



Cost Reimbursement Guide



This document is designed to assist everyone involved in the reimbursement process. It highlights common mistakes and provides tips on how to avoid them.

Car travel

Common mistake: Participants do not provide supporting documents for car travel, or the supporting documents do not show the exact time of the arrival and departure.

Equal more than 301 km one-way: In case the participant travels to the destination of the event by car, and starts the travel on the day before and ends the day of/after the meeting date/s the **accommodation invoices** and **proof of payment** needs to be uploaded to the e-Cost. In case the participant travels by car plus other traveling methods (plane, bus, ferry, etc.) the same rules apply as in the previous case. The arrival and departure date and time should be clear based on the document provided. The document should also include the names of both the participant and the service provider.

Equal less than 301 km one-way: In case the travel starts on the day before and ends the day after the meeting date/s there is **no need** to upload supporting documents (accommodation or meal invoices) on the e-Cost, and the participant will still receive their daily allowance and travel costs. The same rules apply in case the participant travels by car plus other traveling methods (plane, bus, ferry, etc.).

Costs

Common mistake: Participants round up or down the price of their tickets.

Every participant must enter the **same amount and currency in e-Cost as shown on the ticket or invoice** they upload to the system. For example, if a participant wants to be reimbursed for a flight ticket that cost 323.56 dollars, they must enter 323.56 dollars in the cost calculator. The system cannot round the ticket price up or down and will automatically convert the currency into euros, so the participant does not need to worry about currency conversion.

Tickets

Common mistake: The uploaded documents do not have all the information needed on them.

Each participant should upload a ticket/ invoice/ boarding pass that states not only the **date** of the travel but the **time of departure and arrival** as well. Also the **name** of the **participant**, the **name** of the **service provider**, **mode** of transport, full **price** paid for the ticket, and the type of **extra charges** (eat reservation, extra leg room, exit row seat, fast lane, priority boarding, sms priority boarding fees, luggage associated expenses).

If a document is received in paper form, ensure that a **full scanned copy is made before travel**—especially in cases where a portion of the document (e.g., a boarding pass) is required for check-in and may later be torn off. Any ticket or receipt that may be discarded during the journey should have a scanned backup version beforehand.

Submit only original, unedited documents in their original format—avoid screenshots, copied excerpts, or converting image-based files (e.g., tickets or receipts) into PDFs. Submit the documents in the form in which they were received from the booking platform, travel agency, or airline. This includes paper documents, emails, or any other official formats.

Attendance

Common mistake: Participants mark days in the e-cost as 'attended', however, they did not sign the attendance sheet.

Each participant should record their attendance in the online system based on the day they signed the attendance sheet. The **signatures** on the **attendance sheet** must match the attendance recorded in e-Cost.

24 hour stopover

If a participant intentionally extends a stopover for personal reasons (24 hours or more), reimbursement is only provided for the portion of the journey directly related to the meeting. However, if the layover is necessary and is shorter than a stopover the amount will be reimbursed.

For more information check out the reimbursement rules document of the event you will attend, which can be found on the [Profeedback website](#) in the call of the conference/ training school, and the [Cost Travel Reimbursement Rules](#) document.