

American Speech-Language-Hearing Association

Official Travel Policies

INTRODUCTION

ASHA's travel policies have been developed to assist volunteer leaders, public members, staff, and other individuals who travel on Association business and who volunteer their time and talent for the discipline and to whom ASHA expresses its sincere appreciation. The policies—recommended by the Financial Planning Board (FPB) and approved by the Board of Directors (BOD)—are periodically reviewed and updated/revised as needed. With modifications and regular updates to the policies, we strive to allow travelers reasonable comfort and to enable ASHA to apply best practices and good stewardship to the resources of the Association.

We hope that the information and guidelines below will assist you as you plan and arrange for your travel and subsequently request expense reimbursement.

ASHA'S TRAVEL AGENCY

Association Travel Concepts (ATC) is ASHA's official travel agency. All ASHA committee/board members or any persons traveling on official ASHA business funded by ASHA must book their business air travel reservations through ATC. All ASHA business travel arrangements booked through ATC are billed directly to ASHA. If extenuating circumstances require you to use an alternate service provider, please contact travel@asha.org for advance approval.

ATC Contact Information

Phone: 800-458-9383 to book for Southwest web deals or AMTRAK

E-Mail: reservations@atcmeetings.com

Hours: Monday through Friday, 8:30 a.m. to 5:00 p.m., EST

ATC After-Hours Assistance

Toll free Domestic (U.S.): 844-686-0442

International Toll Free: 00 800 4477 1111

Country Specific Toll Free

India Toll Free: 0008000401515

Mexico Toll Free: 018008778003

Peru Toll Free: 080077003

Cyprus Toll-Free: 80097455

Indonesia Toll Free: 78030114460

Panama Toll-Free: 008002269932

St. Kitts and Nevis Toll-Free: 18003002162

Trinidad and Tobago Toll-Free: 18002030035

Uruguay Toll-Free 00040190595:

Venezuela Toll-Free 08001362607:

Country Specific Local
Costa Rica Local Number: +506 (4) 0010270
Jamaica Local Number: 18766331686

RETURNING ATC USERS

Go to ASHA's online travel platform, Deem@Work, at <http://asha-atc.deem.com>. Enter your e-mail address and the password that you created as part of the activation process. If you forgot your login information, click on "FORGOT YOUR USERNAME OR PASSWORD?", enter your e-mail address in the USERNAME field, and your login information will be sent to you. Begin your search.

To make reservations online, you will be required to provide the information below. This information will be sent to you in an e-mail message whose sender will be listed as ASHA TRAVEL.

To book your airline ticket, you must complete the following fields accurately within the Deem@Work platform on the final "Purchase Trip" page (after confirming your selected flights):

1. Meeting Information: Select "Meeting," and then, from the dropdown menu, select the appropriate meeting name (as provided by ASHA Travel).
2. ASHA Budget Code Information: Enter the Account Code (4 digits), Cost Center Code (4 digits), Program Code (3 digits), and Work Order Code (5 digits).

If you do not receive your meeting name or ASHA budget code, please contact Travel Manager (301-296-5733) in ASHA's Convention and Meetings Office.

PURCHASING TICKETS

Online Ticketing Option

ASHA prefers that you use ATC's online ticketing option to reserve your flight because it saves ASHA money and allows travelers greater control over the flights desired. Calls and e-mails to the agents may be necessary from time to time for complicated travel.

Once your name has been entered in the ATC system, you should receive an activation e-mail message from ATC with your login and password information. Please check your spam filter if you do not receive this message within 24 hours of your name being added to the system. If you do not receive this message, please contact travel@asha.org.

Once you receive this message, please proceed to ASHA's ATC Deem@Work online platform, <http://asha-atc.deem.com>, to book your flight.

IMPORTANT SECURITY INFORMATION

Please double-check that your name as it appears in the online system (Deem@Work) matches your government-issued ID—this is exactly how your name will appear on your ticket.

To find your name on Deem@Work, click on “Profile” (top right-hand corner), and click on “Personal Info”; you can also find it on the “Purchase Trip” page. **If it does not match, please contact the Travel Manager BEFORE making a reservation**, or you may have trouble getting through airport security. If a ticket has been purchased and has to be reissued for a name change, there is a ticket reissue fee of \$75.00 (for which the individual traveler, not ASHA, is responsible).

Airline fares are not guaranteed until ticketed. ATC will hold a reservation for only 24 hours. If a flight is not ticketed within 24 hours, the reservation process must begin again.

Please be sure to review e-mail messages carefully. Most people receive a message confirming that (a) the reservation has been made and (b) the ticket has been booked and issued.

Always review the reservation e-mail message to ensure that (a) your dates and selections are correct and (b) there are no changes to the details of the original reservation.

If you have problems accessing or using the online ticketing tool, please contact Travel Manager at 301-296-5733

Remember: Check your name on the ATC website. The way it appears in your profile is how it will appear on your e-ticket.

TRAVEL GUIDELINES

Use the information below to help determine the best price and the best travel options. ATC will adhere to the following established ASHA guidelines when arranging and confirming travel:

Airline reservations should be booked as far in advance as possible to obtain the lowest available fare to help manage travel costs to the Association. Substantial discounts can be realized when reservations are made at a **minimum advance purchase of 14–21 days**. All travel will be booked to ensure fiscal responsibility; tickets will be purchased based on best price/best fit to meet necessary schedules and will, whenever possible, be booked in economy class or at another available discount rate.

Travelers may consider preferred airline rules and requirements regarding seats and baggage as part of the overall cost and make best-price/best-fit decisions when booking travel; however, airline selection cannot be limited because of travelers’ frequent flier mile programs.

Reasonable baggage fees required for travel are reimbursable as part of your personal expenses; a receipt must be submitted with the reimbursement request. Unless you are required to transport materials for ASHA, reimbursement will be provided for no more than two bags.

Travelers may choose a direct flight over a flight with connections if the differential does not exceed \$200 (and assuming that either flight will meet the traveler's scheduling needs).

Travelers may choose from among the following airports, provided that the differential does not exceed \$150:

- Ronald Reagan Washington National Airport (24 miles from ASHA)
- Dulles International Airport (28 miles from ASHA)
- Baltimore/Washington International Thurgood Marshall Airport (43 miles from ASHA)

Considerations and exceptions to lowest economy fare/best price include, but are not limited to, the following:

- If the assessment of best-price/best-fit flight is on a discount airline (e.g., Frontier, AirTran, etc.) where seat purchase is mandatory, seat purchase is considered part of the ticketed price. Seat(s) should be purchased at the time of ticket booking.
- Early check-in passes are allowable for any airline that has general boarding (unassigned seats), such as Southwest—not to exceed \$30 each way. Early check-in passes must be purchased by the traveler and submitted for reimbursement.

The difference between EarlyBird purchase check-in and Upgraded Boarding purchase on Southwest, for example, is the following:

- **EarlyBird Purchase** - Customers will have their boarding positions reserved beginning 36 hours prior to their flight's scheduled departure time. Boarding Passes can be accessed beginning 24 hours prior to the flight's scheduled local departure time. ASHA will reimburse Southwest Early Bird purchase each way. Generally, this means that you will be in the first boarding group, although it does depend on other travelers' priority status.
- **Upgraded Boarding Purchase** allows customers to secure a position in the A1 – A15 boarding group for an additional fee (usually \$30-\$40) per flight, depending on your itinerary, and can only be purchased at the gate. Upgraded boarding is not reimbursed by ASHA.
- **If total air time exceeds 5 hours**, purchase of a guaranteed/preferred/economy plus seat may be made as part of the ticketed price. Seats should be purchased at the time of booking by e-mailing ATC after online purchase of standard economy-fare ticket.
- **If total travel time from point of origination to destination airport exceeds 10 hours** (multiple flights, layovers), guaranteed/preferred/economy plus seat purchase may be made as part of the ticketed price. Seats should be purchased at the time of booking.
- If the best-price/best-fit flight has only middle seats available at the time of booking, the lowest priced guaranteed seat purchase (window or aisle) may be made as part of the ticketed price (seating one level above standard economy; varies by airline). Seats should be purchased at the time of booking. ATC will need to confirm limited seat availability at the time of purchase.

- Preferred/economy plus seating is intended to be one level above standard economy to allow for a greater degree of comfort. The cost of the preferred/economy plus seats should be a reasonable factor in evaluating appropriate flights. If preferred/economy plus seating is identified, the traveler should purchase a standard ticket online and then e-mail ATC to receive verification and to request the upgraded seats.
- If a disability requires a traveler to request preferred/economy plus seating, that seat purchase is allowable as part of the ticketed price; if a disability requires an individual to travel with a personal care attendant, an additional seat purchase in an appropriate class is allowed. Seats should be purchased at the time of booking. (Please notify Convention and Meetings staff prior to booking.)

In any of the instances above, and unless otherwise excepted, you must make your online reservation and immediately e-mail or call ATC to advise them of your requirement for a seat or exception. They will verify qualifications and will purchase seats as part of the ticket purchase. Delay or failure to purchase advance fare tickets in the 14- to 21-day window to secure preferential seating may not be accepted.

Charges for seat purchase for any of the factors described above—made after the fact or at the time of travel, except as described below—will not be reimbursed.

If a significant delay (4 hours or more) or other disruption affects your ability to meet the required schedule and reason for travel and necessitates purchase of a preferred/guaranteed/economy plus seat to continue travel in order to meet the schedule, such ticket may be submitted for reimbursement with travel expenses.

Only electronic tickets (e-tickets) will be issued (no paper tickets). **When submitting your Travel Expense Voucher, please attach a copy of ATC's e-mail message that includes your itinerary and costs.**

A threshold of \$700 will apply for using an earned complimentary ticket. (In other words, if your flight cost exceeds \$700, ASHA may choose to “cash in” an earned complimentary ticket.)

WEATHER-RELATED TRAVEL ISSUES

When traveling on ASHA business, if your flight is, or may be, impacted by weather-related delays and cancellations, follow these guidelines:

- **If you want to try to change your flight in advance:** Please contact ATC Travel Services (ATC) at 800-458-9383; they can work with you to see if it is possible to change your flight, and they will work with ASHA directly concerning potential fees. Fees may be waived by the airline due to the weather. If your flight is changed to arrive early and you are traveling to ASHA and ASHA has made your hotel reservations, please e-mail travel@asha.org so that we can modify your hotel arrival time. If you made your own hotel arrangements, please contact the hotel directly.

- **If you do not think you need to make advance arrangements but find that your flight has been delayed or cancelled at the airport:** If a flight is delayed, ASHA advises all travelers to follow airline instructions at the airport to rebook—but plan to call ATC while you are in line at the airport. This allows you to have multiple channels working at once. If your flight is delayed or cancelled after normal business hours, please contact the ATC After-Hours service at 844-686-0442. They will be happy to assist. Please note that airlines can be hard to reach when call volumes escalate during storms. If a hotel night is required because of travel delays, your extended stay will be reimbursable.

NON-WEATHER-RELATED TRAVEL ISSUES

Approval is required if ASHA is covering the cost to change a ticket. Justification is required and all changes should be made through our travel agency, if possible. If the change is made directly with the airline, approval will still be required if submitting for reimbursement.

ASHA will not incur the change fee cost for flight changes due to personal non-emergency reasons. Change and/or new ticket fees for corrections associated with user errors made during the online booking process are not covered by ASHA or may require additional approval.

PERSONAL TRAVEL

Personal or companion travel arrangements can also be made using a personal credit card, and a transaction fee will be charged.

When traveling on ASHA business and extending a stay to include personal travel, please ask the travel agent **at the time of booking** to identify on the itinerary any costs related to the personal portion of your trip. In these instances, the agent will split the amount, and the personal portion of the ticket will be charged to your credit card.

If you intend to have someone travel with you for personal reasons, you must purchase your ASHA travel first by following all established guidelines and then you may work with ATC to secure companion travel and seats. You are responsible for any and all fees related to personal companion travel.

INTERNATIONAL TRAVEL

If you are required to travel internationally on behalf of ASHA, please contact travel@asha.org and request the International Travel Form for further required information and policies. **All international travel must receive prior approval.**

The U.S. State Department issues both Travel Warnings and Travel Alerts. *Travel Warnings* are issued when the U.S. Government “wants you to consider very carefully whether you should go to a country at all.” A warning is generally issued with the safety of U.S. citizens in mind. *Travel Alerts* are issued “for short-term events we think you should know about when planning travel to a country. Examples of reasons for issuing a Travel Alert might include an election season that is bound to have many strikes, demonstrations, or disturbances; a health alert like an outbreak of H1N1; or evidence of an elevated risk of terrorist attacks.”

ASHA will not cover travel to/from any destination under a U.S. Government Travel Warning, and approval must be secured for travel to/from a country under a Travel Alert.

<http://travel.state.gov/content/passports/english/alertswarnings.html>

RAIL AND BUS

Travel by bus and standard rail is approved for ticketing under ASHA policy, provided it does not exceed the cost of round-trip airfare from the traveler's local airport. You cannot book these tickets online, but ATC can arrange them.

Amtrak Acela tickets are generally allowed only in specific scenarios:

1. Scheduled train time is more than 5 hours in length.
2. The time difference at arrival point is more than 1 hour different from a standard rail trip.
3. If the price differential between local airport travel and Acela travel saved more than \$150.

Please contact ATC at 800-458-9383 to prepare a price comparison and to book rail and bus travel. Please ask the agent to e-mail a copy of the price comparison for you to include in your travel expense report.

PERSONAL AUTO/DRIVING TO MEETING

ASHA reimburses travelers for the use of personal automobiles at the level approved by the Internal Revenue Service (IRS). ASHA's intent is that the traveler's reimbursement **be at or below the overall travel cost the traveler would incur at the lowest airfare available during the projected travel dates**. This includes reasonable, estimated ancillary ground transportation costs such as parking, taxis and other ASHA business related travel costs the traveler would have incurred had they flown.

If you want to drive your personal car instead of traveling by air, train, or bus, you must adhere to the following guidelines or risk not receiving reimbursement. These guidelines are intended for car travel more than 200 miles one way.

1. E-mail the ASHA ex officio of the meeting and travel@asha.org that you intend to drive your own personal vehicle, that you accept personal responsibility for the vehicle, and that you understand the parameters and guidelines below
2. E-mail reservations@atcmeetings.com at least 4 weeks before your departure date to determine the lowest reasonable best-fare/best-fit option, which shall set the maximum reimbursement amount of mileage.
3. Retain a copy of the fare and approval to include with your reimbursement request.

UNUSED AIRLINE TICKETS

If, for some reason, a meeting is canceled or there is a personal emergency, a nonrefundable ticket can be used for future travel at a maximum expense to ASHA of \$200 to change the ticket.

Please inform ATC when a flight will not be taken. The unused ticket will be noted in your PERSONAL PROFILE for your use on a future ASHA business trip.

GROUND TRANSPORTATION

ASHA reimburses individuals for ground transportation (which includes taxis, and personal autos) to and from train stations and airports and for parking. Receipts are required for all ground transfers and parking.

Ground transportation from Washington, DC, area airports to the ASHA National Office or ASHA-approved hotel is available by cab. The average cab fare is \$60 to \$125, which is reimbursed based on a receipt showing travel dates and destination.

ASHA allows use of **RMA Chauffeured Transportation** ONLY for arrivals late at night or if there are two or more individuals traveling together (although RMA charges ASHA directly, the charge is more than a cab). At all other times, please take a cab to save the Association the extra expense. RMA's telephone number is 800-878-7743 or 301-231-6555. Please call to make your reservation 24 hours prior to your arrival, and mention that you are traveling on ASHA business.

ASHA will arrange your ground transportation back to the airport after the meeting. Please contact the ASHA ex officio of the meeting and copy travel@asha.org if you need to make your own arrangements back to the airport.

Rental Cars

The use of a rental car should be justified as economical and/or a business necessity. A rental car may be requested for approval with sufficient documentation demonstrating that the rental car expense will not exceed estimated ground transportation expenses (to airport, to hotel, back to airport, return home).

Reimbursement for automobile rental costs for all volunteers requires prior approval for the rental from the Facilitating Team (FT) liaison to whom the ex officio reports. ASHA has a car rental policy information sheet, available from the Convention and Meetings Office, for those who request approval to rent a car.

ASHA employees who have been authorized to rent a car should always complete the rental agreement contract in the name of the *American Speech-Language-Hearing Association* or *ASHA*.

The approved traveler will be reimbursed for the rental of a compact, economy, or mid-size vehicle. If the traveler chooses to upgrade, the difference will not be reimbursed. Reimbursable fees include rental car, fuel, tolls, and parking. Tickets, fines, and car repair fees will not be reimbursed.

Rental cars for non-ASHA employees are not covered by ASHA insurance; therefore, in such situations, the traveler assumes liability and should ensure proper insurance coverage under his or her personal insurance policy or should elect to purchase the travel insurance.

MEAL AND INCIDENTAL EXPENSES

ASHA Modified Meals Per Diem Allowance

ASHA uses a modified Meals Per Diem allowance. The Meals Per Diem is intended to cover daily meals and gratuity-related expenses. The separate amounts for breakfast, lunch, and dinner (indicated below) are provided should you need to **deduct** any of those meals from your per diem amount. For example, if a complete meal was included as part of a conference registration, or provided otherwise by ASHA, you will need to deduct that meal amount from your per diem. For full days of travel, the allowance may—at the traveler's discretion—be allocated among the three meals each day. For partial-day travel, the traveler should deduct meals based on time of travel. For example, for travel commencing at noon, the individual should deduct breakfast; for travel commencing at 5:00 p.m., the traveler should deduct breakfast and lunch.

Breakfast: \$20

Lunch: \$35

Dinner: \$55

Receipts are not required for Meals Per Diem.

Other necessary ASHA business-related incidental expenses are reimbursable **with submitted itemized receipts**. Standard cash tips do not require receipts and may be claimed in the following ranges:

Room cleaning tip \$2–\$3 per night

Taxi tips: Up to 20%

Other driver tips: Up to 20% of value

Baggage and bellhop: Up to \$2 per bag

Other special incidental expenses, such as dry cleaning, are reimbursable if the duration of the trip is 5 days or longer. Itemized receipts are required.

Group Meals

If one person pays for a meal, cab, or other group expenses for which only one receipt exists, please obtain a detailed receipt. The person paying should include the names of those in the group and submit the receipt for reimbursement, and others must deduct the meal from their Meals Per Diem allowance.

LODGING

Hotel rooms for those attending events scheduled at the National Office are paid for by ASHA through a direct-billing arrangement with the hotel. Room and tax will be charged to the ASHA account. All other charges (meals, phone charges, etc.) need to be paid by the individual traveler. A request for reimbursement for appropriate items may subsequently be requested on the Travel Expense Form.

Please read your bill upon checkout to make certain that the room and tax charges have been charged to ASHA's account and that you are paying for your **incidentals** only.

The Association will reimburse actual lodging expenses (room and tax) for events held away from the National Office area (Rockville, MD) upon presentation of a copy of the paid hotel bill. In instances where lodging is selected by the individual traveler, it is requested that the traveler seek adequate accommodations at the lowest possible rates.

REIMBURSEMENT FOR TRAVEL EXPENSES

Please remember that, consistent with IRS requirements, all requests for travel reimbursement beyond Meals Per Diem allowance must be accompanied by original and/or scanned receipts and **must be mailed within 60 days of your last day of travel.**

To expedite reimbursement, mail or e-mail your signed travel voucher(s) and include:

- receipts (original or scanned),
- a copy of your electronic airline ticket, and
- a copy of ATC's e-mail message that includes your itinerary and cost.

Mail your information to ASHA, Accounts Payable – Mail Stop 440, 2200 Research Boulevard, Rockville, MD 20850-3289, or e-mail your information to akwok@asha.org. You **must** indicate the reason for travel or for the meeting at ASHA and/or with a specific ASHA contact person.

ASHA TRAVEL INSURANCE

ASHA's travel insurance provides coverage for travelers who are authorized employees and volunteers involved in common carrier accidents or mishaps while on a trip that is authorized by and that furthers the business of ASHA.

The policy will pay the principal sum (limit) due to Accidental Death and Dismemberment (ADD) or up to \$150,000 subject to ASHA's aggregate limit of \$3 million from any one accident.

Under most circumstances, ASHA's Workers Compensation Policy will cover employees while they are on business travel.

ASHA's insurance also includes an accident medical expense benefit of 10% of the principal cost up to \$25,000 (subject to a \$250 deductible). The benefit pays on a primary basis.