

4.8 Travel Reimbursement

Purpose

CSTE appreciates the efforts of those who travel on company business. Travelers should be comfortable while traveling, understand all travel related policies, and obtain reimbursement quickly. At the same time, it is necessary to keep costs within reasonable limits and to follow consistent reimbursement procedures.

This policy is intended to:

- Ensure clear and consistent understanding of policies and procedures;
- Ensure compliance with state and federal regulations;
- Provide guidelines that simplify travel arrangements and enable CSTE to better manage its annual travel budget.

Scope

This policy applies to anyone who incurs travel expenses paid by CSTE, regardless of the source of funds.

Responsibility of the Traveler

CSTE travelers are expected to spend CSTE funds prudently. Business travel expenses will be paid by CSTE if they are reasonable, appropriately documented, properly authorized, and within the guidelines of this policy. Individuals who incur business expenses should neither gain nor lose personal funds as a result of their travel.

Travelers may not authorize reimbursement of their own travel expenses. In general, employees should not be asked to approve travel expenses for an individual to whom they do not report.

Responsibility of CSTE Management

Because they are more familiar with expenses incurred on behalf of their programs, Program Directors and the Executive Director have primary responsibility for ensuring compliance with this travel policy. The CSTE Executive Director and Program Directors must verify that expenses and expense reports meet the following criteria:

- the travel expense was incurred while conducting CSTE business;
- the information contained on the expense report and in the attached documentation is accurate and in accordance with this policy;
- the travel expense is charged to the proper account(s); and
- consistent reimbursement procedures are followed.

Responsibility of CSTE

CSTE's travel meets the Internal Revenue Service (IRS) definition of an "accountable plan." As a result, travel reimbursements do not have to be reported as income to the traveler.

Under the accountable plan, travel advances and reimbursement of expenses must meet three requirements:

- Advances and reimbursements must be made for business expenses only and must be reasonably related to the expenses the employer is expected to incur;
- Travelers must provide a statement substantiating the amount, time, use, and business purpose of expenses within a reasonable time (not to exceed 60 days) after the expenses are incurred and original receipts must be attached to the statement.
- Employees must return any advance amounts in excess of substantiated expenses within fifteen days after completion of the trip.

It is the responsibility of CSTE to ensure that the CSTE Management team is informed that they are liable for their actions and that all sponsored project travel meets all contractual/cooperative agreement requirements.

Sponsored Project Travel

Domestic and foreign travel charged to a sponsored project should follow the guidelines set forth by this policy unless the funding agency imposes greater restrictions. The terms of a particular grant or contract should be referred to for guidance on which expenditures are allowed. Determining which travel expenditures are reimbursable under a particular grant, contract or cooperative agreement is the responsibility of the CSTE management team.

Air Travel

Travelers are expected to book the lowest-priced, coach class airfare available. Travelers are required to accept the lowest fare of any airline available that is within two hours of (prior to or after) to desired flight time. Travelers choosing an airline for its amenities or frequent flyer programs will be responsible for the difference in cost.

Travel plans should not be coordinated on the basis of an employee's frequent flyer program. Although at the present time the company awards the benefits of frequent flyer clubs and hotel programs to its travelers, it reserves the right to change its policy. Use of the frequent flyer program for personal gain will result in all such charges being paid for by the traveler.

Business and first class domestic travel will not be reimbursed unless the Executive Director has a letter explaining the medical reasons or extenuating circumstances that require such service.

Federal regulations prohibit the charging of business class or first class air travel to federally sponsored projects. They also prohibit the inclusion of indirect costs of the differential between a coach class fare and a business or first class fare. Therefore, whenever business or first class travel is approved, any cost in excess of the coach fare must be coded on the expense report as an item ineligible for direct or indirect federal reimbursement.

Saving Opportunities

Whenever possible, travelers should take advantage of the savings available from CSTE's preferred airlines. Reservations should be made as soon as travel plans are finalized to receive advance purchase discounts.

Three potential ways to achieve greater savings are to allow the agent two hours on either side of the requested departure and arrival times, to use an alternate airport serving the destination city, or to use a discount airline when possible.

Another excellent source of savings is to stay over a Saturday night, which often results in airfare savings of more than fifty percent. These savings must be weighed against the additional cost of meals and lodging associated with a longer stay. If savings in airfare can be achieved with altering departure or arrival times, using an alternate airport or utilizing a discount airline, a Saturday night stay over will not be authorized.

Upgrades for Domestic Air Travel

- An upgrade at the expense of CSTE is not permitted.
- A free upgrade must be noted as such on the Expense report.

Preferred Airlines

Currently, CSTE has not negotiated special rates and discounts with airlines, but anticipates doing so in the near future. In order to capture the greatest potential savings, travelers will be asked to use these preferred carriers whenever their discounted fares are lower than those of other carriers with similar schedules.

Sponsored Project Domestic Travel

Federally funded trips must travel on U.S. carriers at coach rates. Airfare costs in excess of the lowest available commercial discount airfare or customary standard (coach or equivalent) airfare on a U.S. carrier are unallowable except when such accommodations would:

- Require circuitous routing;
- Require travel during unreasonable hours;
- Excessively prolong travel;
- Result in increased costs that would offset transportation savings; and
- Be inadequate for the medical needs of the traveler.

For the complete federal travel regulations please refer to OMB Circular A-21 (attached).

Sponsored project travel should adhere to the guidelines set forth by this policy unless the sponsor imposes greater restrictions.

Frequent Flyer Programs

Travel plans should not be coordinated on the basis of an employee's frequent flyer program. Each traveler is entitled to retain all frequent flyer mileage accrued as part of organization-related travel on their personal frequent flyer account. However, CSTE reserves the right to change its policy. Use of the frequent flyer program for personal gain will result in all such charges being paid for by the traveler.

CSTE will not reimburse travelers for tickets purchased with frequent flyer miles because it is difficult to determine the dollar value of these tickets.

Cancellations/Changes

CSTE will not pay for airline change fees unless the changes are due to an emergency. An explanation will be required on the expense report.

- When a trip is cancelled after the ticket has been issued, the travelers should inquire about using the same ticket for future travel.
- Travelers can reuse airline tickets if airfare eligibility requirements are met. These requirements should be verified with the issuing agency.
- Revalidation stickers should be secured from the issuing travel agency.
- Unused airline tickets or flight coupons have a cash value and therefore must not be discarded or destroyed.
- To expedite refunds, unused or partially used airline tickets must be returned immediately to the travel agency that issued the ticket.
- Unused tickets must not be sent to the airline unless they were issued directly from the airline. Contact the airline for their return procedures and requirements.
- Travelers must not include unused tickets with their Expense reports.
- For a small change fee, many non-refundable tickets can be used for future travel. Therefore, non-refundable tickets should be returned to the travel agency to keep on hand for future business travel.

Lost or Stolen Airline Ticket

Upon discovery of a lost or stolen ticket, the traveler should immediately report the loss to the issuing travel agency, which will file a lost ticket application.

Lodging

- Travelers must stay in a standard room at a non-luxury hotel, unless CSTE has negotiated a rate with a particular luxury hotel.
- Per night room costs should not exceed the most expensive rate listed in the federal rate for that city without prior authorization. Please see <http://policyworks.gov/org/main/mt/homepage/mtt/perdiem/perd99d.html> for an up-to-date listing of federal lodging rates, as part of per diem.

- When traveling on federal projects, travelers should request the hotel's government rate. A letter from the sponsored project stating the funding source is sometimes required upon check-in.
- Many hotels have frequent guest programs that reward travelers with free accommodations in exchange for a specified number of paid room nights at a hotel. CSTE will not reimburse travelers for the value of free accommodations used for business travel.
- Suites and concierge-level rooms are not acceptable, unless approved by your Program Director or Executive Director.
- For your safety and security, always investigate security measures for your hotel room (e.g. door locks, fire exits, and alarm systems).

Conference Reservations

- When traveling to a conference, it is appropriate to stay at one of the hotels hosting the conference even if the rate exceeds the most expensive hotel listed in the federal per diem guidelines. If the conference is related to a federal project, travelers should request the hotel's government rate.
- If there are several conference hotels, travelers should stay at a non-luxury property.
- Travel agents can often book the conference hotel rate based on codes provided in the conference information.

Hotel Upgrades

- An upgrade at the expense of CSTE is not permitted unless the upgraded room rate does not exceed the highest rate listed in the federal per diem listing for that city.
- An upgrade must be explained in the Expense Report.

Cancellations

- It is the traveler's responsibility to notify either the hotel or the agency with which reservation was made to cancel room reservations.
- Travelers should remember that cancellation deadlines are based on the local time at the destination hotel.
- Travelers should request and record the cancellation number in case of billing disputes. CSTE will assist the traveler with any billing dispute on reservations they have made.
- Travelers will not be reimbursed for "no show" charges.

Hotel Personal Expenses

Most personal expenses incurred while traveling will not be reimbursed. Please see the list of non-reimbursable expenses for details.

Rental Cars

Travelers may request approval to rent a car to their destination when:

- Driving is more convenient or economical than airline or rail travel;
- Driving is necessary to transport large or bulky material;

Travelers may request approval to rent a car at their destination when:

- It is less expensive than other transportation modes such as taxis, airport limousines, and airport shuttles.

Rental Car Reservations

- When traveling on CSTE business, travelers may request to rent up to and including a mid-size vehicle.
- When traveling with three or more people, all of whom are on CSTE business; travelers may rent a full size vehicle or minivan.
- Travelers are responsible for daily rental costs in excess of the approved car class.
- When traveling on CSTE business, car insurance should be declined within the U.S. and accepted outside the U.S.
- Travelers may book a class of service above the specified guidelines when cars in the authorized category are not available, when additional space is required for transporting large or bulky materials, for pre-approved medical reasons or when the traveler can be upgraded at no additional cost to CSTE.
- Contracts for car rental will be made only in the traveler's name and only the traveler who signs the rental agreement will drive the vehicle.

Rental Car Costs

- Reimbursable costs include the daily rental fee, mileage fee, gasoline charges, tolls and authorized insurance charges.
- Non-reimbursable costs include, but are not limited to, car repairs, tickets, fines and traffic violations. Travelers are required to refill the gas tank before returning the vehicle to the original rental location. The company will not pay for "drop off" charges.

Rental Car Cancellation

- Travelers are responsible for canceling rental car reservations and must contact either the travel agency or the rental car company with whom the booking was made.
- Travelers should request and record the cancellation number in case of billing disputes. CSTE will not be responsible for any "no show charges."

Rental Car Pick Up

- Traveler should check with the rental car agent for any last-minute specials or free-upgrades.
- At the time of rental, the car should be inspected with a rental agent; any damage found should be noted on the contract before the vehicle is accepted.

Authorized Rental Car Drivers

- Only the traveler who signs the rental agreement will drive the vehicle.

Rental Car Accidents

Should a rental car accident occur, travelers should submit a written accident report as soon as possible to:

- The rental car company
- Local authorities, as required
- CSTE

Rental Car Returns

Travelers are required to refill the gas tank before returning the vehicle to the original rental location. The company will not pay for "drop off" charges. The rental car should also be returned to the original rental city unless approved for a one-way rental.

Meal Expenses

Travelers are given per diem to cover lodging, meals and incidental expenses in connection with the performance of service to CSTE. Please refer to the following website for a complete, up-to-date listing of per diem rates <http://policyworks.gov/org/main/mt/homepage/mtt/perdiem/perd99d.html>. Travelers who use per diem allowances do not have to substantiate each lodging and meal expense, but they must demonstrate that the trip occurred with a receipt, such as an airline ticket or hotel folio, that indicates the dates of travel. For audit purposes this documentation must be attached to the expense report copy and kept by the organization for three years.

The federal per diem for meals will be awarded for the destination of the trip. The daily per diem must be accounted for on the travel reimbursement less approved cash advances, credit card meal charges, meals provided by your travel destination, and partial day travel.

Travelers may not request reimbursement of actual expenses for one portion of their trip and per diem for the remainder. However, it is possible to use a per diem for meals and actual costs for lodging and incidentals.

Per diem allowances may not be issued in lieu of service payments such as consulting fees or honoraria.

Ground Transportation

Public and Taxi

Local public transportation is encouraged for travel to and from airports, depending on the length and duration of travel. Employees may also use taxis. Taxi service may be the preferred method of transportation if travel occurs beyond daylight hours.

Personal Automobile

Mileage will be reimbursed at the prevailing IRS per-mile rate for business use of personal automobile. Other automobile expenses such as gas, oil, tires, and so on are not reimbursable expenses.

Use of personal automobiles for trips exceeding 600 miles round trip is not permissible without prior approval from your Program Director or Executive Director. In all cases, the maximum amount of reimbursement will be the total cost of the most economical airfare (based on round trip in most cases).

Telephone Usage

- Travelers will be reimbursed for business phone calls that are reasonable and necessary for conducting CSTE business. The hotel bill with itemized calls or the original phone bill from a non-CSTE vendor voucher should be submitted with the expense report.
- Travelers will be reimbursed for personal phone calls allowing them to stay in reasonable contact with their family (maximum of \$10.00 per day). The hotel bill with itemized calls or the original phone bill from a non-CSTE vendor voucher should be submitted with the expense report.
- Employees are urged to use the calling card issued by CSTE for business and personal calls while on travel status.
- Airphone usage will not be reimbursed by CSTE except in the case of emergency or extenuating circumstances. An explanation must be noted on the Expense Report.

Travel Authorization

- A purchase order authorizes a traveler's airfare, lodging, car rental and per diem for CSTE-related business travel. Purchase orders for travel may be authorized by the Executive Director and the Program Directors.
- Employees are requested to submit a travel request form indicating a date, destination, description of the reason for the trip, indication of other potential participants, and if available, conference agenda or request for consultation. Purchase orders authorizing travel will not be issued without the completion of the travel request form.
- In the event of an emergency situation, and employees are unable to attain pre-authorization, the travel request form should be submitted within two days of completion of the trip. In addition, a letter from the employee should accompany the form indicating why pre-authorization was not possible.

Payment of Travel Expenses

- Airfare may be direct billed to CSTE if the CSTE-designated travel agent is used. A purchase order number must be referenced when booking reservations with the CSTE-designated travel agency.
- Business travel expenses such as airfare, lodging, rental cars and conference fees may be charged to the CSTE Corporate Card provided that receipts are

attached to the expense report and that the expense report is submitted within 14 days of completion of the trip.

- Cash advances may be issued to CSTE employees only. Cash advances should be used for incidental, out-of pocket travel expenses such as tips, taxis, and meals not charged to the credit card and the amount of cash requested should be the minimum expected to cover anticipated out-of-pocket expenses. The daily cash advance should not exceed \$50 and should not be issued more than two business days prior to the planned departure date. A receipt for the cash advance should be submitted with the travel reimbursement request within 14 days of completion of the trip.

Expense Reporting

- CSTE requires that travelers file an expense report within 60 days of trip completion. Expense reports filed after 60 days will not be paid unless approved by the Executive Director for reasonable cause.
- Employees who utilize the CSTE credit card or cash advances are required to file an expense report within 14 days of trip completion.
- The expense report must include a date and the traveler's signature.
- Documentation should include original receipts (photocopies will be accepted only with explanation of why the original is not available) and receipts must include the name of the vendor, location, date, and dollar amount. In addition, the following must be included:
 1. air/rail original ticket receipt
 2. hotel folio
 3. receipts for tolls, parking if exceeds \$25.00
 4. credit card receipts
- An expense report form and sample are attached.

Incorrect or Incomplete Expense Reports

Expense reports that are incorrect or incomplete will be returned to the traveler for corrective action and may result in delay of reimbursement. Most frequent reasons for returned expense reports include missing traveler's signature and missing receipts.

A correction and/or change to the expense report as a result of an accounting audit of the report will be documented with a correction note. For errors in arithmetic, a correction note denoting the errors will be sent to the traveler and an appropriate adjustment made to the reimbursement. For disallowed items, the Program Director or Executive Director will correct the travel reimbursement form, notify the traveler of any disallowed items, and forward the form to the Business Manager.

Reimbursement

Reimbursement for CSTE employees will occur once a month after receipt of the employee's company credit card statement is processed. For non-employees traveling on CSTE funds, reimbursement will occur within 30 working days of

receipt by the CSTE Business Manager. Checks will be sent to the traveler's home address or for employees, direct deposited with paychecks.

Non-reimbursable Expenses

- Personal expenses of a nature that would be incurred by the traveler regardless of his/her work related responsibilities are not reimbursable.
- Amounts incurred for reimbursable items in excess of amounts considered reasonable are not reimbursable.
- When a business trip is extended for personal reasons, the cost of the personal portion of the trip is not reimbursable.

Expenses that are considered non-reimbursable include, but are not limited to:

- airline club membership dues
- airphone usage
- annual fees for personal credit cards
- auto repairs
- baby-sitting
- barbers and hairdressers
- clothing or toiletry items
- corporate card delinquency fees or finance charges
- country club dues
- expenses related to vacation or personal days taken before, during, or after a business trip
- golf fees
- frequent flyer tickets
- helicopter services for airport transfers
- laundry or valet services
- loss or theft of cash advance money or airline tickets
- loss or theft of personal funds or property
- lost baggage
- luggage and briefcases
- magazines, books, newspapers, personal reading materials
- medical expenses while traveling
- mini-bar alcoholic refreshments
- movies(including in-flight and hotel in-house movies)
- "no show" charges for hotel or car service
- optional travel or baggage insurance
- parking tickets or traffic violations
- personal accident insurance (domestic)
- personal automobile routine maintenance/tune-ups
- personal entertainment, including sports events
- personal property insurance
- personal telegrams
- personal telephone calls in excess of reasonable calls home
- rental car upgrades

- recreational activities
- saunas , massages
- shoe shine
- souvenirs or personal gifts
- U.S. traveler's check fees

Personal/Vacation Travel

Personal/vacation travel may be combined with business travel:

- Provided there is no additional cost to CSTE
- With appropriate approval from the Executive Director or Program Directors.

Credit Time

Employees may not accrue credit time while in travel status unless work is performed outside the usual hours of work. Time in travel may not be claimed as credit time; social and networking opportunities may not be claimed as credit time.