EXPENSE DOCUMENTATION

How are travelers reimbursed for expenses when a receipt is not available, like tips or highway tolls?
You should use the Lost/Missing receipt from within Concur as your receipt detailing the expense. This applies to expenses only up to $75.00. All expenses over $75.00 must have a receipt to be reimbursed.

TRAVEL BOOKING

How can a traveler gain access to Concur Travel & Expense? Are new staff members automatically enrolled as a user?
All staff will automatically have access to Concur Expense. However, new travelers must follow the process and procedures as indicated in the iTravel section located in the Meetings and Travel Management tab on Society Source to gain access to Concur Travel.

Is there a fee associated with a travel reservation call to the Travel Management Company (TMC) for a new reservation?
A fee will be assessed when a traveler makes a reservation for a simple air, rail, hotel, or car reservation by calling the TMC. All reservations must be made using Concur Travel unless special circumstances exist (e.g., complex bookings with more than five stops and/or airline ticket changes).

How does a traveler making a reservation on Concur Travel know if an exception to the travel policy has been made?
Concur Travel will indicate a policy exception when a selection is made. A screen will appear, and the traveler must select a prepopulated reason code before the reservation process can continue.
How do I submit a travel request for a non-employee?
A non-employee is defined as a volunteer, consultant, vendor, etc. Staff partners should access helpme.cancer.org and complete the appropriate iTravel form in the Meetings and Travel Management section prior to instructing non-employees to contact the TMC to make their reservations. You will be prompted to include the following information. For security purposes, staff partners must provide the “non-employee” traveler with the helpdesk ticket number, as this will serve as the approval verification.

Note: The ‘Guest Traveler’ feature should not be used to make air, car, hotel, or rail reservations for staff.
- Name of non-employee (name must match government issued ID used for travel)
- Legal First Name
- Legal Middle Name
- Legal Last Name
- Phone Contact
- Name and email of manager approving travel
- Email of manager approving travel
- Valid activity code responsible for trip
- Fund code (if applicable)
- Reason for travel

When is flying appropriate over driving?
Taking into consideration a traveler’s time, the cost of driving should not exceed the cost of flying and vice versa.

If a traveler’s personal credit card company offers an airline promotion (e.g., buy a ticket, obtain a free companion ticket), can the traveler pay for a business trip and then request reimbursement?
All airline fares must be charged to a Society or ACS CAN Ghost travel card due to insurance coverage and to reduce expenses related to individual reimbursement. Exceptions for personal gain are not allowed.
After confirming an airline reservation, can a traveler change the itinerary on Concur Travel?

Changes may not be made on Concur Travel. All changes to confirmed airline itineraries must be made by calling the TMC. A service fee will apply unless the change is due to inclement weather. All travel changes over $400 require prior management approval. Managers should submit approvals by accessing helpme.cancer.org and completing the appropriate iTavel form in the Meetings and Travel Management section.

**Important:** Calls to the TMC’s Emergency After-hours service for Staff travel (those with active travel profiles), which includes changes to existing reservations or new reservations will be booked & ticketed with no manager approval. This allows for shorter hold-times for emergency calls. However, to minimize the risk of fraudulent charges, volunteers and staff (without an active Concur travel profile) calling the TMC’s After-hours service will be required to provide a personal credit card for ticket changes to existing reservations or booking new reservations.

How does combining personal air travel and business air travel require a traveler to pay personally for their portion of the air travel, but still ensure the Society pays for the business portion of the trip?

The traveler must provide a personal form of payment (credit card) for the difference. Travelers are required to call the TMC to make the multi-segment flight. The traveler will also incur a $50 fee that must be paid personally. In the event a trip is cancelled (voluntarily or involuntarily), the traveler must contact the TMC and is not eligible for any refunds, as airline tickets are non-refundable. Travelers may have until one year from the date of issue to reuse the ticket. **Example:** A traveler is flying from Chicago (home) to a business meeting in Atlanta. Instead of returning to Chicago after the meeting, the traveler wishes to travel for the weekend to Savannah and return to Chicago from Savannah. The cost for the traveler to fly round-trip from Chicago to Atlanta is $300. The cost for the traveler to fly from Chicago to Atlanta to Savannah and home to Chicago is $500. The TMC will issue the entire reservation and charge the business portion of the ticket cost ($300) to the Society's credit card. The traveler must provide a personal form of payment (credit card) for the difference ($200).

What is economy comfort class of service?

Economy comfort class is a coach class of service that allows travelers more leg and reclining room on select domestic routes and international flights.
Is there a cost for economy comfort class of service?
There is an additional cost to reserve economy comfort class seats unless the traveler is an elite member with the airline’s frequent traveler program. **Note:** Each airline has its own name for economy comfort class. For example, Delta refers to it as Economy Comfort, whereas American Airlines refers to it as Premium Economy.

How do I obtain an economy comfort seat?
Travelers who are elite members with an airlines frequent flyer program should contact the respective airline to review the rules and requirements for economy comfort seats. It is the traveler’s responsibility to contact the appropriate airline to request an economy comfort seat after reservations have been secured on Concur Travel. The status of the traveler with the airline dictates the amount of time that must pass to receive an economy comfort seat. **Note:** Additional costs associated with economy comfort seating are a non-reimbursable expense.

TRAVEL INSURANCE

Where can travelers obtain details about travel insurance?
Travel insurance information ([Bank of America](https://www.bankofamerica.com/) / [JP Morgan](https://www.jpmorgan.com/)) for the American Cancer Society and the American Cancer Society Cancer Action Network™ (ACS CAN) is available for review in the iTravel section located under the Meetings and Travel Management tab on Society Source.

Is there insurance coverage for flights booked through the TMC?
The TMC provides flight insurance for each airline ticket holder in cases of accidental death, dismemberment, and/or for paralysis while traveling on a common airline carrier for which the ticket was issued. Subject to eligibility requirements and policy exclusions, this coverage is limited to $200,000 and is afforded to all customers nationwide (exceptions may apply). As noted in the travel policy, any changes to the original ticket made outside the TMC may impact this coverage. **Note:** Volunteers should contact their staff partner for more details.

Does the Society provide additional travel insurance?
Insurance coverage is provided for airline tickets issued using a Society Ghost Travel card. However, all travel, to include air, car, hotel, and rail must be booked using Concur Travel. Travel should not be booked using individual Society issued P-cards. Reference the [Bank of America](https://www.bankofamerica.com/) coverage document.
Who is covered by the Society/ACS CAN Business Travel Accident Policy? Business travel accident insurance is provided for the following individuals traveling on Society/ACS CAN business:

- American Cancer Society staff
- ACS CAN staff
- American Cancer Society Board of Directors
- ACS CAN Board of Directors
- Board committee members (includes Task Forces and Workgroups)
- National Peer Review Committee members
- Council for Extramural Grants members

INTERNATIONAL TRAVEL

How should International Travel be booked?

All international individual business travel must be requested using the International Travel Request Form. This form must be submitted before the TMC can book your trip. Staff partners are responsible for completing this form for volunteers and guests traveling on behalf of the Society and ACS CAN. Note: Gather all necessary travel information prior to accessing the form.

What are staff and volunteers required to do prior to their international travel?

Once international travel has been booked, travelers should print and carry the International SOS Medical and Security Card. Travelers should also sign-up to receive additional emails to stay abreast of developing news and information that is specific to the country they are visiting. A link to a travel checklist, the medical and security card, and access to the International SOS portal can be found in the iTravel section located under the Meetings and Travel Management tab on Society Source.

How can volunteers obtain access to the International SOS membership card?

The Society staff partner is responsible for providing the membership card to them. A link to a travel checklist, the medical and security card, and access to the International SOS portal can be found in the iTravel section located in the Meetings and Travel Management tab on Society Source.

What if I have pre-trip questions about my travel destination?

Contact the International SOS Assistance Center for any pre-trip questions you may have.

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1 The Society/ACS CAN General Liability Policy provides coverage for third party claims alleging bodily injury and property damage arising from the Society's operations, when the Society is legally liable. Additionally, the Automobile Liability provides coverage for third party bodily injury and property damage claims arising from the operation of Society automobiles (owned, leased, rented, loaned), when the Society is legally liable.
have. They will be able to assist you with providing both medical and general travel advice, such as information on the standard of health care, the availability of medications, safety of the blood supply, embassy/visa information, dialing code information, cultural etiquette, financial, and voltage/plug information. Details can be found in the [ITravel section](#) located in the Meetings and Travel Management tab on Society Source.

**What should I do if I am concerned about my security or in the event of a security emergency while I am traveling internationally?**
Contact an International SOS Assistance Center and a security specialist will assist you for both urgent and non-urgent situations. Contact information is located on the membership card.

**Does International SOS provide security evacuation assistance and coordination?**
International SOS will assist Society travelers in the event of threatening situations such as civil and political unrest, insurrections, revolution, and similar situations by providing information, guidance, and resources in the event personal safety and security can no longer be assured.

**Where can I find more information about International SOS and the benefits for staff traveling overseas?**
Staff should review the [ITravel section](#) located under the Meetings and Travel Management tab on Society Source.

**For international travel, what is the definition of 10 consecutive hours of flight time?**
The definition of 10 consecutive flight hours is a flight time for a single trip leg not to exceed 10 hours – excluding layovers. **Example:** The flight time from Hartsfield–Jackson Atlanta International Airport to Heathrow Airport in London is 8.15 hours and would not qualify, but the flight time from Atlanta, GA to Narita, Japan is 14.15 hours and would qualify for an exception to book a logical, upgradeable fare.

**What are the mobile phone options for international travelers?**
When traveling outside of the United States, travelers may either activate an international plan on their individual mobile phone or contact Corporate IT for a loaner phone for the duration of their international trip. **Note:** For more details regarding reimbursement and coverage, reference the [Society’s Mobile Policy](#).
LODGING

If I cannot find a hotel on Concur Travel, what do I do?
In situations where certain geographical areas limit coverage of hotels (preferred/non-preferred) from participating in the booking tool inventory, travelers should continue to access Concur Travel to search for a hotel, and submit a request for hotel availability and pricing (instructions are provided on Concur Travel during hotel selection). The TMC will research and contact travelers directly to confirm availability and pricing. Requests to add a hotel that does not appear on Concur Travel, should be submitted by logging onto helpme.cancer.org and completing the appropriate iTravel form in the Meetings and Travel Management section. Requests should include hotel name, address, and phone number.

What are the preferred hotel properties?
The nationwide preferred hotel suppliers are Hilton Hotels Worldwide and Best Western (Hilton and Best Western brands are listed in the iTrip section located under the Meetings and Travel Management tab on Society Source).

When is it permissible to book an overnight guest room for an event held in the traveler’s home city?
Travelers should seek supervisory approval prior to securing an overnight guest room and should use good judgment in relation to safety, time beyond the regular business day, and the number of miles traveled.

May I book my hotel using a hotel website or other online travel booking options such as Travelocity?
No. All travelers must book air, rail, lodging, and car rentals through Concur Travel.

When attending a non-Society or non-ACS CAN conference, may I book the hotel directly as instructed by the conference guidelines?
Yes. However, for risk management purposes, travelers are required to submit a copy of the hotel confirmation by logging onto helpme.cancer.org and completing the appropriate iTrip form in the Meetings and Travel Management section. Include hotel name, check in/check-out dates, confirmation number, and hotel cancellation policy. The TMC will include your reservations into the database.
May I book a pre-paid hotel reservation?
Due to the financial liability and risk to the Society, pre-paid hotels are not reimbursable.

May I reserve rental properties (i.e. homes or condominiums) for business lodging to save the Society money?
While saving the Society money is an objective of our travel management program, the number one concern is the safety of our travelers. The responsibility of Duty of Care to our travelers and their loved ones drives decisions within our Travel and Expense Policy, negotiations, operations, communications, and the overall management of the program. The travel management team, the legal team, and the finance team have developed a policy that reduces the Society’s liability as it relates to traveler lodging. Hotel chains and individual hotel properties have been selected as preferred suppliers of the organization based on location, rate, and safety. To date, rental properties present a liability to travelers and the organization, therefore these types of lodging are not reimbursable.

GROUND TRANSPORTATION

Can you help me understand the difference between business miles and personal miles?
The travel policy states that business mileage incurred while using your personal car is reimbursable above and beyond the normal daily round-trip commute. The chart on the next page illustrates whether the miles driven are considered business or personal miles. (A temporary worksite may include an office other than your primary office, a meeting location, an airport, or a volunteer’s home.)
<table>
<thead>
<tr>
<th>Departure Location</th>
<th>Destination</th>
<th>Business Miles (reimbursable)</th>
<th>Personal Miles (non-reimbursable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>Office</td>
<td>None</td>
<td>All miles between home and your office are personal.</td>
</tr>
<tr>
<td>Home</td>
<td>Temporary Worksite</td>
<td>The total number of miles driven, less the miles of the commute to your office from home.*</td>
<td>The number of miles between your home and office.</td>
</tr>
<tr>
<td>Office</td>
<td>Home</td>
<td>None</td>
<td>All miles between your office and home are personal.</td>
</tr>
<tr>
<td>Office</td>
<td>Temporary Worksite</td>
<td>All miles are business miles.</td>
<td>None</td>
</tr>
<tr>
<td>Temporary Worksite</td>
<td>Home</td>
<td>The total number of miles driven, less the miles of your commute home from the office*</td>
<td>The number of miles between your office and home</td>
</tr>
<tr>
<td>Temporary Worksite</td>
<td>Office</td>
<td>All miles are business miles.</td>
<td>None</td>
</tr>
<tr>
<td>Temporary Worksite</td>
<td>Temporary Worksite</td>
<td>All miles are business miles.</td>
<td>None</td>
</tr>
</tbody>
</table>

* For example, if you drive 60 miles to/from a temporary worksite and your daily round-trip commute is 40 miles; you would be eligible for reimbursement of 20 miles.

**What if I am involved in an accident in my personal vehicle while traveling on Society business?**

Travelers should file an insurance claim with their personal automobile insurance carrier. While the Society has automobile insurance, it will only provide coverage if the traveler’s personal coverage is exhausted. Reference the Society’s [Insurance Claims Toolkit](#) for information on how to submit auto claims and report incidents using the [General liability and Auto claims incident reporting form](#).
**What if my personal vehicle is damaged while I am using it for ACS business?**
This is another case where travelers should file an insurance claim with their personal automobile insurance carrier. The Society’s insurance policy does not cover reimbursements for collision or physical damage deductibles that may apply under the traveler’s personal insurance coverage. Deductibles are the sole responsibility of the traveler.

**Are ride share services (listed in the travel policy as Sharing Economy Transportation Services) such as Uber and Lyft required modes of transportation?**
Travelers are encouraged to always use their own good judgement when selecting the most cost efficient mode of transportation.

**AIRPORT PARKING**

**Is airport parking a reimbursable expense?**
Yes. Airport parking is a reimbursable expense for the business traveler.

**Should travelers use a specific airport parking facility when parking at the airport?**
Good judgment should be used in determining which lot is most economical when parking at the airport. However, a nationwide agreement has been negotiated with Park’N Fly and their affiliates.

**Where is the list of Park’N Fly and their nationwide affiliates located?**
Park’N Fly operates facilities in markets nationwide. In addition, Park’N Fly offers a network of off-airport parking services at their affiliate locations. A list of Park’N Fly affiliates can be found in the [iTravel section](#) located under the Meetings and Travel Management tab on Society Source.

**Are travelers able to make parking reservations when booking air reservations on Concur Travel?**
Yes. Parking reservations may be made on Concur Travel after confirming flight reservations.
RENTAL CARS

When renting a car for business purposes, should insurance be purchased?
The Society’s national rental car agreements contain liability insurance covering
bodily injury, property damage and collision insurance. Travelers should not
purchase duplicative liability or collision coverages. The Society’s agreements do
not cover personal injury protection, medical payments, uninsured motorist, under-
insured motorist or no fault coverage, unless required by state law. If available,
personal injury protection, medical payments, uninsured motorist, underinsured
motorist or no fault coverage may be purchased.

Can I reserve cargo vans and box trucks via Concur Travel?
Cargo vans, box trucks, and 12-14 passenger vans must be booked using the
Society’s preferred suppliers. Staff must complete the appropriate booking
forms located in the iTravel section located under the Meetings and Travel
Management tab on Society Source.

Where is the Rental Car Calculator located?
The Rental Car Calculator can be found in the iTravel section located in the Meetings
and Travel Management tab on Society Source.

When should the Rental Car Calculator be used?
The calculator is provided to travelers to use as a tool to help determine the most cost
efficient mode of ground transportation. The calculator should be used for business travel
located away from the traveler’s customary office. Rental cars should be used for
automobile trips when the total cost of the car rental is less than the mileage
reimbursement for personal automobile use. Travelers should determine the most
cost-efficient method of automobile travel using the calculator provided on iTravel,
which considers variables such as mileage rates, cost of gas, rental fees, applicable
delivery charges, number of days rented, expected mileage, etc.

While cost is a major determinant of which mode of transportation to use,
convenience and efficiency are also factors. Therefore, if renting a car saves less than
$25, the calculator will provide the option to either rent or use a personal car. The
traveler may decide if the efficiency of driving a personal car outweighs the cost
savings of renting a car. Reference the Rental Car section for details on insurance
coverages between renting a vehicle and/or driving your personal vehicle for
business.

Generally, trips less than 100 miles will not warrant renting a car.
When renting a car for business purposes, are travelers allowed to purchase roadside assistance?
Roadside assistance should only be contacted in an emergency. Associated costs are reimbursable for emergency situations only. Purchasing roadside assistance at the time of rental is not a reimbursable expense.

MILEAGE

I live in a big city 40 miles from my office and normally do not drive the 80 miles round-trip to the office but use a different mode of transportation. When I drive for business, do I deduct the 40 miles?
The intent is to reimburse travelers for travel expenses that exceed their normal daily commute. So, travelers are not required to deduct the 40 miles, since that is not part of their normal daily commute. However, travelers may choose to deduct other normal travel expenses (e.g., subway fare) from the full reimbursement.
Example: If mileage reimbursement is $20, but the traveler normally spends $5 on the daily commute (e.g., subway), $15 is the reimbursement.

MEALS

Under the minor fringe benefit section, it says a meal expense may only be reimbursed on an occasional basis. What does that mean?
The IRS will only consider meal reimbursement as a minor fringe benefit if it is reasonable and occurs occasionally. Whether a reimbursement is occasional will depend on the availability of the benefit and the regularity with which the benefit is provided to the traveler. Meal reimbursement provided to an employee on a regular or routine basis is not considered occasional.

Can you give me an example of a meal expense that would be reimbursable?
Example 1 – Travel: You leave the office at 2 p.m. for an overnight out-of-town trip. You arrive at your destination hotel at 5:30 p.m. and have dinner in the restaurant. The next morning, you decide to eat at the restaurant across the street from the hotel, rather than eat the breakfast provided by the hotel. You attend a meeting that ends at 3 p.m. and you return to the airport for a 5 p.m. flight. You buy a sandwich to take on the plane and arrive home at 9 p.m. The expense for your dinner on both evenings is reimbursable as a travel expense because you were away from home overnight on business. Your breakfast expense is not reimbursable because that meal was provided by the hotel and you chose to eat elsewhere.
Example 2 – Business: You meet prospective donors for lunch at noon. The intent of this lunch is to obtain their agreement to provide sponsorship dollars for a Society event. Your meal expense is reimbursable under the business category.

Example 3 – Minor fringe benefit: You leave your home at 4 a.m. to catch a 6 a.m. flight out of town. When you arrive at the airport, you get coffee and a bagel to take on the airplane with you that morning. After a daylong meeting, you eat a sandwich for dinner at the airport and return home at 10:30 p.m. The expenses for both breakfast and dinner would be reimbursable as a minor fringe benefit, if such expenses only occur occasionally.

Example 4 – Minor fringe benefit: You leave on a day trip, where business meetings and travel will result in a 12-hour day. You have a morning meeting, lunch on your own, an afternoon meeting, and a simple dinner on your own. You arrive at your home at 8:30 p.m. In this example, if these expenses only occur occasionally, dinner would be reimbursable, but lunch would not be reimbursable.

Customary Gratuity Chart

<table>
<thead>
<tr>
<th>HOTEL RELATED</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bell Desk – bag retrieval</td>
<td>$1-$2/bag</td>
</tr>
<tr>
<td>Bell Desk – bag delivery</td>
<td>$2-$3/bag</td>
</tr>
<tr>
<td>Room Service w/gratuity included in bill</td>
<td>$2</td>
</tr>
<tr>
<td>Room Service w/o gratuity included in bill</td>
<td>15%-20%</td>
</tr>
<tr>
<td>Doorman – hailing cab</td>
<td>$2-$4</td>
</tr>
<tr>
<td>Coat Check</td>
<td>$1</td>
</tr>
<tr>
<td>Hotel Parking Valet</td>
<td>$1-$2</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>$2-$5/day</td>
</tr>
<tr>
<td>Room Delivery</td>
<td>$2</td>
</tr>
<tr>
<td>AIRPORT</td>
<td></td>
</tr>
<tr>
<td>Skycaps – airport curbside baggage</td>
<td>$1-$2/bag</td>
</tr>
<tr>
<td>Porters at baggage claim</td>
<td>$2-$3/bag</td>
</tr>
<tr>
<td>RESTAURANTS</td>
<td></td>
</tr>
<tr>
<td>Food and Beverage</td>
<td>13%-20% maximum of cost, not to include tax</td>
</tr>
<tr>
<td>Takeout</td>
<td>$0-$2</td>
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<tr>
<td>Gratuity jar at restaurant</td>
<td>$0</td>
</tr>
<tr>
<td>GROUND TRANSPORTATION</td>
<td></td>
</tr>
<tr>
<td>Airport Shuttle Drivers</td>
<td>$2-$3</td>
</tr>
<tr>
<td>Taxi Drivers</td>
<td>10%-15%</td>
</tr>
</tbody>
</table>