

ULB/OFFICE PROCEDURES MANUAL

These guidelines apply to the staff of the groups "Physique Théorique Mathématique" (PTM) and "Physique Statistique des Systèmes Dynamiques (PSD)

(Version February 2017)



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WHO TO REFER TO



SECRETARIAT STAFF & Availability



Fabienne DE NEYN

- *Monday through Friday* (all day)

Marie-France ROGGE

- *Monday through Thursday* (a.m. only)

Delphine VANTIGHEM

- *Tuesday through Wednesday* (p.m. only)

Thursday (a.m. only)

Friday (all day)

CONTRACTS (fellowships), etc.

- *Marie-France* prepares all the documents necessary for a first request and renewals of fellowship for postdoctorants and PhD students. Please get in touch with her **6 weeks before your fellowship expires**.



- She will guide you through the main administrative steps to be taken upon your arrival and during your contract. You can also refer to the information document she did send you prior to your arrival. Please note that **ULB International Welcome Desk** can also assist you in various matters such as detailed on <https://www.ulb.ac.be/i.nternational/international-welcome-desk-en.html>

- She interacts with ULB Human Resources in order (1) to provide you with all the documents necessary to:

- open a bank account
- sign a lease contract
- get affiliated to a Belgian health insurance company
- obtain and renew your residence permit, etc....

and (2): to

- get your ULB membership n° as soon as it is created by ULB central administration. This number will enable you to create your ULB email address
- obtain your ULB membership card that serves also as parking and NO building access card.

- She creates and updates your personal data in our office databases. **Please notify her asap about any change of address or bank account number.**

- *Delphine* creates your access code to the printer/fax/copier/scanner located in the cafeteria and sends you the configuration instructions.

TRAVEL



❖ **Prior to travel reservation**

- 1) Please send an email advising your *promoter* about your intent to travel and asking details about which budget/account number could cover the expenses (**also for FNRS staff**). Please make sure to forward to *Delphine* your promoter's reply as she will need the information in case of reimbursement.
- 2) Please fill in a mission authorization document. You will find this document, as well as details on travel procedures, on <http://www.ulb.ac.be/facs/sciences/admin/formulaires.html> (see under "Missions Scientifiques - hors Belgique"). On your authorization document, as agreed with your promoter, ***please make sure to indicate your exact dates of arrival and departure as such dates will be taken into account for the calculation of your per diem that is based on the number of nights***. Of course, any vacation day should be excluded from the calculation of the per diem and notified to *Delphine* who will initiate any reimbursement procedure upon your return.

For FNRS staff, to our knowledge, a ULB mission authorization is not required. You should instead refer to FNRS procedures.

- 3) Please bring your mission authorization to *Fabienne* for signature and transmission to the faculty for the dean's signature, after which it will be returned to us. In case, it would be returned to you, please bring it, together with your reimbursement request, to *Delphine* who will proceed with travel reimbursements.

❖ **Travel reservation and payment**

- 1) One option is to contact "Service Voyages" – Tel. 3772 or 2179 – Solbosch Campus, Building F1 – ann.ulb@servicevoyages.be. Please provide the name of the promoter who will cover the expense. Please ask the "Service Voyages" to cc *Delphine* on their reply as she will initiate the payment procedure.
- 2) Another option, if you find a better price and/or terms, is to order your tickets electronically, pay with your credit card and claim for reimbursement afterwards.

❖ **Conference registration fee payment**



- 1) One option is to pay by credit card and to ask for reimbursement together with any other expenses.
- 2) If the conference organizers accept a bank transfer, another option is to provide Delphine with all necessary information to initiate the payment (full name and address of the bank + IBAN, BIC/SWIFT code, any other specific communication, etc.) **Take into account that this way of payment may take at least 3 weeks.**

❖ **Hotel reservation**



You are responsible for making your own reservations. In case this expense is to be charged on a ULB account, **please make sure that the hotel bill mentions your name.** This is important to make it official in order for ULB to reimburse you.

❖ **Reimbursement procedure**



As soon as possible upon return from your trip, provide *Delphine* with the following (one ORIGINAL + one copy recto/verso):

- Travel reimbursement form (see Annex n°1)
- **original or electronic boarding passes, flight/train tickets glued (no staple!)** on A4 recuperation sheets (recto/verso)
- Original travel justification documents (**flight/train/hotel and taxi invoices between hotel and airport only, etc.**) glued on (no staple!) A4 recuperation sheets (**recto/verso**).
- If you have used your personal car, please fill in also a “Car expenses form” (see Annex n°2). To find the current ULB fixed amount per kilometer, please login on <https://www.ulb.ac.be/commons/intranet?prt=ulb:admin:df:avp-protection&prtm=redirect&ssl=on&file=/df/intranet/index.html&> (same login and password as for ULB webmail), select “FAQ - Frequently Asked Questions”) and look under “Indemnité kilométrique ...”
- For expenses made by credit card, please provide a **copy of the monthly statement of expenses of your credit card** showing such expenses – the rest may be whited out.
P.S. 1) Any meal cost shown on hotel bills and/or conference registration fee have to be deducted from the per diem.
2) By agreement with your promoter, you may only be reimbursed either on the basis of real costs (providing all meal tickets, taxi/metro/etc. receipts) or through a per diem (lump sum). **It is not allowed to mix lump sum and real cost reimbursement.**
3) In case of cash payment in another currency than EURO, please use the **official conversion link accepted by ULB**, print the result obtained and join it to the other justification documents

Please refer also to the following 2 documents:

- “Aide-Mémoire aux Remboursements des Frais de Mission à l’Etranger des Employés de l’Université” (ULB rules on foreign travel expenditures reimbursement). Please login on <https://www.ulb.ac.be/commons/intranet?prt=ulb:admin:df:avp-protection&prtm=redirect&ssl=on&file=/df/intranet/index.html&> (same login and password as for ULB webmail), select “FAQ - Frequently Asked Questions”), select “Per diem pour séjour à l’étranger ...” and click on “**aide-mémoire**”
- “Aide-Mémoire destiné aux services comptables des institutions d’accueil” detailing additional guidelines and available on http://www.ulb.ac.be/sciences/ptm/pmif/SecretariatProceduresAqua/FNRS_procedure_s.PDF

VISITORS



Please provide as soon as possible the following information to *Delphine*:

1) Your promoter's agreement per email and which expenses are to be covered and on which account

2) Dates of arrival and departure of your visitors in order for her to make hotel reservations, prepare an envelope for each visitor with reimbursement forms (in case ULB covers some of the expenses), WIFI code and office key, as well as to update the listing of expected visitors on the white board in the hallway.

Upon arrival of your visitor, please direct him to the secretariat . During the visit, direct your visitor to *Delphine* for filling in and signing the reimbursement documents.

For visitors who are entitled to ULB reimbursement for some of their expenses, please note also that they will need providing the following documents to Delphine during their visit:

- original or electronic boarding passes, flight/train tickets, taxis receipts, etc.
- copy of their passport or identity card
- bank details (IBAN N°, BIC or SWIFT code and address of the bank)

PURCHASES



❖ **Small office supplies**

- Small office supplies are available in cupboards located in *Delphine*'s office (one cupboard for PTM and one for PSD). In case you need other items than those available, please advise *Delphine*. You can take a look at the LYRECO or other catalogue available in her office and provide her with the full reference of the item chosen - preferably by email (delphine.vantighem@ulb.ac.be).
- Please note that we try grouping the purchases in order to avoid extra delivery costs charged for purchases in small quantities. Therefore, if you use an individual printer (not the printer in the cafeteria), **please do not forget** to order specific **ink cartridges** well ahead of time specifying the full cartridge reference nr. as well as the printer type and serial number.
- **Please notify the secretariat each time you take the last piece of a specific item in the office supply cupboards.** This contributes to an efficient stock management.
- We thank you in advance for not constituting your own stock of small supplies in your office by not taking more than one piece of each item at a time. This gives everybody the chance to find the items needed.
- Please note that you can purchase some small material immediately at COTUBEX (@ 10 minutes' walk from Campus Plaine) by providing them with a "bon blanc" (document available at the secretariat. The 'bon blanc' can be used only for an amount up to maximum 1000€).

❖ **Other purchases**

➤ ULB official suppliers

Please look @ <http://www.ulb.be/df/cda/index.html>. using the same login and password as for ULB webmail.

Please note that ULB must conform to the Belgian public market regulations which means that you are only allowed to place orders with ULB official suppliers. ULB documentation office can help you choosing equipment, products, material, software, obtaining a price offer and/or price comparison, or provide catalogs as well as specific information on ULB official or other potential suppliers.
Contact:

“La Documentation”

Michel MUYLEAERT-GOBERT

DAF, Achats & Assurances

tel 02 650 2460, fax 02 650 3525, Michel.Muylaert-Gobert@ulb.ac.be

Campus du Solbosch

ULB CP150, avenue F.D. Roosevelt 50, 1050 Bruxelles

➤ How to proceed to order a laptop or other IT material:

- discuss the purchase with your promoter
- send an email to the vendor asking for an official offer
- submit it to your promoter
- forward to *Delphine* the agreement of your promoter together with a copy of the offer and the account information
- *Delphine* will place the order.

IT equipment ordered via ULB official suppliers is automatically insured and the insurance fee is charged on the same account as the one used for the payment of the material.

❖ **Receiving parcels @ ULB**



The following delivery address has to be used for parcels shipped to ULB to avoid losing parcels:

Université Libre de Bruxelles
Magasins généraux
**(your name – CP231 – c/o Fabienne De Neyn
Campus Plaine, Accès 2, NO building, 6th floor, rooms 2 O6 108-207-208)**
Avenue Paul Héger – Accès 2
1050 Bruxelles

Please draw the attention of the shipper to the opening hours of the “Magasins Généraux” that are from **8:00 to 12:00 a.m. and from 1:00 to 4:00 p.m.**

OUTGOING MAIL



On each outgoing mail that you deposit in the cafeteria, please **DO NOT FORGET** indicating **your return address** (*your name followed by ULB + the initials of your group — PTM, PSD or PSD — Campus Plaine, Accès 2 – CP231, Boulevard du Triomphe, B-1050 Brussels, Belgium*).



ANNEX n° 2

CAR EXPENSES – FRAIS DE VOITURE

Le soussigné certifie avoir utilisé son véhicule
The undersigned certifies having used his private car

Deà
Fromto

pour un kilométrage total dekm représentant 1 aller/retour
for a total mileage of..... km representing a round trip

pour
for

Bruxelles (Brussels), le

Signature