

How to Help Your Client Make an Expense Policy When They Use BILL

Guide for Accounting Firms



Introduction

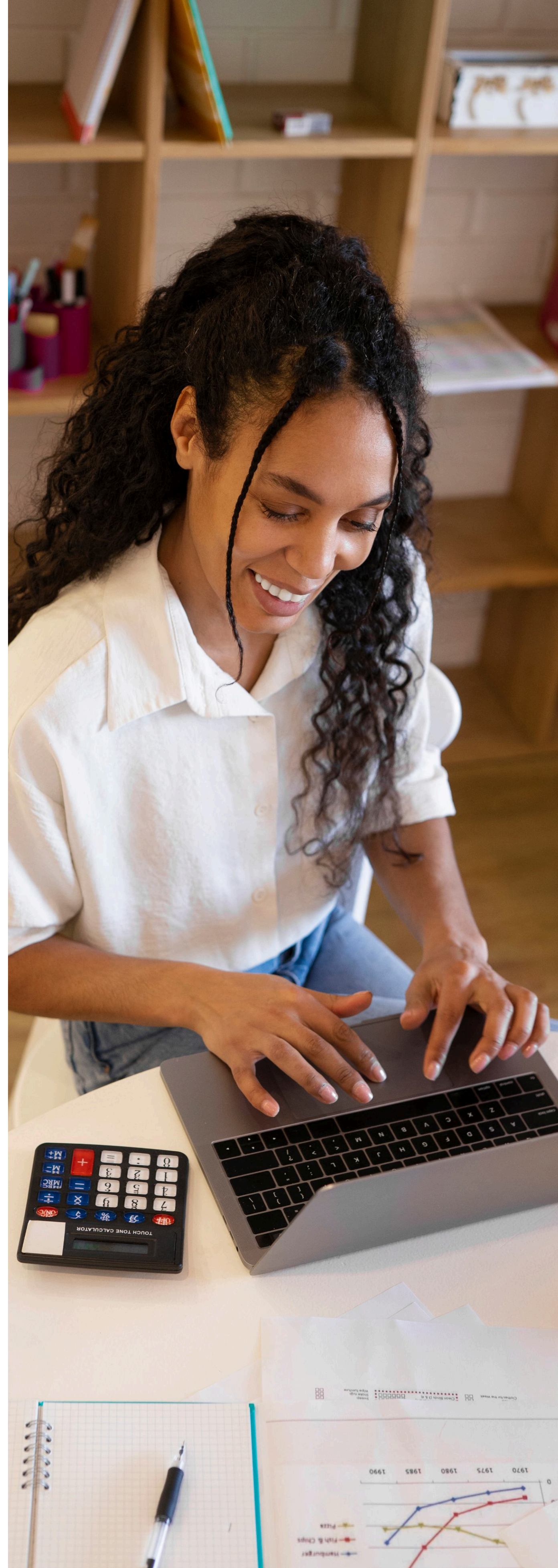
Any business where employees are spending money for the company—whether they have one employee or 1,000—needs an expense policy.

What is an expense policy?

An expense policy is a set of guidelines or rules that communicate exactly what purchases are and are not appropriate for employees to make with the company's money. Every company will have a unique policy based on its size and needs, so your staff should meet with each client to help build out their policy.

Why do companies need an expense policy?

The simple reason companies need an expense policy is to make sure employees are spending money on behalf of the company only on approved items. The beauty of the BILL Spend & Expense platform is that the software automation, when properly set up, can help solve for a lot of the components of a traditional expense policy outlining compliant spend. BILL enforces budgets before money is spent and can enforce additional expense rules (like ensuring money is only spent on certain categories), so creating an expense policy is about creating clear communication and trust between your client and their employees. There are always exceptions and gray areas, so having a policy in place will help enforce and streamline your client's use of BILL.



What is the purpose of an expense policy?

A good expense policy fulfills several goals:



Saving your client money by preventing unauthorized spend:

between the automations in BILL Spend & Expense and rules in the expense policy that cover any gray areas, there will be no question as to what can be authorized.



Clearly communicating policies and procedures:

a successful expense policy makes it so your client and their employees are all on the same page about how and when to spend company money.



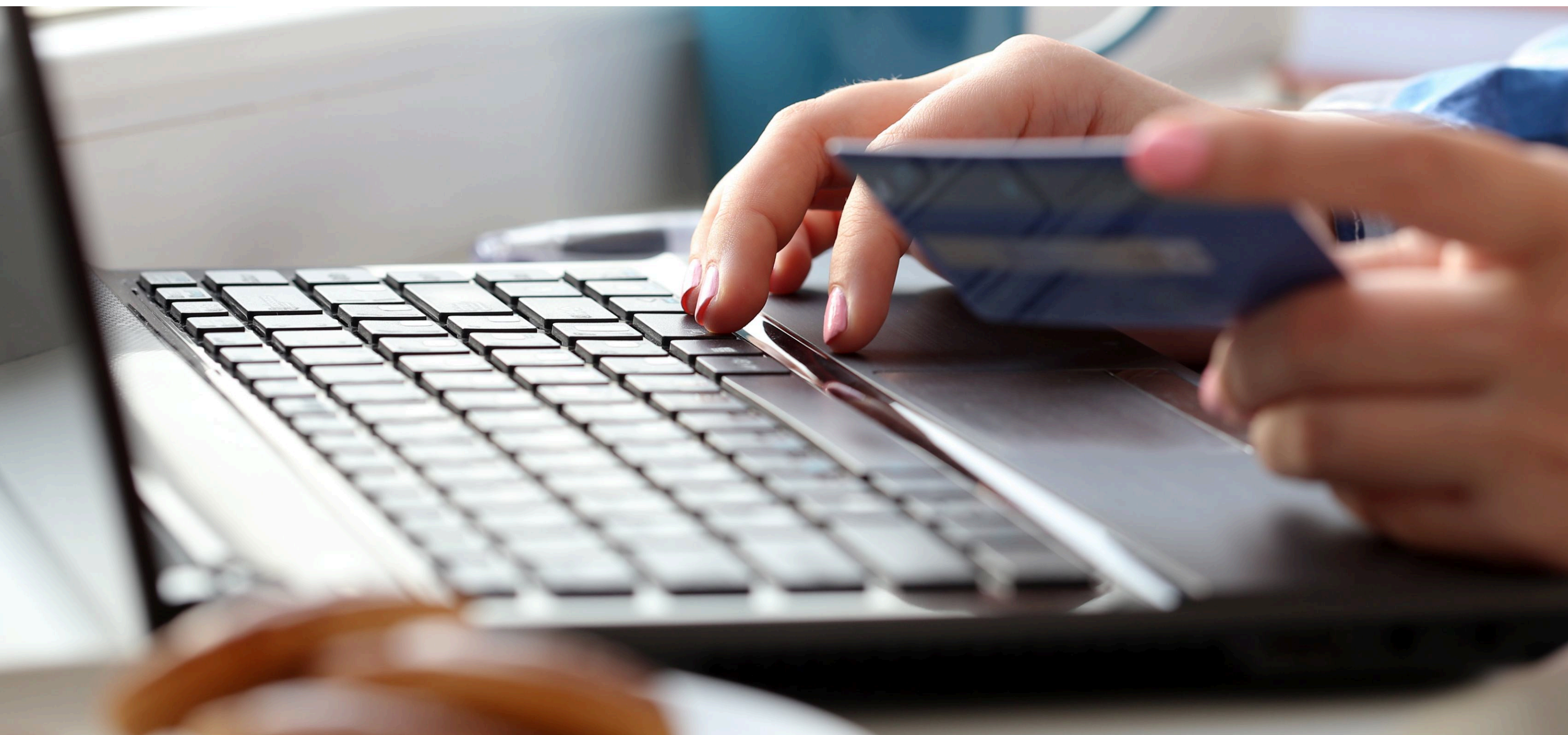
Saving your client money by reducing expense reports/manual reconciliation:

BILL reduces the number of reimbursements each month because spend occurs on the BILL Divvy Corporate Card. Your client's monthly spend can be quickly uploaded to your accounting software at the end of the month, and their expense policy will ensure that any outlying expenses will be easy to track down and report.



Building trust between clients and their employees:

when employees are clear on what is considered compliant spend, they will be empowered to make purchases on behalf of the company while also being responsible for documenting those purchases. This means employers can empower employees while still maintaining control of spend and expenses.



What does an expense policy look like for a client using BILL?

Your client's expense policy should have at least three sections: Rules, Exceptions, and Processes. These sections cover all of the ways the expense policy can be used and should answer almost all of the questions your client's employees will have.

Rules

The section of an expense policy that traditionally outlines the rules of spending company money looks a little different if your client is using BILL Spend & Expense, because money cannot be spent on a BILL Divvy Corporate Card unless both the money and the user have been assigned to a budget. So this section of your client's expense policy should go over expectations and guidelines for employees to use BILL. Consider going over these points with your client to include in the expense policy:

Who can spend for the company:

We recommend that everyone at the company receive a BILL Divvy Corporate Card card, so that assigning funds to them when necessary is quick and easy. By empowering more employees to spend, while outlining who is responsible for approving the spend requests, your client will spread out the workload for company spend, freeing up upper management's time for other work. In addition, the client and their employees can create multiple virtual cards and assign them to different budgets or vendors. The expense policy should go over when employees should use their physical card vs. creating a virtual card.



Using the appropriate budget: Help your client define their budgeting strategy so that their policy guides employees to use the right budget for each purpose—especially when they have access to multiple budgets. In the expense policy your client can outline who and what each budget is for.

Uploading receipts for reconciliation: BILL Spend & Expense makes end-of-month reconciliation easier by preventing your or your client from having to chase down receipts. Employees who spend money on a BILL Divvy Corporate Card immediately receive a prompt to upload a receipt to the app that is attached to that purchase. The expense policy should remind employees to upload their receipts and briefly walk them through the process.

Transaction reasons and classifications: BILL Spend & Expense can pre-code transactions to map them to the correct place in the GL based upon what budget is used. Your client can also require things like business purpose and categories to be filled out by the spender before the transaction is approved based on budget used, amount spent, and more. These rules should be outlined in the expense policy as well.

Exceptions

Where there are rules, there will be exceptions. Helping your client create a policy that covers these exceptions will eliminate confusion and boost trust between them and their employees. Here are some common types of exceptions to go over:

Specific guidelines for spending within a budget:

BILL Spend & Expense's Merchant Controls make it easy for your client to prevent purchases from specific merchants or locations, such as souvenir stands, clothing stores, or car dealerships. If your client wants more specific granularity—for example, if they will pay for team dinners but not cover alcoholic drinks at those dinners—the expense policy is a great place for them to spell that out for their employees.

Price ranges for variable costs:

For some purchases, (such as flights and hotels), it may be easier for your client to give employees a price range or set budget instead of a dollar amount, and let them make choices from there. Some employees, for example, might prefer a seat with more legroom and be willing to take a cheaper flight at a different time to allow for this. Some employees might prefer to check a bag and forgo choosing their own seat. Giving them a price range to work in will allow them to make decisions for their comfort while staying in budget. You and your client can work out which kinds of purchases should have price ranges and explain them in the expense policy.

Materiality Thresholds:

Sometimes expenses may be small enough that your client doesn't want to require a receipt for them, or so big that they want a little more information for their reconciliation. BILL Spend & Expense Materiality Thresholds allow admins to require receipts and notes above certain amounts. If these thresholds are implemented, they should be included in the expense policy so that employees are prepared before they spend.



Processes

An expense policy is also the perfect place for your client to go over processes related to budget and employee spend. Building processes and clearly communicating them to employees will help your client's finance team—and you—approve budgets and understand spend without extra work. These are a few processes that you should go over with your client

Reimbursements:

When all employees are spending with Divvy cards, reimbursements become pretty rare—but not extinct. Your client should have a plan in place for those inevitable rogue reimbursements, which can be processed through the Divvy app. In the expense policy, help them outline when (if ever) their employees can use a personal card instead of their Divvy card, the process for requesting reimbursement in the Divvy app, and a timeline for when they can expect to receive reimbursement.

Budget requests:

How should your client's employees get budget assigned to their Divvy card? Maybe an employee without budget oversight needs funds for an event or client dinner, or your client employs a travel coordinator and wants them to receive travel funds and book all travel. Employees can request funds from budgets they've been added to in the Divvy app, but what if they require access to other budgets? Your client's expense policy should explain all of these processes, and give clear expectations for when they'll hear back about approval.

Per diem budgets:

If your client's employees use per diem funds (such as for travel or events), how will that be distributed to them? Will they receive a lump sum before their trip, or would your client prefer that they request funds as needed?

Communication channel:

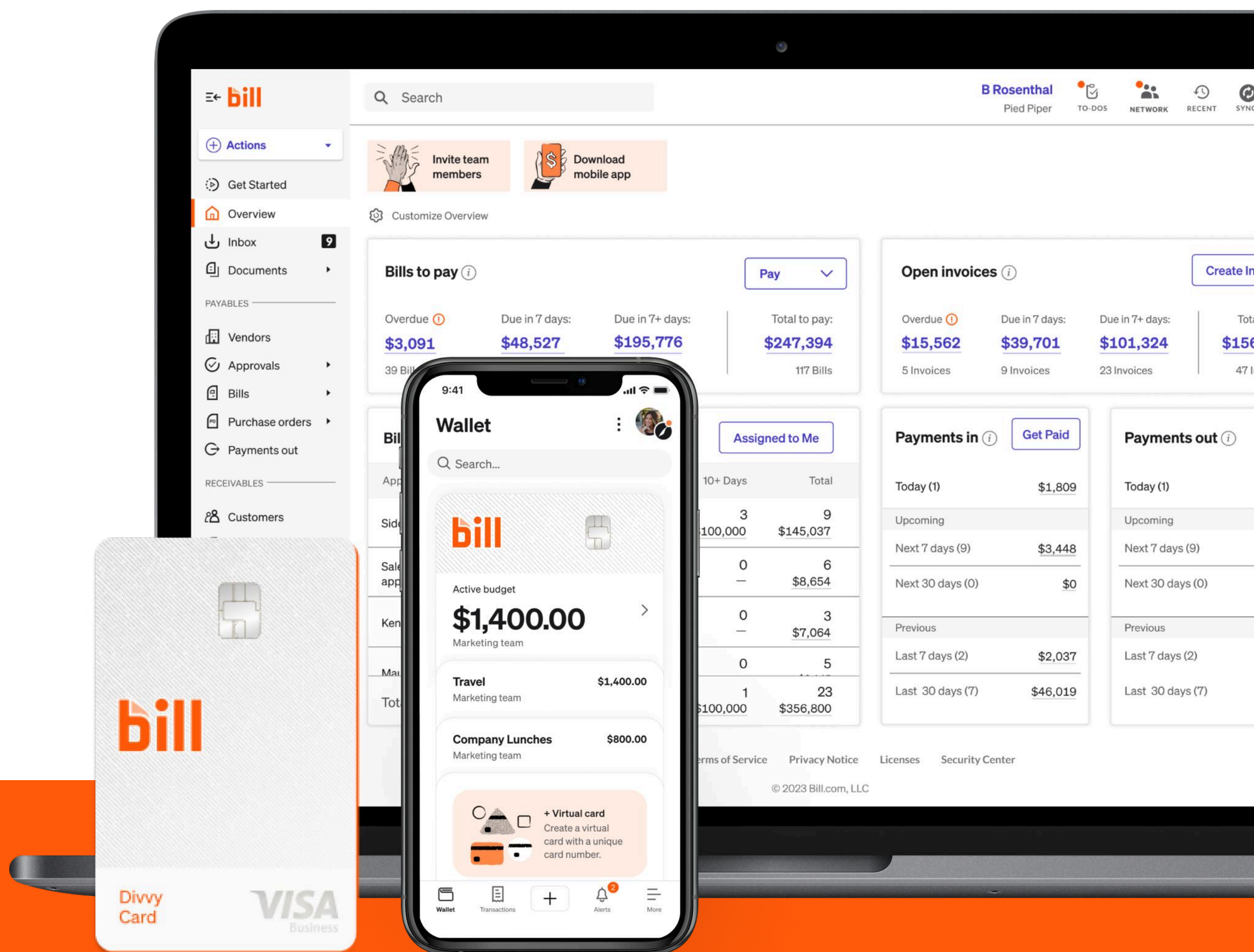
There will always be exceptions and edge cases to any rule, as well as questions mistakes. Your client should implement a process for their employees to address these issues (it's also a great place to request funds). That can be a channel in Slack, a dedicated email address, or even a dedicated contact person. This process should be explained in the expense policy so that all your client's employees know where to go.



Use these guidelines to help your clients create a clear and effective expense policy for their business. The policy should be a living document—subject to change and adapt as the business grows and new projects come up. Having a robust expense policy will help your client build trust and communication with their employees, as well as save their business time and money.

Ready to help your clients spend smarter?

Reach out to your partner success manager today or visit [**bill.com/for-accountants**](https://bill.com/for-accountants)



The information provided on this page does not, and is not intended to constitute legal or financial advice and is for general informational purposes only. The content is provided "as-is"; no representations are made that the content is error free.

©2025 BILL Operations, LLC. All rights reserved. BILL and the BILL Logo are trademarks belonging to BILL Operations, LLC. Other company names and brands are the property of their respective owners. Testimonials/quotes are personal experiences of BILL customers and partners. 26937-2951-14

The BILL Divvy Card may be issued by one of Divvy Pay, LLC's [bank partners](#). The BILL Divvy Card is not a deposit product. For your specific lender, see your Card Agreement.

