



2024 Staff/Volunteer Travel and Expense Policy

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Policy Purpose:

The objective of this policy is to define and outline the Emergency Nurses Association (ENA) travel program and reimbursable expenses.

Policy Background:

This policy was created to define specific parameters for staff and volunteer travel, identify and describe allowable travel expense reimbursement. Anything outside of this policy must be approved by the Chief Executive Officer.

Protocols:

Section I: General Travel

1. TRAVEL MANAGEMENT COMPANY (DIRECT TRAVEL)

The current contracted Travel Management Company (TMC) or travel agency is Direct Travel. The primary purpose of Direct Travel is to provide an online booking tool and customer services for authorized ENA travelers. For online travel booking we use SAP Concur, however the actual ticketing is completed by Direct Travel.

SAP Concur Online Booking Tool Access: <http://www.concursolutions.com>

Direct Travel offers ENA a dedicated team of agents who are available to assist with personalized business travel when needed.

Direct Travel Contact Information

Agent Support: (703) 650-5346 and (866) 805-9199
Online Support: ResDC2@dt.com

Hours of Operation

SAP Concur (Online Booking Tool):	24 Hours/Day, 7 Days/Week
Account Management/Agent Team:	9:00 am – 5:00 pm Central time, Monday – Friday
After Hours/Emergency Service:	Outside of these hours listed above, calls will roll over to an afterhours agent

Mobile Travel App

Direct travel offers their Direct2Usm mobile travel app. The mobile application is available for iPhone and Android. The app service is available for FREE download through the iOS app store or Android Google Play Store. Search for "Direct2U Travel." The Direct2Usm mobile app provides a powerful, proactive support directly at your fingertips. Powered by Mantic Point, the app provides resources to help Direct Travel customers navigate each business trip with ease.

2. TRANSPORTATION

AIR TRAVEL

Authorization

All air travel requires approval prior to booking by the ENA liaison staff with oversight of the applicable budget.

ENA Staff: Please note that authorization forms for air travel are no longer required. If your immediate supervisor/budget owner approves of the air travel you are free to book within [SAP Concur](#). It is the traveler's/designee's responsibility to ensure that the proper travel purpose fields are selected upon booking air travel.

Booking Method

All air travel between airports within North America must be booked using the Direct Travel online booking tool through, [SAP Concur](#). Air travel booked by any other means will be ineligible for reimbursement unless authorized by the Chief Executive Officer. International travel outside North America must be booked by contacting the Direct Travel agent team via phone or email. Authorized agent assisted transactions must be completed within Direct Travel hours of operation (*see table above*).

Advance Purchase

Air travel must be booked a minimum of 21 days prior to departure, unless authorized to travel for business that occurs less than 21 days from travel authorization.

Refundability

All air travel must be booked as non-refundable fares where offered and available.

Fare

Travelers are directed to book the lowest logical fare for the dates and cities of travel. Lowest logical fares are those available on non-stop or connecting flights that provide maximum efficiency at the best price. Excessive connecting flights or long layovers are not considered efficient and not recommended.

All fares exceeding \$550 require review and approval prior to ticketing.

Traveler Limitations

Because of the inherent risks of air travel, the number of ENA employees traveling together on one flight should be limited as follows: no more than two (2) staff officers on the same flight and no more than eight (8) employees total on one flight, without prior authorization by the Chief Member Engagement Officer.

Cabin Allowance

Cabin allowance is determined by total flight time, not to include time on the ground at a connecting airport.

Flights Less Than Six Hours

Flights less than six hours must be booked at economy cabin fares. Ancillary fees to purchase premium economy cabin seats are not reimbursable.

Flights Six Hours or More (authorization required)

Air travel more than six hours (*excludes ground time in connection airports*) may be booked at the lowest logical fare offered in the next available cabin (*may be Premium Economy, Business, or First class*) between applicable airports.

Itineraries not booked at the lowest logical fare offered may not be approved for ticketing, or the traveler may be required to reimburse ENA for the difference between the ticketed fare and the lowest logical fare.

Upgrades

Voluntary upgrades obtained by use of frequent traveler program miles or by purchase may be used at the traveler's own expense. Upgrade fees are not reimbursable expenses.

Additional (Ancillary) Fees

ENA will reimburse travelers for the cost of airline baggage fees appropriate to the business purpose, length, and distance of the trip.

Early check-in/priority boarding is an approved expense and can be obtained at time of booking through Direct Travel and online booking tool, SAP Concur, or check-in online or at the airport.

In-flight Wi-Fi access is an allowable expense for ENA employees with approval from their supervisor. Wi-Fi access during flights should be used for the purpose of conducting high-priority, time sensitive ENA business during the flight.

Other optional airline fees for airline club lounge access, premium economy seats, priority boarding, or on-board entertainment are not reimbursable expenses.

Travel Disruptions and Exceptions

Involuntary Disruptions - Canceled Flights/Delays/Denied Boarding

Travelers experiencing canceled flights, delays of four or more hours, misconnections, or disruption due to involuntary denied boarding (*oversold flight*) should seek assistance from Direct Travel, Direct2Usm mobile app, and/or the airline.

Travelers experiencing disruptions that delay or prevent the business purpose of the travel, or cause an unexpected overnight in either direction, should immediately notify their supervisor or staff coordinating the meeting or travel purpose. Expenses for airfare, hotel, ground transport, and meals incurred due to the travel disruption are reimbursable, per the limits and guidelines in this policy.

Voluntary Disruptions - Denied Boarding/Voluntary Flight Changes

Travelers approached by the airline to volunteer their seat on an oversold flight in return for denied boarding compensation vouchers may volunteer provided that the travel delay does not impact on time arrival or participation in their designated travel purpose. Denied boarding compensation vouchers or tickets are the property of the traveler.

Any costs associated with travel disruption for denied boarding due to intoxication, aggressive or inappropriate behavior, or late arrivals within the traveler's control are not reimbursable.

Voluntary itinerary/ticket changes may not be made without authorization by the staff liaison coordinating the meeting or travel purpose and/or the Meetings Operations Manager. Costs of itinerary changes made for personal reasons not related to the travel purpose are at the expense of the traveler. Requests for an exception to this process may be submitted to the staff liaison coordinating the meeting or travel purpose for consideration and approval of the management staff with oversight of the applicable budget.

Trip Cancellation/Unused Tickets

Travelers unable to travel due to illness, emergency, or other conflict should notify the staff coordinating the meeting or travel purpose and the Meetings Operations Manager and as soon as they are aware of the situation, to allow travel reservations to be canceled with minimum penalty. Unused airline tickets with remaining value are the property of ENA to be used for future ENA business travel.

Combined Trips

Combining ENA business trips with multiple meeting or travelers with multiple meeting destinations in one-time period should contact the staff liaison coordinating the meeting or travel purpose before booking for direction and instruction on booking procedures and expense reimbursement allowances.

Personal travel to destinations other than the location of the meeting or business purpose is not combinable with ENA business travel in one ticket. Travelers with personal travel dates adjacent to ENA travel dates should contact the staff liaison coordinating the meeting or the Meetings Operations Manager for direction on which portions of travel will be funded by ENA and should be booked with the Direct Travel.

AUTOMOBILE TRAVEL

Authorization

All automobile travel (personal vehicle or rental car) for ENA business requires authorization from the management staff with oversight of the applicable budget.

Personal Vehicle

Travelers may utilize personal vehicles for ENA business travel when other transportation is not available or not economical to a maximum of 300 miles per trip. The reimbursement rate will be calculated using the IRS published rate per mile multiplied by the total miles traveled. This mileage allowance covers all personal vehicle costs (e.g., *fuel, insurance, maintenance, etc.*) other than parking and tolls, which are separately reimbursable expenses per the terms of this policy.

Travelers may elect to utilize a personal vehicle for trips more than 300 miles and will be reimbursed at a flat rate of \$0.15 per mile. Requests for mileage reimbursement must be accompanied by documentation of total trip distance (*miles traveled*) from the origin point to destination and return trip as applicable (*e.g., SAP Concur Expense Mileage calculator, Google Maps, MapQuest, or similar mapping, mileage documentation tools*).

Rental Car

Rental cars may be used in situations where the meeting or business purpose is not reasonably served by other transportation (*taxis/shuttles or public transit*) and requires authorization by the management staff with oversight of the applicable budget.

Vehicle Class

Vehicle class for single travelers should be booked at Intermediate/Mid-size or smaller. Additional travelers on ENA business must also be pre-approved. ENA will allow a Full-size vehicle class rental for up to four travelers and mini-van vehicle class for up to six travelers.

Rental Car Accident Insurance

ENA carries insurance coverage to protect ENA from liability for the use of hired automobiles, including rental cars. This coverage does not extend to the driver. Travelers should consult their personal insurance provider or check personal credit card benefits to determine coverage for the use of hired automobiles. Insurance coverage offered by the rental car company is not reimbursable.

Fuel

The cost of refueling a rental car before return to the rental car company is reimbursable. Receipts are required. Other refueling service options offered by the rental company may not be reimbursed.

Additional Charges

GPS system charges are reimbursable. Satellite radio, roadside assistance, and other additional services offered by rental car companies are not reimbursable.

International

Use of rental cars outside of the U.S. is not recommended and requires authorization by the management staff with oversight of the applicable budget. International driver permits, mandatory collision or liability insurance or waivers, and age restrictions may apply. Rental cars for use outside of the U.S. must be booked by contacting the Direct Travel agent team via phone or email.

Parking/Tolls

The cost of hotel, airport, and metered parking for vehicles used to travel on ENA business is reimbursable. Tolls incurred during travel for ENA business are reimbursable, excluding employee commutes to and from work.

RAIL/GROUND TRAVEL

Rail

Rail travel may be used as an alternative to air travel where travel time is the same or less than that of commercial air travel. All domestic rail travel reservations should be made using the online booking tool, [SAP Concur](#). International rail travel must be booked by contacting the Direct Travel agent team via phone or email.

Taxi/Shuttle

Travel from the airport to the meeting site or hotel by taxi or shared ride shuttle is permitted. Fares are reimbursable; receipts are required for fares and gratuity totaling more than \$20.

Public Transit

Travel from the airport to the meeting site or hotel by subway, light rail, or bus is permitted, but travelers should consider overall traveler safety when choosing this type of transportation. Fares from public transit are reimbursable, excluding employee commutes to and from work; receipts are required for fares more than \$20.

Limo/Sedan

Limousine, corporate sedan, or “black car” services may be used in lieu of taxi service when the fare and 15% gratuity are equal to or less than the cost of taxi service for the same route. Documentation of taxi service rates for the route taken must be submitted with reimbursement requests for limo/corporate sedan service. Costs exceeding those for taxi service will not be reimbursed. Receipts are required for fares and gratuity totaling more than \$20.

Rideshare

Rideshare services, such as Uber and Lyft, may be used as an alternative to other ground transportation options. Receipts are required for fares and gratuity totaling more than \$20.

3. HOTEL

Authorization

All hotel stays require authorization by the management staff with oversight of the applicable budget.

Booking Method

All travelers authorized for ENA hosted conferences, events, and meetings will be assigned to housing in hotels contracted directly by ENA and booked by ENA Meeting Services. Room and tax charges will be billed to ENA through its master account with the hotel. Travelers should not contact the hotel directly to make reservations, and ENA will not reimburse for charges incurred if the traveler makes such arrangements.

Hotel bookings for general travel should be made using the online booking tool, [SAP Concur](#). Travel to another organization’s event or meeting may be booked via the event’s housing bureau or through [SAP Concur](#).

Room Rates

Travelers must select the best available rate that allows cancellation offered by the hotel for the dates of stay. ENA will reimburse the traveler for room and tax charges applicable to the dates necessary to the meeting, event, or business travel purpose. Charges for additional nights are the responsibility of the traveler and will not be reimbursed.

Instant purchase or internet special rates that do not allow cancellation should not be booked, and costs for unused reservations of this type will not be reimbursed.

Room Sharing

ENA does not require or recommend room sharing for multiple travelers attending the same event or meeting for ENA business. If multiple travelers opt to share a room, only one may submit and be reimbursed for hotel charges.

Incidental Charges

ENA will reimburse for hotel internet access charges within the traveler’s guest room. Laundry service or dry-cleaning expenses are reimbursable for trips for ENA business of four or more consecutive days, and for the purpose of staff or volunteers traveling to work at an ENA conference or event with dress code requirements (ENA staff shirts, business attire). Room service and hotel staff gratuities may be reimbursed within the parameters of the meal allowance described in this policy. All other incidental hotel charges are the responsibility of the traveler and will not be reimbursed.

4. TRAVEL REWARD/AFFINITY PROGRAMS

Personal

Rewards points and frequent flyer miles accrued to personal traveler accounts because of ENA business travel are the property of the traveler. ENA will not compensate for miles or points used for travel or upgrades on ENA business travel.

Corporate

Reward points accrued to corporate program accounts are the property of ENA and may be utilized for the purchase of business travel tickets or upgrades for any ENA traveler or group at the discretion of the Chief Executive Officer.

5. MEALS AND OTHER EXPENSES

Meals and Incidentals

Travelers will be reimbursed for the actual cost of meals during travel not to exceed a daily reimbursement of \$100. **Receipts are required for meal costs including applicable gratuity over \$20.** Eligible meals are those purchased based on the time away from home, including meals purchased because of departure times early in the day or arrival times late in the day. For the purposes of the ENA travel and expense policy, a reimbursable meal can include any miscellaneous food or beverage purchased during approved travel, such as bottled water, coffee, or snacks. Travelers are asked to use prudence and reduce spending accordingly on days where meals are provided at the meeting or program attended.

Incidentals, which can be defined as tips or gratuities for services such as skycap, hotel housekeeping, or similar hospitality services, are reimbursable at a maximum daily amount of \$10 for actual expenses incurred. For the purposes of the ENA travel and expense policy, incidentals do not include miscellaneous food and beverage or other personal care items. Receipts are not required but travelers will be required to itemize the type and amount of each gratuity or tip expensed for each day in their expense reimbursement requests. Gratuities or tips related to taxi, other ground transportation, or food service are reimbursable as part of the total cost in the appropriately related category as outlined in this policy.

Travel to destinations outside of the U.S. may require higher reimbursement allowances for meals and incidentals. Foreign allowance amounts will vary by nation and region, influenced by the economic conditions specific to each area. ENA uses current allowance amounts established and updated annually by the U.S. government for government employee travel.

Business Meals and Entertainment

Expenses for food and beverage or other related items purchased for the purpose of ENA business or guest entertainment, require **all** the following to be reimbursed:

- The event or expense must be for the advancement of ENA's business goals or concerns
- There must be a legitimate business purpose to include any guest(s)
- The reimbursement request must list all participants, including their names, their organization, and the business purpose of the meal.
- Receipts must be provided for all charges. The receipt must be an itemized receipt which indicates the number of people served.
- Staff Officers may authorize staff use of the Business Entertainment policy as needed

Expenses in this category are not limited to the per diem allowances for meals defined in this policy and should be entered as "Other" expenses on the travel expense reimbursement request form. Any business entertainment expense use by the Board of Directors must be approved by the President.

Telecom/Mobile Service

Voice calls, text service, and mobile data service charges incurred during travel for ENA business are reimbursable expenses under the following conditions:

- Use of these services is required for communication as part of authorized ENA business travel
- Services are not included as part of an unlimited usage plan with the traveler's telecom/data provider
- The ENA business purpose requires global calling and/or data service to enable device to function for telecommunications and data access when communicating with or traveling for business to a location outside of the U.S.

Service charges are reimbursable for one device per traveler. An itemized bill/invoice is required when requesting reimbursement. The traveler must clearly identify ENA related calls or services on the bill/invoice. If billing is based on a fixed monthly charge or an allowable number or minutes of calls, the traveler must prorate the ENA related usage to calculate the reimbursable amount. Mobile phone service features other than for voice calls and text messages are not reimbursable. Costs for use of a mobile device as a wireless access hotspot are not reimbursable.

Passports, Visas, and Immunizations

Costs for new passport applications, applicable travel visas, and any required immunizations for authorized international travel on ENA business are reimbursable expenses.

Trusted Traveler Programs

Trusted Traveler Program (Global Entry, TSA Pre-check, or Clear Pre-check) enrollment fees are reimbursable for travelers expected to take more than 5 trips in a year for ENA business, based on the requirements of their job or volunteer position requirements. ENA will reimburse the fee for one program per qualifying traveler up to \$100 in a five-year period.

Spouse/Partner Travel

Travel costs for spouse, partner, or other family members are not eligible for reimbursement.

Personal Card Fees

Foreign transaction fees assessed for credit card usage outside the U.S. when traveling on ENA business are reimbursable. Charges must be substantiated with documentation from the applicable credit card statement showing the transaction fees charged.

All other credit card fees, including but not limited to annual fees, interest charges, and late fees, are not reimbursable. Service charges for the use of debit cards, whether for purchases or obtaining cash while traveling, are not reimbursable.

Section II: Expense Reimbursement

All travelers must use the online [SAP Concur Expense tool](#) or the official [ENA Travel Expense Reimbursement Request Form](#). Expense reimbursement requests submitted either electronically via SAP Concur Expense or in paper form are subject to procedures described below:

- Expense Reimbursement Request forms (Excel) must be used by all travelers, be signed by the traveler, and approved by the management staff with oversight of the applicable budget. Signed and approved forms must be submitted to Accounts Payable no later than 30 days following the completion of travel.
- For electronic submissions, requests submitted via SAP Concur Expense will be deemed signed by the traveler and must be processed electronically by the approving management staff for the request to be considered approved and eligible for processing and reimbursement by Accounts Payable.

Advances of funds to facilitate travel will be granted on an exception basis only:

- The traveler must submit a [Travel Advance Request Form](#), either via email or in paper form to the ENA Finance Department. Such requests must be approved in writing by both Human Resources and the traveler's supervisor. ENA Finance/Accounts Payable has final authority on approval and disbursement of travel advance requests.
- An advance, if approved, must be limited to no greater than the total of the meal allowance limit for the number of days traveling, estimated ground transportation costs, and hotel room charges not charged to an ENA master account. The amount requested must be clearly indicated in the request.
- Travelers with an approved advance must complete the Expense Reimbursement Request Form no later than 30 days following the completion of travel and must return to ENA any advanced funds that exceed the total reimbursable expenses at that time. Any excess funds not returned will be immediately included as taxable income to the traveler, subject to tax withholding as required, and ENA may also pursue collection of such excess funds through possible legal means.

The ENA Finance Department reserves the right to ask for additional information or documentation regarding any expense reimbursement request. Failure to comply may result in the reimbursement request being denied.

Section III: Corporate Credit Card

ENA will issue corporate credit cards to authorized staff for use in the purchase of business and/or travel related goods and services. Eligibility for corporate card issuance to staff will be determined by the Sr. Director of Finance and the staff's supervisor, based on authorized travel for ENA business and/or purchase of significant volumes of goods and services for use by the organization.

The corporate credit card cannot be used to obtain cash advances, bank checks, traveler's checks, or electronic cash transfers for expenses other than those incurred by the assigned employee named on the card, or for personal expenses. Misuses of the card will result in cancellation of the card and withdrawal of corporate credit card privileges. If the card is used for an employee's personal expenses, the employer reserves the right to recover these monies from the employee cardholder. Cardholders will be required to sign a declaration authorizing the company to recover, from their salary, any amount incorrectly claimed.

Each card will have an established maximum limit, determined by senior leadership team and the Sr. Director of Finance. Requests for increases to the established maximum must be directed to the Director of Finance for consideration on a case-by-case basis.

ENA corporate cards are company-billed, company-paid by direct debit to ENA's bank account each month. The organization therefore relies on cardholders to process expenses in a responsible and timely manner to ensure data is accurately recorded for budget planning and forecasting.

Corporate credit card expenditures are to be reconciled and submitted with original receipts to Accounts Payable within 5 business days of the statement date (usually the 24th of the month) via SAP Concur Expense. Expense approvers will have 5 business days to approve all submitted expense requests for submission to Accounts Payable for processing.

Failure to comply with any of the corporate card requirements will result in card deactivation or permanent cancellation. Lost or stolen cards must be reported immediately to **First National Bank of Omaha (FNBO)** Customer Service at (800) 819-4249 and the Accounting Manager or Director of Finance. Damaged cards should be reported to the Accounting Manager for replacement.