



HUD Community Compass Technical Assistance and Capacity Building Program

Standard Operating Procedures for Voucher Submission: FAQs

What documentation is required to be submitted with the voucher or kept on file for airfare costs in terms of demonstrating cost reasonableness?

There is no specific document; however, Recipients should be able to provide a justification when requested by the GTR. For example, some Recipients provide screenshots of online travel sites at the time of booking to show that the airfare was the most advantageous at the time of booking.

To clarify, does that mean vouchers do not have to include travel receipts?

Recipients must retain receipts for all travel-related expenses over \$75 ^{FTR §301-52.4}. TAD and PCS do not require receipts to be attached to the voucher at the time of billing; however, receipts should be made available at the request of the GTR. We recognize that some GTRs in TAD or PCS used to require routine submission of receipts, but this is not required under the cooperative agreement provisions or under this SOP.

A statement was made during the training, that TA providers should use the most cost-effective means of ground transportation, regardless of the mode budgeted. Does this mean a cost reasonableness analysis must be made and documented prior to all instances of ground transportation? Or, are TA providers to use discretion based upon past experience, particularly when deviations between costs for various modes of transportation are likely to be immaterial? Recipients should refer to their internal processes for guidance on estimating travel cost reasonableness. Should the Recipient's internal travel policy not provide guidance on this topic, when estimating costs on a work plan, Recipients should use past experiences, online travel sites, etc. to estimate ground transportation expenses. When incurring travel costs, Recipients should ensure that costs are the most advantageous to the government. A cost reasonableness analysis does not have to be done prior to incurring cost; however, Recipients should be able to provide a clear justification when requested by your GTR. Recipients should refer to the Travel Frequently Asked Questions (FAQ) for TA Recipients for further guidance.

The Travel FAQ states that Recipients are allowed to bill per diem if travel is more than 12 hours from their duty station. Does "12 hours from duty station" describe travel by ground transportation? It does not seem like it can mean a flight, for example.

No, the "12 hours from duty station" applies to all methods of travel per the Federal Travel Regulations §301-11.1-2.

For a 2-day trip, as far as GSA per diem, then day one is the first day, and the 2nd day is the last day?

Yes, as both days are considered “travel day” you would be allotted 75% of M&IE per diem. Should you need further information on per diem, please refer to the GSA site for M&IE [rates](#) and the [per diem FAQs](#).

When/if the GTR approves the work plan with a rental car, will that be the determination that the rental is reasonable?

Recipient should provide justification that a rental car is cheaper than other types of ground transportation, e.g., Uber or cab, then the rental vehicle is allowable. GTRs will assess reasonableness at the time of the voucher. Instances that allow for an “other than compact rental car vehicle” include safety, traveling as a large group, and sharing ground transportation, transporting materials, or lack of availability of another rental vehicle type. If a Recipient can provide justification that a rental car is cheaper than other types of transportation, e.g., Uber or cab, then the rental vehicle is allowable. Recipients should refer to the Travel Frequently Asked Questions (FAQ) for TA Recipients for further guidance.

On travel days-if I arrive at my travel destination early in the day, for example, if I started traveling at 1 am and arrived at 5 am, will I only get 75% of M&IE.

Yes, the arrival time does not change that the first day of travel is allotted 75% of M&IE per diem. Should you need further information on per diem, please refer to the GSA site for M&IE [rates](#) and the [per diem FAQs](#).

Where are the Travel Guidelines?

The travel guidance documents were sent to each Recipient’s Authorized Organization Representative and DRGR Primary Point of Contact on Wednesday, 5/27/2020. They will also be uploaded on the CCTA website:

https://www.hud.gov/program_offices/comm_planning/cpdta/guidance/.

If the travel information is in the voucher documents, do we still need to fill out the travel chart in the MAR?

Recipients who provide detailed travel cost information in their financial management system report, including traveler/contractor name, origin/destination, and the number of nights traveled, for each trip, do not need to complete the travel chart in the MAR. The required information, in the financial management information or another detailed supporting document, must also clearly identify costs (hotel, per diem, transportation, taxes/car rental, etc.). Supporting documentation should be uploaded as required. See the Travel FAQs for further guidance.

Can the POTAC/GTM request additional and more detailed monthly report information?

The POTAC/GTM should not directly request the Recipient to provide additional information beyond that which is required in the provisions or SOP. If they do not find the information

sufficient to determine if the activities and costs were aligned with the work plan, they will notify the GTR within 15 days of receipt of the MAR and voucher. The GTR will work with the GTM/POTAC to understand why additional information is needed, and as appropriate, the GTR will request the additional information of the Recipient.

Often, travel costs appear on a voucher after the travel hours appear. In the MAR, do we provide the narrative about the travel activity when the hours appear and only complete the travel details fields when the costs hit?

Correct. The MAR Narrative reports only those costs billed in the month's voucher. If only the traveler's hours are billed, only the work conducted during the trip should be described in the MAR or in the financial management system report. When the travel costs are billed in a subsequent month's voucher, you must identify the traveler, dates, and trip origin/destination in the MAR travel fields *unless* those required travel details for the trip are in your financial management system report. See the Travel FAQs for details on travel cost reporting and supporting documentation.

Our firm bills travel costs as they are incurred which means we bill travel costs for one trip over multiple vouchers. Is there a specific process you want us to follow when that happens?

HUD does not have a specific process for submitting travel costs over multiple vouchers. In this instance, each month you bill for your travel costs, your MAR travel fields should be completed (traveler name/origin/destination/ dates) *unless* those required travel details for the trip are in your financial management system report. If more than 90 days have passed since the costs were incurred, you must provide a justification and request GTR approval for delayed trailing costs.

Do we only need to provide the number of hours worked by employees/consultants in the current billing month and not a cumulative total for the workplan inception to date?

Correct. The SOP requires that you report the hours billed by staff/consultants/contractors for the month, by work plan. You are not required to report the cumulative staff hours to date. However, you are required to include in your financial management system report all personnel costs for the month and the cumulative costs of the work plan to date.

Does the Space agreement need to be uploaded with the voucher if it has been uploaded with the work plan submission when it has already been uploaded in DRGR with the work plan submission?

Yes. Recipients are to upload both the Space agreement and the Event Approval authorization as supporting documentation with the voucher, during the month(s) that the costs of the event and space are billed.

Who receives DRGR notification that the GTR requested additional information?

1. When HUD submits a request for additional voucher supporting documents in DRGR, the system will send an email to all individuals with the DRGR user role of “Submit Voucher Docs to HUD.”
2. When HUD submits a request for additional voucher supporting documents in DRGR, the system records an action item on the DRGR Home Page. The action item appears for individuals with the “Submit Voucher Docs to HUD” role in DRGR.

Note: HUD assigned the “Submit Voucher Docs to HUD” role to individuals who currently have the DRGR role of “Request Drawdown” and the role of “Approve Drawdown.” Still, users with the “User Request Profile” role in DRGR can add the “Submit Voucher Docs to HUD” role to any other user profile in DRGR.

Can someone beyond requestor or approver see that information has been requested? Also, is there a DRGR flag or notification that we could look for?

Yes. When HUD submits a request for additional voucher supporting documents in DRGR, any DRGR user can view the request in DRGR and in *MicroStrategy*.

1. Any DRGR user can navigate to the “Search/Maintain Voucher” page in DRGR and search for requested supporting documents. There is a new field – Supporting Document Status – to help filter voucher search results.
2. Any DRGR user can navigate to the Reports module of DRGR and open the “Supporting Documents Visibility” under the TA Reports roles. The report shows the voucher line items for which HUD has requested additional supporting documents, as well as any documents submitted by the TA award recipient.

Are Recipients’ responses sent via DRGR or outside the system?

Recipients send their responses to GTR requests through DRGR. DRGR users with the “Submit Support Docs to HUD” role can upload the documentation.

Note: HUD assigned the “Submit Voucher Docs to HUD” role to individuals who currently have the DRGR role of “Request Drawdown” and the role of “Approve Drawdown.” Still, users with the “User Request Profile” role in DRGR can add the “Submit Voucher Docs to HUD” role to any other user profile in DRGR.

Is there a way to have a negative voucher to a specific workplan? The total voucher (from the specific funding source) will not be a negative, just to a specific workplan. Example: a hotel security deposit was paid and vouchered as an expense in a certain month. The training was canceled, and the work plan needs to be closed in DRGR. If we cannot voucher a negative amount to a work plan, do we minus it from the entire voucher amount- i.e., from the Admin work plan?

Credits are not directly recorded in DRGR, as there are cost accounting standards in place with CFO/LOCCS, so that our financial management system is accurate.

1. Please reference 2 CFR 200.406 for the requirement on credits
<https://www.law.cornell.edu/cfr/text/2/200.406>.

- a. When using the “cost reduction” option, the provider is offsetting the overage or credit in a future bill. So, essentially, the bill amount is X minus the HUD credit, and we should see the HUD credit as a line item on the financial statements/general ledger.
- b. When using the “cash refund” option, the provider is returning funds to HUD via wire transfer, check, or pay.gov. When the cash refund is received, it goes through CFO/Fort Worth Accounting Center so that LOCCS is updated, and the receipt is communicated to DRGR. The receipts show up as collections in DRGR and the provider can add the returned funds back to the appropriate work plans.
 - i. Contact CommunityCompass@hud.gov for guidance on how to return funds to HUD.
 - ii. The Drawdown section of the DRGR User Manual provides instructions (see Classification of Returned Funds):
<https://www.hudexchange.info/onecpd/assets/File/DRGR-User-Manual-Section-5-Drawdown.pdf>