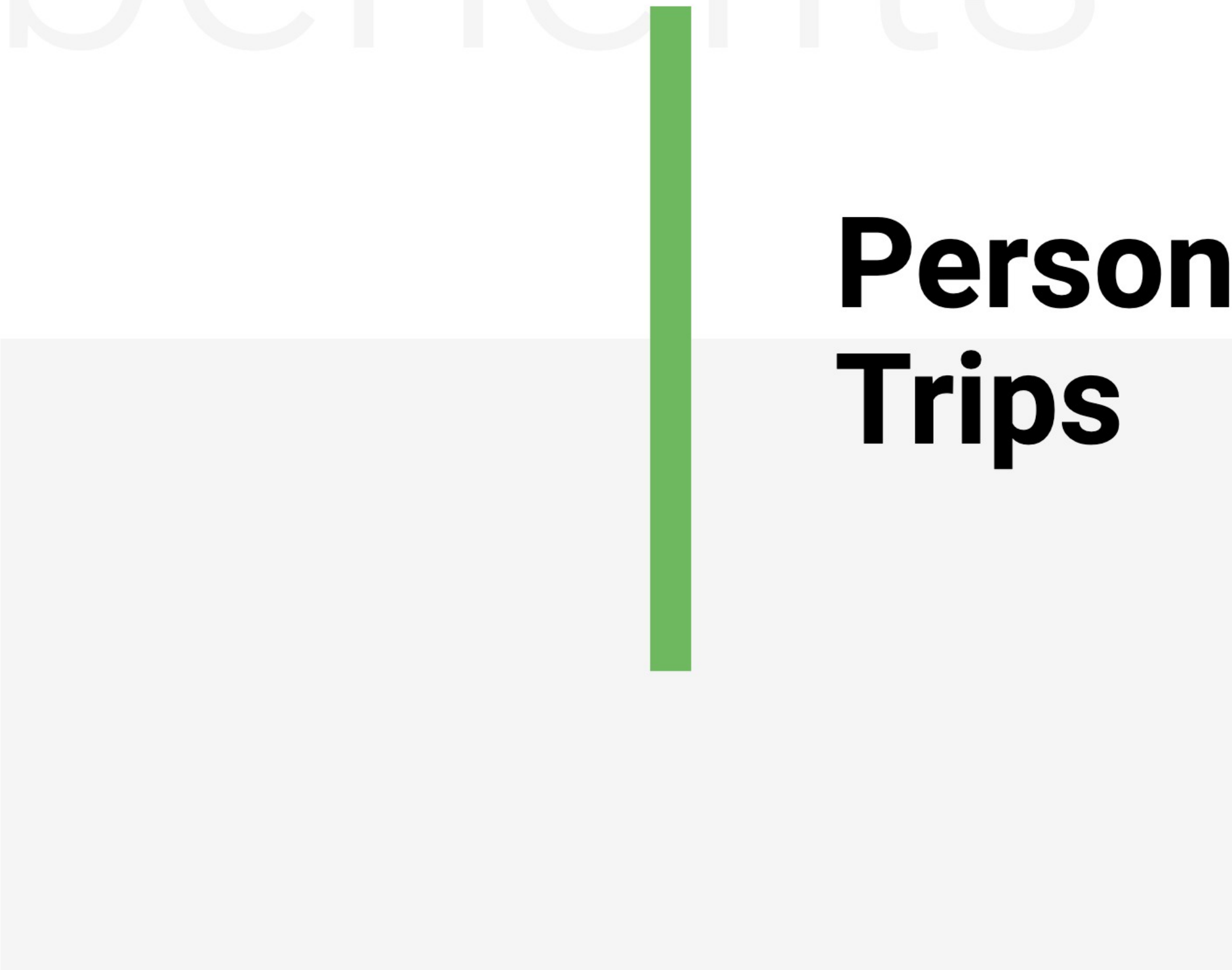


**Medical
Care**

Medical Care

-
- Bring copies of your insurance information.**
 - Add emergency contact information to Paylocity.**
 - Bring over-the-counter and Rx meds.**
 - If you get sick, contact your manager ASAP.**

benefits

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**Personal
Trips**

Personal Trips

If an itinerary allows, experienced employees may wish to incorporate personal travel into an existing trip.

Please contact your manager first (before you make any plans), then coordinate with Christian. An add-on trip is not a right and is subject to approval.

Typically, Zoho will bear the costs of the business travel that it would be paying anyway, and an employee will bear the elective costs. Talk to Christian.

Sometimes it makes sense ("There's a Zoho One Meetup in Denver, and my sister lives in Denver, so I want to stay an extra night."), sometimes it doesn't ("There's a Zoho Meetup in Denver, and my sister lives in Orlando, and since I'll already be at the airport...").

It is the employee's responsibility to make sure things are square in advance.

benefits

**Personal
Expenses**

Personal Expenses

Zoho pays for food, lodging, and transportation connected to the business purpose of the trip.

Zoho does not pay for:

**Activities during downtime
Weekend activities
Things you forgot to pack/plan for
Over-the-counter medicines
Personal items**

If you have a free day between events, Zoho will pay for your meals and lodging but not an enriching trip to a local museum, or any items you forgot to pack.

benefits

Questions?