HRP Expense Reimbursement Policy

All reimbursement requests must comply with the applicable procedures and documentation requirements as outlined in the expense reimbursement policy below.

Please check with your Program Administrators if you have any questions.

General Policy Deadlines

Reimbursement requests for all expenses must be submitted via SAP Concur (concursolutions.com) within 60 days of the purchase date. Conference travel reimbursement requests, including registration fees, must also be submitted through SAP Concur within 60 days of completing the trip and should include a signed copy of the travel authorization (refer to the updated form as of 2025). Note that abstract or publication fees are not related to conference travel and must be submitted within 60 days of purchase date.

To ensure timely processing, reimbursement requests must be submitted within 60 days of the expense date; however, expenses incurred between April 26 and June 25 must be submitted no later than June 25.

However, we strongly urge you to submit well before the deadline. Discrepancies, missing documentation, or errors often require time to resolve, and submissions made close to or on the deadline may risk delays or non-reimbursement if issues cannot be addressed in time. Please plan and allow sufficient time for review and corrections. Submitting early is the best way to ensure your reimbursement is processed without delay.

If an employee is terminated within 3 months of hiring, there will be no reimbursements provided.

Receipts

A valid receipt must include the following information:

1) date of purchase,
2) vendor name,
3) detailed itemization of the purchase, and
4) proof of payment (via cash, credit/debit card, or check, including a canceled check).

Any document showing “balance due” is considered not paid, therefore, not a receipt.

For ground transportation, the receipt must clearly indicate the to/from destinations. Any document that shows a balance due or lacks any of these required details will not be eligible for reimbursement.

Reservation confirmations are not considered valid for receipts unless they include all required information. Receipts that are illegible (e.g., faded or unreadable) will also not be eligible for reimbursement.

Transactions made via gift cards, mobile apps/cards (e.g. PayPal, Venmo); rewards, discounts, or mileage points are not reimbursable. Additionally, the resident's name must appear on the receipt as proof of purchase and to confirm that the item was purchased and picked up **by the HRP resident/fellow.**

Local Airport Parking and Commute

HRP will reimburse employees up to $40 maximum total for parking at the Honolulu airport OR for $40 maximum round trip transportation to/from the Honolulu airport and home.

Accommodation

Employees are encouraged to book accommodation at the course or conference site, or within a 5-mile radius, for safety reasons. If accommodation within this range is unavailable, alternative locations may be considered with prior approval from HRP. HRP reserves the right to deny reimbursement for excessive accommodation costs.

Meal and Tip Allowances

Meal expenses related to conference travel are eligible for reimbursement, provided the average daily expense does not exceed $40, inclusive of conference days and reasonable travel days.

Gratuities for meals and transportation are reimbursable up to 18% of the total amount (after discounts) and must be itemized on the receipt.

Any amount that causes the average daily meal cost to exceed $40, or any tip exceeding the 18% limit, will not be reimbursed.

Important Notes:

- Reimbursements will not be provided for cash tips, alcohol, or receipts that do not include an itemized list.

- This allowance applies across all eligible days (conference + reasonable travel days). Travelers may spend more on a given day; however, total reimbursement will not exceed an average of $40 per day over the entire conference trip attended.
- Meals and tips are only reimbursable for conference travel
- HRP reserves the right to determine what constitutes reasonable expenses and applicable limits.

Air Transportation

HRP will reimburse the cost of coach airfare and one checked bag. Travelers are responsible for any upgrade expenses.

For inter-island (neighbor island) travel: Employees are expected to travel on the same day as business activity and return the same day when feasible due to short flight times. Overnight accommodations will generally not be reimbursed unless the conference extends beyond one day.

For continental (out-of-state) travel: Employees may travel the day prior to the conference to ensure timely arrival. Overnight stays will be reimbursed as necessary based on the conference schedule.

A copy of the employee's airline ticket, boarding passes, and travel authorization must be submitted as part of reimbursement request submission. Screenshots of electronic boarding passes are acceptable and required for reimbursement.

Combining Personal and Business Travel

When booking conference travel that includes additional personal days or stopovers, you must provide a printout of a comparable airfare **(MUST BE DONE PRIOR TO TRAVEL)** for travel to and from the conference, only covering the conference dates. This must be submitted along with your actual purchase itinerary. The screenshot showing the airfare comparison (with and without the additional personal days or stopovers) must be attached to the travel authorization form you submit to your PA. If this comparison document is not provided, HRP will reimburse the lesser of the actual amount paid or the cost of direct travel to and from the conference, excluding personal days or stopovers, at HRP's discretion.

Automobile Transportation

When absolutely necessary and with pre-approval by BOTH the Program Director and HRP GME Operations Director, car rental for business travel may be permitted.

HRP will pay the economy/compact car rental rate, state excise tax and rental car surcharge only.

The renter is responsible for any loss and/or damage to the rental vehicle, property damage, or bodily injury. Supplemental coverage (such as Loss Damage Waiver, Personal Accident Insurance/Personal Effects Coverage, Supplemental Liability Coverage, etc.), accessories (such as GPS, car seats, additional driver) and any additions to the rental agreement will not be reimbursed by HRP. The purchase of gas is not reimbursable.

Non-Allowable Expenses

HRP does not reimburse for cash tips (without a receipt), business center costs (such as internet, fax, and printing), personal telephone calls, alcoholic beverages, entertainment (including in-room movie rentals), laundry services, late check-out fees, or any other incidental expenses not directly related to the room costs. **Additionally, any expenses deemed excessive or extravagant, at HRP's discretion, will not be reimbursed.**

Requests for reimbursement of room service meals must include itemized receipts. Non-allowable expenses include, but are not limited to, parking tickets, valet services, gift or reward cards, transportation upgrades, personal travel expenses, alcohol, mini-bar charges, and any other personal costs unrelated to the business activity.

Education Supplies (incl. Journal and Books)

Educational allowance varies by Program based on the needs – connect with your Program Administrator for reimbursement policies and guidelines specific to your Program. These may include books, association memberships, research/poster printing costs or other expenses related to medical education.

Please check with your Program Administrator to confirm, but if your program offers a journal and book fund, the deadline to submit reimbursement requests for these specific expenses through Concur is February 28 (unless an earlier deadline is imposed by the Program).

Laptops or Tablets

New employees – defined as individuals newly employed by HRP - **may** be eligible for partial reimbursement towards the purchase of an electronic tablet or laptop within the first six (6) months of employment. This policy does not apply to returning or continuing employees, even if they are entering a new program. For further details, please contact your Program Administrator (PA) as it varies by Program needs.

The following items are not eligible for reimbursement:

- Cellular phones or smartwatches
- Desktop computers / monitors
- External hard drives, USB drives, or other devices
- Printers or scanners

Device Ownership & Reimbursement Process:

Reimbursement requests must be submitted through SAP Concur within 60 days of purchase or by December 31st, whichever comes first. The purchase must occur after the hire date. The device must be purchased and picked up under the resident's or fellow's name. Only personal credit cards should be used once the purchase has been confirmed with the Program Administrator.

Warranty & Maintenance:

The resident or fellow is responsible for any extended warranties, maintenance, parts replacements, and upgrades for the laptop or tablet. These types of expenses are not reimbursable by HRP.

Clinical Use Requirements:

If the device is to be used in a clinical learning environment, the resident/fellow must collaborate with the Program Administrator to ensure the device meets IT requirements and proper encryption standards.

Further clarification per the definition of "new employee":

For the purposes of this policy, "new employee" refers exclusively to individuals who are newly hired by HRP and have not previously been employed by HRP in any capacity. Residents or fellows who transition directly from another HRP-sponsored program (e.g., residency to fellowship) or are continuing their employment under a new title or program do not qualify, regardless of their new program status. This policy is not intended to provide reimbursement to continuing or returning employees, and no exceptions will be made based on program changes or internal transitions.

USMLE Step 3 and COMLEX 3 Examination Fee Reimbursement Policy (Effective July 1, 2026)

Benefit & Eligibility

Residents may request a one-time reimbursement of $500 towards the successful passing of USMLE Step 3 or COMLEX Level 3.

Reimbursement of eligibility is determined by date of receipt of the passing score in the applicable fiscal year budget.

Request for reimbursement must be submitted within 60 days of receiving a passing score, but not later than June 25th of the fiscal year.

Submission Requirements

Residents must submit:

- Proof of payment for the USMLE Step 3 or COMLEX 3 examination fee
- Documentation of a passing score, showing date of examination
- A reimbursement request submitted via SAP Concur

All documentation must be submitted **within 60 days of the exam date**. Late submissions may be denied.

HRP Moving Expense Reimbursement Policy

HRP will reimburse relocating residents up to $2,000 for actual moving expenses. To qualify for this reimbursement, a resident must be moving more than 50 miles and must not have been employed by Hawaii Residency Programs, Inc. during the previous 12 months. Requests for reimbursement and receipts **must be submitted no later than 120 days from the date of hire; otherwise, reimbursement will be denied.**

Policies and procedures governing the reimbursement of moving expenses will be determined using the IRS accountable expense plan. If an individual leaves HRP employment within three months of their contract start date, without good cause, they are not eligible for moving expense reimbursement. All documentation for reimbursement requests must be submitted after the hire date using SAP Concur (www.concursolutions.com).

HRP will issue a W-2 in January reflecting the payment of moving expense reimbursement. The reimbursement will not be included as wages (thus will not be taxed) and will be reported in Box 13 of the W-2 form for informational purposes only (Subject to applicable changes by IRS).

Receipts

To be eligible for reimbursement, itemized and detailed receipts, along with airline boarding passes, must be submitted. HRP will reimburse the cost of one-way coach airfare; however, the individual is responsible for any upgrade expenses. A copy of the employee’s airline ticket must be submitted with other expense documents as proof of travel (e-tickets are acceptable as evidence of ticketing).

A valid receipt is an original document from the vendor that includes detailed itemization and proof of payment. Examples of valid receipts include:

- Itemized documents accompanied by a canceled check or credit card slip
- Itemized bills marked "paid," dated, and signed, or showing a $0 balance (document cannot show “balance due”)
- Ground shuttle or taxi receipts showing the amount paid, to/from destinations, and date of travel
- A travel agent's invoice showing a $0 balance or the last page of the airline ticket
- Itemized cash register receipts indicating the place of business and date of purchase
- Signed, itemized receipts on vendor letterhead showing the amount paid and date received

Deductible Expenses

The IRS defines “deductible expenses” as reasonable costs related to moving household goods and personal effects. Deductible expenses include travel costs (such as lodging, but not meals) from the former home to the new home. To receive reimbursement, residents must provide original receipts for deductible moving expenses.

Please note that the price of a round-trip ticket to Hawaii is often less expensive than a one-way ticket. According to the IRS, only 50% of the round-trip airfare qualifies as a deductible moving expense, while 100% of a one-way ticket is deductible. Therefore, HRP will reimburse only 50% of your round-trip airfare for moving expenses. Keep this in mind when purchasing your airline ticket.

Utilities

Deposits required by utility companies are not eligible. Actual costs for connecting and disconnecting utilities are eligible.

Pre-Travel Arrangement

If you want to pre-pay, you must submit boarding passes upon actual travel. The above online flight arrangement guide also applies.

HRP Moving Expense Reimbursement Policy (FAQs)

Lodging in Hawaii

Q: I need to stay at a hotel when I first arrive. What should I consider before I book it?

1. **Hotel:** Your cost of lodging on the day of arrival in Hawaii is reimbursable. Lodging must be reasonable and cost-effective. Reservations that are excessive will be subject to denial for reimbursement at HRP's discretion.
2. **Hotel Receipt:** You must obtain a receipt from the hotel prior to check-out, even if you use a travel website. A travel website receipt for the hotel will not suffice. This also protects you from "surprise" charges.
3. **Car Rental:** Car rentals are not eligible. If you book a package deal, you must submit comparable pricing, without the car rental, using the same site and date prior to your actual arrangements.

Crating and Transporting Household Goods

Q: I'm shipping household goods through Fed Ex, UPS, USPS, etc. What do I need to know?

1. Receipt:
- You must have a receipt indicating that it has been paid. The method of payment must be shown. An airway bill must be included and cannot be substituted.
- You must provide a list of what was packed, general categories okay (e.g., books, clothes).
- Reimbursements will only be allowed for shipping of items from the initial place of residence (permanent residence or medical school) to Oahu.

2. Stamps:
- Stamps of booklets/pages are not allowed, only actual postage paid.

3. Shipping Materials:
- Reimbursement is allowed for temporary shipping materials such as boxes, tape, bubble wrap, etc. You will not be reimbursed for durable items such as luggage, surfboard carriers, animal crates, etc.

Q: Instead of shipping my household goods, can I check in 2 bags or more?

- Obtain a quote from both the airline and a shipping company to determine the price comparison. If checking in two or more bags is less than the shipping cost, then this will be accepted based on reimbursement policy limits. If unsure, please contact the Program Administrator.

Q: Another person will be handling some shipping/travel, etc. arrangements. Can receipts be submitted showing charges in another person's name?

- Receipts which show your name or the name of a lawful dependent as either the shipping party or the receiving party will be accepted.

Q: My pet will be shipped to me after I arrive in Honolulu. Will I receive reimbursement if airline payment is made by another party?

- Reimbursement is limited to the airfare fee charged by the airline to transport your pet to Honolulu and must comply with our moving reimbursement policy.
- To be eligible, the receipt must clearly show your name or the name of your lawful dependent as either the shipping (sender) or receiving party.
- If the receipt is issued in the name of someone other than you or your lawful dependent, the expense is not eligible for reimbursement—even if that individual paid the airline directly.

Q: Can I ship my personal vehicle?

- Employees relocating from the continental/mainland United States to Hawaii are eligible to apply moving reimbursement funds toward the transportation or shipment of one personal vehicle.

Traveling to Hawaii

Q: I want to arrange my flight online. What should I consider before I book it?

Itemized receipt:

- You will need to submit an itemized receipt showing the passenger's name, full flight itinerary for a one-way trip only, price and method of payment. A booking confirmation is not a receipt.

Boarding passes:

- You will need to submit your boarding passes, including all connecting flights, when submitting your receipts. If it is electronic, a screenshot is acceptable.

Multiple destinations: This refers to a multi-destination itinerary, not a flight plan with normal layovers (direct).

- You must provide comparable flight airfare as if you were flying directly to Oahu, using the same site and same date that you book your actual flight, to show the cost of a normal direct flight.
- If you cannot provide the above, you may only be eligible for the last leg of your flight.

Upgrades:

- You must provide a comparable flight (as noted in #3 above), using the same site and date prior to upgrading your actual flight.
- One-Way vs. Round-Trip (RT): Although RT may be cheaper, you will only be reimbursed for half of the amount if a RT is purchased.

Lodging

Q: I had an overnight lay-over during my flight to Hawaii.

- The cost of lodging while traveling on the ground is reimbursable. You must obtain a receipt from the hotel prior to checkout showing final payment details, even if you use a travel website.

If your travel itinerary includes an **overnight layover** that requires you to stay on the ground (i.e., not in transit), the **cost of lodging during that layover is eligible for reimbursement**. This applies when:

- You have a long layover between connecting flights that makes an overnight stay necessary
- You are required to travel **on the ground** during the layover (e.g., from the airport to a hotel, or between airports)

Q: I want to use my mileage awards or an airline companion pass.

- Only actual costs incurred are reimbursable. The value of mileage points is not reimbursable.

Dependent Travel

Q: I want to arrange to travel for a lawful dependent, what should I consider?

- Spouse/Dependent with Different Last Name: Provide documentation of marriage or birth certificate to show relationship.

Drive Cross-Country

Q: I'm driving cross-country, what is eligible and what is needed?

1. Last Known Address: You will need documentation (if it's not in ERAS) of your last address prior to relocating.
2. Direct Route: Only expenses incurred on a direct route of travel will be reimbursed. Expenses incurred on side trips and detours do not qualify for reimbursement.
3. Gas: You need actual gas receipts showing the amount of fuel purchased and the price. Credit card statements are never acceptable.
4. Mileage: You need to print out a driving map of all your destinations that also displays the final mileage count. You will only be reimbursed for the mileage for a direct route from your initial place of residence to your final destination on Oahu. Mileage for side trips and detours does not qualify for reimbursement.
5. Hotel: The cost of lodging while traveling is reimbursable. You must obtain a receipt from the hotel prior to checkout showing final payment and details, even if you used a travel website.
6. Car Rental: Not eligible.

Specific to International Students

Q: My receipts are not in English, what do I do?

- Provide a typewritten or printed English translation.

Q: My receipts are not in US currency, what do I do?

- Provide documentation of actual currency conversion rates on the date of the receipt (e.g., online sites such as www.xe.com/ucc).

Acknowledgment and Agreement

I, the undersigned, acknowledge that I have read, understood, and agree to comply with the terms and conditions outlined in the above Company Reimbursement Policy. I understand that failure to adhere to this policy may result in denial of reimbursement. I agree to submit accurate, complete, and timely documentation in support of any reimbursement of claims made under this policy.