



NRACC Traveler Handbook Travel and Business Expense Reimbursement Policy

This manual contains additional guidance and revised limits for all travel & entertainment. As such, please take some time to review the policy.

Table of Contents

General Guidelines	3
Responsibility.....	3
Enforcement.....	4
Alcoholic Beverages.....	4
Reporting Guidelines	5
Documentation Requirements.....	5
Incorrect or Incomplete Expense Reports.....	5
Logging Expenses	6
Air/Travel.....	6
Upgrades for Air Travel.....	6
Cancellations.....	6
Unused/Voided Airline Tickets.....	7
Lost or Stolen Airline Tickets.....	7
Airport and Train Station Parking.....	7
Auto Travel: Car Rental.....	7
Rental Car Gas.....	8
Cell Phone Use While Driving.....	8
Taxi/Shuttle Parking Fees.....	8
Business Use of Personal Vehicle.....	9
Lodging/Hotel.....	9
Meals.....	10
In-Flight Internet Usage.....	10
Hotel Telephone and Internet Usage.....	10
Miscellaneous Expenses.....	11
In Closing.....	12

GENERAL GUIDELINES

These policies and procedures are designed to act as a guideline for business travel, entertainment expense, and miscellaneous expense reimbursements. They are based on practices employed by most organizations of our size and take into consideration what is considered reasonable and customary. While this handbook does contain suggested expense limits, we challenge all travelers to use professional judgment when incurring expenses on behalf of the Company. The Company recognizes that, in some isolated cases, business related expenses might need to be reviewed on a case-by-case basis; however, this primarily applies if the expense in question was not discussed in this policy.

ALL APPROVED EXPENSES INCURRED MUST BE IN ACCORDANCE WITH YOUR INDIVIDUAL DEPARTMENTAL GUIDELINES. IF YOU ARE UNCLEAR AS TO YOUR EXPENSE GUIDELINES, PLEASE CONTACT YOUR DEPARTMENT HEAD OR FINANCE DEPARTMENT PRIOR TO INCURRING ANY EXPENSES.

This policy is designed to accomplish the following key points:

- Ensure all travelers have a clear and consistent understanding of policies and procedures for business travel and expenses.
- Ensure travelers are reimbursed for legitimate business travel and entertainment expenses.
- Provide travelers who must travel with a reasonable level of service and comfort at the lowest possible cost.
- Maximize the company's ability to negotiate discounted rates with preferred suppliers and reduce travel expenses.
- Provide the appropriate level of accounting & business controls for the company to ensure that expenses are reviewed & approved by the appropriate person.

Responsibility

The traveler is responsible for complying with Traveler Handbook Travel Policies. The manager who approves expense reports is responsible for accurately reviewing expense reports for compliance.

The Company will reimburse travelers for all reasonable and necessary expenses while traveling on authorized company business or entertaining business clients. The company assumes no obligation to reimburse travelers for expenses that are not in compliance with this policy. The Company's Controller or your Department Head must approve any deviation from this policy.

Enforcement

Travelers who do not comply with this policy may be subject to delay or withholding of reimbursement and/or disciplinary action.

Alcoholic Beverages

The company expects that travelers will act responsibly and avoid alcoholic beverage consumption during business functions. Reimbursement of alcoholic beverages will not be allowed.

REPORTING GUIDELINES

Traveler expense reports are filed monthly at minimum, and must be submitted by the 5th day of the month, for expenses incurred the previous month. If reimbursement is needed more timely (e.g., for large travel expenses), the traveler can submit an interim expense report to their supervisor. Expenses must be submitted for reimbursement within 3 months of being incurred, or they will not be reimbursed.

Documentation Requirements

For lodging, meals and incidental expenses while traveling, the traveler will use the GSA determined rate per day, for reimbursement. The traveler will determine that rate by visiting the <http://www.gsa.gov/portal/category/104711> website and enter the location where they are traveling to. The entire per diem amount may be expensed for the full days and 75% of meals and incidentals for the travel days.

All other expenses (such as airline tickets) will require a receipt to be submitted with the expense report. For any expenses where the traveler does not have a receipt, a detailed description of the expense, date, amount, and names of person(s) related to expense must accompany the expense report.

Incorrect or Incomplete Expense Reports

Expense reports that are incorrect, incomplete or include disorganized receipts:

- Will be returned to the traveler for completion.
- May result in delay or non-reimbursement of specific items.

Disregard for company policy or altering of receipts can result in disciplinary action up to and including termination.

LOGGING YOUR EXPENSES

Air/Rail Travel

Air travel reservations should be made in such a manner as to secure the best available fare. Available resources include, but are not limited to: company travel agents (when available), online resources, or directly with the airline. (Please see the [Tips for the New Expense Report](#) section below for additional information.) ALL AIR TRAVEL MUST BE IN COACH CLASS unless approved beforehand.

When traveling by air:

- Travelers are expected to use the lowest logical airfare available.
- Travelers are expected to reserve 14-day advance notice purchases when possible, and 7-day advance notice purchases at minimum.
- Travelers are expected to use non-direct flights (one stop) when the savings are substantial and do not impact business requirements.
- Obtain CEO/COO approval for all trips over \$2,000.
- Obtain CEO/COO approval for all International travel.

Upgrades for Air Travel

Upgrades for air travel are not reimbursable. If a traveler wishes to upgrade, it is done at the traveler's expense.

Cancellations

When a trip is cancelled after the ticket has been issued, the traveler should inquire about using the same ticket for future travel. Travelers should reuse airline tickets if: a) they are traveling on the same route, or b) airfare eligibility requirements are met.

Unused/Voided Airline Tickets

Unused airline tickets or flight coupons must never be discarded or destroyed as these documents may have a cash value.

To expedite refunds, unused or partially used airline tickets must be returned immediately to the issuing authority. Travelers must NOT include unused tickets with their expense reports. Travelers with an electronic ticket simply need to call the travel agent/issuing authority to initiate a refund.

Lost or Stolen Airline Tickets

Immediately upon discovery of a lost/stolen ticket, the traveler must:

- Report the loss to the travel agent/issuing authority who will file the lost ticket application.
- Fill out a lost ticket application at the airline ticket counter.

Airport and Train Station Parking

When parking at an airport or train station is part of business travel, it is expected that travelers will utilize Long Term parking lots or offsite parking. Short Term parking fees will only be reimbursed if explanation of why other options could not be obtained.

Auto Travel: Car Rental

Travelers may rent a car to get to their destination when driving is more cost effective than airline or rail travel. Travelers may rent a car at their destination when it is less expensive than other transportation modes such as taxis, airport limousines and airport shuttles or when entertaining customers or traveling to multiple locations. Whenever multiple travelers are traveling together, every effort to rideshare or carpool must be made.

Travelers must reserve a car in the compact rental car category. When picking up a rental car, check with the rental car agent for any promotional rates, last-minutes specials or free upgrades. At the time of rental, inspect the car and be sure that any damage found is noted on the contract before the vehicle is accepted.

When plans change, travelers are responsible for working with their Travel Assistant or the rental car agency to cancel rental car

reservations.

Travelers may book a car rental class of service one level higher when:

- The traveler can be upgraded at no extra cost.
- Cars in the authorized category are not available.
- Transporting excess baggage such as booth displays.

The prepaid gas option should be declined.

Rental cars must be returned as follows:

- Intact (i.e. no bumps, scratches, or mechanical failures)
- On time, to avoid additional hourly charges
- With a full tank of gas.

Should a rental car accident occur, travelers should immediately contact the rental car company, local authorities (as required), and their immediate supervisor.

Rental Car Gas

Gasoline for use in rental cars is reimbursable with proper documentation.

Cell Phone Use While Driving

Use of a cell phone while driving is not recommended in any situation (and in many states, illegal) and travelers are expected to refrain from using their phone while driving. Travelers are strongly encouraged to pull off to the side of the road and safely stop the vehicle before placing or accepting a call.

Taxi / Shuttle / Parking Fees

The use of airport shuttles, public rail, and taxis upon arrival at the traveler's destination is the preferred mode of transportation. Make sure to ask for a receipt if one is not offered. This documentation aids in the expense-tracking process.

Business Use of Personal Vehicle

Travelers may use their personal vehicle for business purposes if it is less expensive than renting a car, taking a taxi, or using alternate transportation. Personal vehicles may also be used when transporting company goods for delivery or entertaining clients.

It is the personal responsibility of the vehicle owner to carry adequate insurance coverage for their protection and for the protection of any passengers.

Mileage is reimbursed at the rate established by the government for that year. This mileage allowance is in lieu of actual expenses for gasoline, oil, repairs, tags, insurance, and depreciation. Therefore, actual expenses for those items will not be reimbursed when your personal vehicle is used for business.

To be reimbursed for the use of your personal vehicle for business, travelers must list on the expense report:

- Date and purpose of the trip
- Locations traveled to and from
- Mileage

Travelers may not expense mileage for driving “typical” routes required as part of performing their job (such as to work office and home). The minimum mileage driven, in order to be eligible for reimbursement is 50 miles.

Lodging / Hotel

Hotel reservations should be made in such a manner as to secure the best available rate. Travelers are required, whenever possible, to use properties in the Moderate category. In certain cities and locales, the company may have negotiated discounted room rates with specific hotels. The Traveler is always required to ask for the federal per diem rate. Due to the rural nature of many locations; that may be the only choice available, and hotels are not required to honor that rate. However, in cases where two or more hotels exist, the traveler must do their best to adhere to the federal per diem guidelines. The Traveler should make every effort to utilize lodging in locations where these arrangements exist. When a guaranteed reservation must be changed, every reasonable effort should be

made to cancel the reservation on a timely basis to avoid additional fees.

In case of cancellation:

- Travelers are responsible for working with their Travel Assistant (if using one) to cancel the reservation.
- Travelers will be held responsible and will not be reimbursed for "no-show" charges unless there is sufficient proof that the billing is in error or circumstances were beyond the Traveler's control.
- Travelers should request and record the cancellation number in case of billing disputes.
- Travelers should note that cancellation deadlines are based on the local time of the property.

Meals

Meals and Incidentals will be reimbursed based on GSA guidelines for that location. General guidelines state that tipping should be generally within 15-20%. Note that tipping and taxes are included in the daily M&IE rate.

In-flight Internet Usage

Travelers flying during regular business hours are expected to purchase in-flight Wifi, to ensure uninterrupted access to email and online project management systems. The traveler (with approval from the manager) may determine whether in-flight Wifi is a necessary expense for flights during non-business hours.

Hotel Telephone and Internet Usage

When staying at a hotel, travelers should use their cellular phone and refrain from using the hotel phone. Every effort should be made to find and book hotels which include internet in the base rate. If, internet charges are incurred at the hotel, a description of why there is a charge, should be included in the expense report detail.

Miscellaneous Expenses

Be sure to note that the following items are NOT reimbursable under

this policy:

- Airline club / Country club membership dues
- Parking tickets or other fines
- Delinquency fees / Finance charges for personal credit cards
- Expenses for travel incurred by companions / family members
- Loss / Theft of personal funds or property / Lost baggage
- Avoidable "No-Show" charges for hotel or car service
- Non-Compulsory insurance coverage
- Rental car upgrades
- Repairs due to accidents
- Mini-bar charges
- Subscriptions

Never assume that an item will be covered. Be sure to check with your manager if an item you need is not outlined specifically in this policy.

In Closing

Traveler Handbook Travel & Business Expense Policy Guidelines are designed to facilitate successful and cost-effective travel. Please check with your management with questions and/or feedback. Bon voyage!