

# MIKE CARNEY GROUP REIMBURSEMENT AND REFUND PAYMENT POLICY

## Purpose

This policy establishes the guidelines and procedures for the submission, approval, and processing of reimbursements and refunds within the organisation to ensure financial accountability and transparency.

## Scope

This policy applies to all department managers and their respective teams within the Mike Carney Group.

## Definitions

**Reimbursement:** compensating employee for expenses incurred on behalf of Mike Carney Group or compensating a customer for expenses incurred.

**Refund:** The return of funds to an individual or business, due to an overpayment or returned goods/services.

**Payment Requisition Form:** A form used to request reimbursement or refund, detailing the expense or overpayment, and including necessary approvals.

## Policy

### Approval

All reimbursement requests must be approved by the respective department manager or their second-in-command (2IC) prior to submission to the administrative team.

The department manager or 2IC is responsible for reviewing the expenses and ensuring they are legitimate and within scope before approval.

### Payment Requisition

[Payment Requisition Form](#) must accompany all requests for reimbursement or refund and must be signed by the department manager or their second-in-command (2IC) if department manager is absent. Please find a sample in Appendix 1.

The form must include detailed information about the amount, including the payee name, date, amount, purpose or reason of the expense or refund, bank account details, references and department it should be charged to.

Receipts or other supporting documents such as credit notes, invoices or proof of payment must be attached to the Payment Requisition Form without exception.

In case of lost receipts or discrepancies in the submitted documents, a written explanation and any other available proof of the expense must be provided. These cases will be reviewed on a case-by-case basis.

Submission without payment requisition form, supporting documents or approving manager's signature will not be processed.

Bank account details must be verified via verbal on in person verification by person requesting the refund or reimbursement or the department manager. Once bank details are submitted to the administration team, no further verification of these details will be conducted.

## Submission Process

Once approved by the department manager or 2IC, the Payment Requisition Form and all supporting documents must be submitted to the administrative team.

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- Natalie Parkins – [nparkins@mikecarneytoyota.com.au](mailto:nparkins@mikecarneytoyota.com.au)
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Submissions can be made via email or as a physical document.

The administrative team will review all submitted Payment Requisition Forms and seek for additional approvals if required.

Incomplete or unauthorised requests will be returned to the originating department for correction and resubmission.

## Final Approval and Reimbursement

Upon verification and final approval by the administrative team, the reimbursement will be processed.

Reimbursement payments submitted by 4PM will be processed the same day, any submissions after 4pm will be processed the next business day.

