

- **Generate a Claim Form to submit an expense claim**

Log into your MySUSTA account & select '50% CostShare'

- Select the program year for the claim
 - Select 'Expense Claims'
 - Select the 'Country Market', the 'Claim Contact' and the 'Authorized Signer'
 - Select 'Create', which will generate the Claim Form

Generate 2022 Claim Form

Country Market ▾	Claim Contact ▾	Authorized Signer ▾	Create
------------------	-----------------	---------------------	---------------

If there are no contacts in your dropdown menus for 'Claim Contact' or 'Authorized Signer', you or the primary account holder for your company will need to go into your company's contacts and designate at least one person for each.

- **Submit required documents**

1. Claim Form:

- Page 1: General expense information, the expense total, the reimbursement total and your signature. Calculate the total expenditures and the reimbursement due (50%) of total.
- Page 2: On the Expense Summary Sheet, list all line items in this claim that contribute to the total amount of the claim. For travel expenses, do not group several travelers in one line-item; each traveler's airfare, for example, must be listed separately

2. Supporting Documentation for **each line item** in the Expense Summary Sheet:

- The detailed invoice, proof of payment and proof of activity (proof of activity varies depending on expense; see [CostShare Manual](#) for details related to your promotional activity)

- **Submit additional documentation for travel expense claims – All of the forms and documents mentioned below can be found on the [Getting Paid page of the website](#).**

1. Pre-Travel Notification Form: Send at least 14 days prior to the start of the trade event. To submit proof of your ATO Notification:

- Submit the ATO Notification form with copy of fax confirmation

Or

- Submit email that you sent to the ATO with notification of company's traveler(s)

2. Trip Report: Submit with list of contacts made at event (photocopies of business cards are ok)

3. Travel Expense Worksheet: Use this form to calculate total airfare, lodging and Meals and Incidentals (M&IE) per traveler and enter each of the totals per traveler in the Claim Form

Airfare: The following supporting documentation is required for airfare reimbursement

- Airline itinerary
- Copy of airline eTicket confirmation **or** copy of airline passenger receipt
- Copy of Boarding Passes or Frequent Flyer Mileage Statement
- Proof of Payment – Copy of 1st page of credit card statement and page with airfare charge

Lodging: This expense is reimbursed based on the eligible number of days stayed according to the hotel bill. This includes only the rate for the room, and the taxes for the room. If the actual cost of the room is less than the [lodging per diem rate](#) of that country, then the actual cost is eligible. If the cost for the room (including the room taxes) exceeds the per diem rate, then the per diem rate is the maximum amount that is eligible.

- Invoice – Copy of detailed hotel bill showing name and address of hotel, name of registered guest (i.e., airline ticketed passenger), dates of arrival and departure, each night's room charge plus any taxes, and total amount paid

- Proof of Payment – Copy of 1st page of credit card statement and page with hotel charge

Meals & Incidental Expenses (M&IE): This expense is reimbursed based on 75% of the [in-country foreign per diem rate](#) for the first eligible day of travel and the last eligible day of travel. The full per diem rate is eligible for all days in between. For M&IE, it is a straight calculation (no receipts are required). Calculation: [\$Per Diem Rate x 2 (first/last day) x 75%] + [\$Per Diem Rate x # of Days in between = \$ Eligible Meals Reimbursement].

Eligible dates of travel:

No more than two days prior to the start of the event and one day after the event ends.

Example:

~ August ~						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
	ARRIVAL DATE 	ARRIVAL DATE 	TRADE SHOW	TRADE SHOW	TRADE SHOW	DEPARTURE DATE 
16	17	18	19	20	21	22

Submit expense claims to csexpense@susta.org or mail to:
 SUSTA, Attn: CostShare Claims
 701 Poydras Street, Suite 3845, New Orleans, Louisiana 70139

FAQs

- **When do I send in an expense claim?**
 Send expense claims within 90 days after the eligible activity. Near end of year expense claims must be submitted within 60 days of the start of the New Year.
- **When can I get started?**
 Check your program agreement for approval dates and amounts. All expenses must incur between your approval date – December 31.
- **How fast is the turn-around process?**
 Expense claims are reviewed on a first come first served basis. The review of expenses also depends on volume and complexity. Please keep in mind we work with many companies within 15 states.
- **Tips for a faster process?**
 Organize expenses in an orderly fashion. Expenses submitted in disarray will not be reviewed and returned.

Claim Form Example

Company approved to do promotional activities in Bangladesh, Kuwait, Austria, United Arab Emirates, and Germany. Expense claims must be submitted by country; there can be several expense claims for one country:

- Claim 1 Bangladesh
- Claim 2 Austria
- Claim 3 Kuwait
- Claim 4 United Arab Emirates
- Claim 5 Austria
- Claim 6 Bangladesh
- Claim 7 Kuwait
- Claim 8 Germany

Claim 4 United Arab Emirates submitted March 15th

Claim Form signed and completed (*see example below*)

1. Page 1 must have total expenditure for that claim and the reimbursement request amount
2. Page 2 must list all line items in claim

Supporting documentation for each line item: invoice, proof of payment and proof of activity

Since this is a travel expense, also include:

Proof of ATO Notification

Trip Report

Travel Expense Worksheet



CLAIM FORM
2023 SUSTA® 50% CostShare

CONFIDENTIAL

50% CostShare Company: This is a Test Company	Country where activities occurred: United Arab Emirates
Brands & Products: <i>Smith Foods</i>	50% CostShare Activity Code: S0001
Approval Date: 01-01-2023	Claim Expense Number: <i>4 (this is for your internal records)</i>

Expenditures by U.S. Company:	
Total Expenditures:	\$ <i>17,400</i>
Reimbursement Request (50%):	\$ <i>8,700</i>

CERTIFICATION STATEMENT:

WARNING: Federal and State law provide severe penalties for making false or misleading statements or representations of fact with respect to this claim. Under penalties of perjury, I declare and certify that I have personally examined this claim for reimbursement and the accompanying schedules, statements, and other documents; that I have conducted a reasonable investigation into the facts represented therein and to the best of my knowledge and belief, they are complete, true, correct, and accurate, and they truly, accurately, and completely list all information and amounts and sources related thereto; that the expenditures claimed on this form were in fact incurred by the Company for the purpose indicated herein, and the activities portrayed and described in the accompanying information in fact took place exactly as described and/or represented herein; that such expenses were for the promotion of the products and brands in the country market all as listed above; that the participant has not been reimbursed for the expenses claimed by any other entity; and that the expenses claimed are necessary and reasonable for the purpose, and verifiable and supported by detailed records which are available for inspection.

Signature: <i>Jane Doe</i>	Date: <i>3/15/2023</i>
Print Name: Jane Doe	Title: <i>CEO</i>
Phone: <i>(504) 123-4567</i>	Email: <i>janed@testco.com</i>
Claim Contact*: Jane Doe	Claim Contact Email: <i>janed@testco.com</i>

* Please include an approved claim contact if different than company signer.



EXPENSE SUMMARY SHEET
2022 SUSTA® 50% CostShare

CONFIDENTIAL

You may substitute your own summary sheet or attach additional pages if necessary.

COUNTRY: *United Arab Emirates*

Expense Item #	Invoice Date	Promotional Activity Description	Invoice #	Foreign Currency Amount (If Applicable)	Exchange Rate (If Applicable)	U.S. Dollar Amount (Required)
<i>1</i>	<i>12/1/2022</i>	<i>2022 Gulfood Booth Fee</i>	<i>62589</i>			<i>\$4,000</i>
<i>2</i>	<i>1/10/2023</i>	<i>Freight for Gulfood</i>	<i>2364</i>			<i>\$800</i>
<i>3</i>	<i>1/15/23</i>	<i>Promotional Giveaway Items for Gulfood</i>	<i>3914</i>			<i>\$600</i>
<i>4</i>	<i>various</i>	<i>Travel - Jane Doe</i>	<i>see travel expense worksheet</i>			<i>\$6,000</i>
<i>5</i>	<i>various</i>	<i>Travel - John Doe</i>	<i>see travel expense worksheet</i>			<i>\$6,000</i>
					Total:	<i>\$17,400</i>
					50%:	<i>\$8,700</i>

Please review 50% CostShare Manual, using checklists for your particular activity. These checklists will provide you with all detailed items you will need to submit when you are ready to mail in your claim. Please remember that all claims need to be received within 90 days of the last day of the activity (refer to 50% CostShare manual for list of these dates for each activity) or they will not be eligible for reimbursement.

Send completed Expense Claims to:

SUSTA
 Attention: Deneen Wiltz
 701 Poydras Street, Suite 3845
 New Orleans, Louisiana 70139