



VOLUNTEER AND STAFF TRAVEL & EXPENSE POLICY FREQUENTLY ASKED QUESTIONS

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EXPENSE DOCUMENTATION

How are travelers reimbursed for expenses when a receipt is not available, like tips or highway tolls?

You should submit a Lost/Missing Receipt Form approved by your supervisor via the Travel & Expense (T&E) system, detailing the expense.

TRAVEL BOOKING

How can a traveler gain access to the online travel booking tool? Are new staff members automatically enrolled as a user?

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.

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 and the call will be reported as non-compliant. All reservations must be made via the online travel booking tool unless special circumstances exist (e.g., complex bookings with more than five stops, changes, and international travel).

How does a traveler making an online reservation know if an exception to the travel policy has been made?

The online travel booking tool 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 must log onto helpme.cancer.org and complete the iTravel Request Form 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 air 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 by using the online travel booking tool?

Changes may not be made via the online travel booking tool. 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 access helpme.cancer.org and submit approvals using the iTravel Request Form.

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, in an effort to minimize the risk of fraudulent charges, Volunteers and Staff (without an active travel profile) calling the TMC's Afterhours 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?

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). 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.

What is economy comfort class of service? Is there a cost involved?

Economy comfort class is a coach class of service that allows travelers more leg and reclining room on select domestic routes and international flights. 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.

TRAVEL INSURANCE

Where can travelers obtain details about travel insurance?

Travel insurance information for the American Cancer Society and the American Cancer Society Cancer Action Network™ (ACS CAN) is available for review in the [iTravel section](#) located in 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.



Who is covered by the Society/ACS CAN Business Travel Accident Policy¹?

[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

Does the Society provide additional travel insurance for airline tickets purchased through the TMC?

Insurance coverage is provided for airline tickets issued using a Society Travel Card. However, all travel, to include air, car, hotel and rail must be booked using the Society's [online travel booking tool](#), Concur. Travel should **not** be booked using individual Society issued P-cards. Reference the [JP Morgan Travel Ghost Cards Insurance](#) coverage document.

INTERNATIONAL TRAVEL

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

Once international travel reservations have been booked with the Society's official travel management company, 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 in 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. 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.

¹The 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.



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. 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 in the Meetings and Travel Management tab on Society Source.

For international travel, what is the definition of 10 consecutive hours of flight time?

10 consecutive flight hours is defined as a flight time for a single trip leg not to exceed 10 hours – excluding layovers. Example: The flight time from Atlanta, GA to London Heathrow 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 detail regarding reimbursement and coverage, reference the Society's Mobile Policy.

LODGING

If I cannot find a hotel on the online travel booking tool, 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 still continue to access the online booking tool to search for a hotel, and submit a request for hotel availability and pricing (instructions are provided via the online booking tool 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 the online travel booking tool, may be submitted by logging onto helpme.cancer.org and submitting a ticket using the iTravel Request Form. 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 [iTravel section](#) located in 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 a consumer online travel booking tool such as Travelocity?

No. All travelers must book air, rail, lodging, and car rentals through the online travel booking tool.

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 iTravel Request Form. 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.

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.)

Departure Location	Destination	Business Miles (reimbursable)	Personal Miles (non-reimbursable)
Home	Office	None	All miles between home and your office are personal.
Home	Temporary Worksite	The total number of miles driven, less the miles of the commute to your office from home.*	The number of miles between your home and office.
Office	Home	None	All miles between your office and home are personal.
Office	Temporary Worksite	All miles are business miles.	None
Temporary Worksite	Home	The total number of miles driven, less the miles of your commute home from the office*	The number of miles between your office and home
Temporary Worksite	Office	All miles are business miles.	None
Temporary Worksite	Temporary Worksite	All miles are business miles.	None

* 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.

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 16 facilities in 14 markets nationwide. In addition, Park'N Fly offers a network of off-airport parking services at more than 85 affiliate locations. A list of Park'N Fly affiliates can be found in the [iTravel section](#) located in the Meetings and Travel Management tab on Society Source.

Are travelers able to make parking reservations when booking air reservations via the online travel booking tool?

Yes. Parking reservations may be made when confirming flight reservations via the online travel booking tool.



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, un-insured motorist, under-insured motorist or no fault coverage, unless required by state law. If available, personal injury protection, medical payments, un-insured motorist, under-insured motorist or no fault coverage may be purchased.

Can I reserve cargo vans and box trucks via the online travel booking tool?

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 in 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 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 de minimis 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 de minimis 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 – De minimis: 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 **de minimis fringe benefit**, as long as such expenses only occur occasionally.

Example 4 – De minimis: 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

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