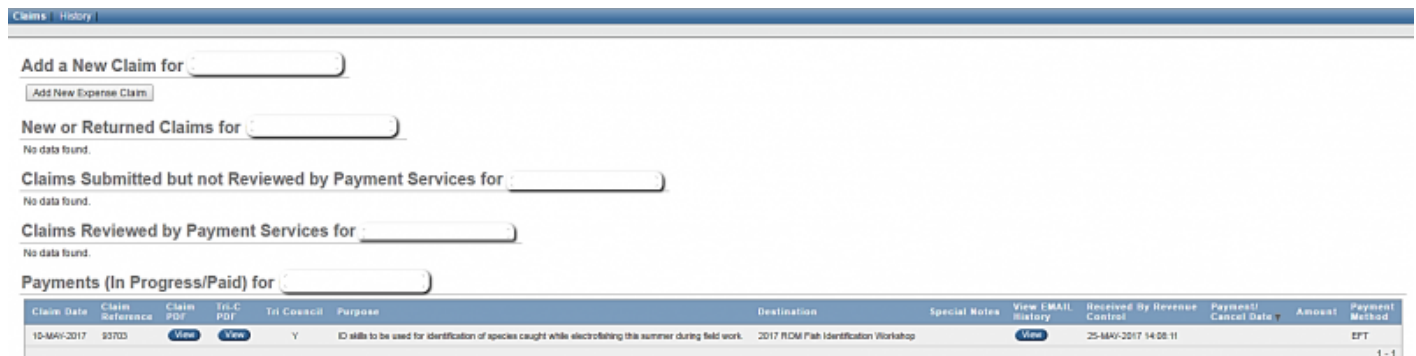


I have submitted my Expense Claim, when can I expect my reimbursement payment?

Check under the Claims Tab on ECS – for the group in which your claim is categorized; i.e New, Submitted to Payment Services, Received by Payment Services or Payments in Progress. For more info refer to the [online tutorial \[1\]](#) - under the section titled “Checking the Status of your Claims”

- If the claim has not yet been received by Payment Services, you should check with your Administrative contact to see when the approved claim was actually delivered to Payment Services.
- The volume of expense claims varies throughout the year. The status of your claim can be viewed by logging in to your ECS account. Once the claim is processed, a payment date will be generated showing when the cheque or electronic payment has been made.
- If it has been more than 5-7 business days since the hard copy was submitted to ECS and the status is not showing as "in process" you can email an inquiry to ECS including your name, claim number and date the hard copy was submitted to ECS.



Still receiving a cheque? Switch now to EFT for faster payment service! Send an email to "ECS@uoguelph.ca [2]" with the words "switch to EFT now" in the subject heading. Include your name, employee ID number, phone ext, department name and department number and your University of Guelph email address. ECS Help will complete your switch to EFT ASAP using the same account as your payroll is deposited to.

Category:

- [Travel & Expense Claims FAQ](#) [3]

Source

URL:<https://www.uoguelph.ca/finance/faq/i-have-submitted-my-expense-claim-when-can-i-expect-my-reimbursement-payment>

Links



I have submitted my Expense Claim, when can I expect my reimbursement payment?

Published on Financial Services (<https://www.uoguelph.ca/finance>)

[1] <https://www.uoguelph.ca/finance/departments-services/procurement-and-payables/payments-reimbursements/expense-claim-system-ecs-info> [2] <mailto:ECS@uoguelph.ca> [3] <https://www.uoguelph.ca/finance/category/category/revenue-control/travel-expense-claims>