SOP Template: Timeline for Submission of Claims

This SOP defines the **timeline for submission of claims**, detailing the specific timeframes within which claims must be submitted to ensure timely processing and reimbursement. It outlines the responsibilities of claimants, required documentation, and escalation procedures for late submissions, aiming to streamline claim management and avoid delays or denials.

1. Purpose

To establish a standardized process and timeline for submitting claims to ensure efficient processing and timely reimbursement.

2. Scope

This SOP applies to all employees, contractors, and stakeholders involved in the preparation and submission of claims within the organization.

3. Timeline for Submission of Claims

Type of Claim	Submission Window	Responsible Party
Travel Expense Claim	Within 14 calendar days from return date	Employee
Medical Reimbursement	Within 30 calendar days from date of expense	Employee
Vendor Payment Claim	Within 10 business days from invoice receipt	Accounts Payable
Other (Specify)	As defined by contract or policy	Relevant Department

4. Responsibilities

- **Claimant:** Prepare claims accurately, attach required documentation, and submit within the defined timeframe.
- **Department Head:** Review and approve claims prior to forwarding to finance.
- **Finance Department:** Verify claims and process reimbursements promptly.

5. Required Documentation

- Completed claim form
- Original or scanned receipts/invoices
- Approval signatures (where applicable)
- Supporting documents relevant to the claim type

6. Escalation Procedures for Late Submissions

1. **First Occurrence:** Claimant to provide a written explanation for late submission to their Department Head.
2. **Second Occurrence:** Department Head escalates to Finance Manager for review and possible exception approval.
3. **Subsequent Occurrences:** May result in denial of claim and/or disciplinary action as per company policy.

7. References

- Company Travel and Expense Policy
- Finance Manual
- Relevant Contracts/Agreements

8. Review & Update

This SOP will be reviewed annually or as required to ensure ongoing relevance and alignment with organizational policies.