



# **Business & Travel Guidelines & Reimbursement Policy**

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## INTRODUCTION

The Travel & Reimbursement Policy defines standards and guidelines for business travel required and authorized by ISACA. The objective of this policy is to exercise due diligence relating to travel expenses, while addressing the productivity, comfort and safety of ISACA employees and volunteers when traveling on ISACA business.

The following guidelines and processes have been established to ensure consistency and timely reimbursement for business-related expenses. Travelers should exercise their best judgment to ensure travel expenses are incurred in the most prudent manner and that supervisors approving expenses comply with these standards.

This policy applies to all ISACA employees and volunteers, consultants and other authorized travelers who travel on the organization's behalf.

Employees/volunteers will be reimbursed for the actual cost of reasonable and necessary expenses incurred while engaged in authorized company business travel. Any employee's normal commute to work is not considered business travel and is not covered by this policy.

All policy exceptions must be approved by either the SVP, Shared Services and Chief Financial Officer (CFO) Director, Enterprise Finance or Vice President of Human Resources.

## RESPONSIBILITIES

ISACA travelers should carefully assess business requirements for travel requests and serve as a role model for making smart travel decisions. Travelers should make prudent travel purchasing decisions (e.g., advance planning and booking) to minimize travel costs. Travelers should use alternatives to travel when appropriate (e.g., leverage technology such as Skype).

Travelers will be reimbursed for all reasonable and necessary business expenses properly supported by itemized receipts. Travelers should maintain receipts and records for expenses they plan to submit for reimbursement.

Travelers should review itineraries, bills and charges for accuracy.

All ISACA travelers should comply with the ISACA Travel & Reimbursement Policy.

## LIMIT THE NUMBER OF ISACA PERSONNEL TRAVELING TOGETHER

Transportation/business travel should be arranged such that no single event could create a catastrophic loss of key personnel for ISACA. This means that when possible, no more than three (3) ISACA employees should travel on the same aircraft or other form of transportation. Pre-approval from the CFO or Vice President of Human Resources is required if more than half of ISACA's staff, group or management team will be on the same aircraft.

## BOOKING TRAVEL ACCOMMODATIONS

### Commercial Airline Business Travel

All employees/volunteers, consultants and other authorized travelers must reserve and purchase commercial airline business travel a minimum of thirty (30) days in advance. If travel cannot be booked

30 days in advance, the employee/volunteer must secure supervisor/staff facilitator approval prior to booking travel.

**Flight Guidelines:**

- Fare restrictions, subject-to-change and non-refundable tickets are permitted.
- Departures from, or arrivals to, nearby alternative airports, are acceptable, provided the cost incurred is less than the usual city of origin.
- Any airline carrier may be used.
- If flying time is greater than three (3) hours in duration, travel may include a connection.
- If flying time is eight- (8)-12 hours in duration (not including layover time), economy plus or premium economy travel may be permitted, subject to Executive Team (ET) approval.
- If flying time is greater than 12 hours in duration (not including layover time), business class travel may be permitted, subject to approval by ISACA's CEO or Shared Services and Chief Financial Officer CFO.
- Any trips booked on economy plus, premium economy and/or business class require prior approval from the Shared Services and Chief Financial Officer (CFO), Director, Enterprise Finance or Vice President of Human Resources.
- If the airline ticket includes a personal side trip, the individual must pay the difference between the business routing and the actual price of the ticket issued.
- CEO and the Chair may fly business class anywhere, domestic or international.
- Board members and executive team will be allowed to fly business class when international travel is required; domestic travel should be booked on premium economy.
- Travel for family/friends is the financial responsibility of the employee/volunteer.
- ISACA employees and Board Members must follow the flight parameters listed below. If travel falls outside the parameters, the ticket will be submitted for approval.

**Airfare Parameters for travel to/from U.S.:**

US /domestic travel	\$500
Hawaii/Alaska	\$700
Canada	\$700
Mexico	\$700
Central America	\$1,800
Brazil/Argentina	\$2,000
South America (other)	\$1,800
Europe	\$1,800
Africa	\$2,000
Middle East	\$1,800
India	\$1,700
China	\$1,700
Asia (Other)	\$2,000
Australia/New Zealand	\$2,500

For trips that are within a 200-mile radius from your home or normal working location, personal vehicles and other forms of public transportation available should be given full consideration. If a personal automobile is used, the automobile mileage will be reimbursed at the prevailing US Internal Revenue Service (IRS) rate. Mileage will not be reimbursed in excess of the lowest airfare rate available to the same destination. Mileage must be calculated on the expense report as required documentation.

In instances where trips have to be cancelled or postponed after tickets have been purchased, changes should be made promptly to avoid a complete loss of exchange value, including the ability to obtain a refund, if applicable. Individuals should utilize their unused, non-refundable tickets from previous ISACA business trips, when appropriate.

## **Book Travel Online –**

### **Setting up your travel profile on Concur (Required):**

As part of our initiative to reduce travel costs and optimize our current travel program, we have contracted/merged with AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL (AMEX-GBT) and CONCUR TRAVEL, an intuitive online, end-to-end corporate travel reservation and expense report solution.

- › Prior to booking reservations with AMEX-GBT, employees must complete a profile in CONCUR TRAVEL.
- › To access the CONCUR TRAVEL Tool go to: <https://www.concursolutions.com>.
- › Log in to your CONCUR TRAVEL, using your Concur Expense log in information.
- › You will then be directed to your Profile Page.
- › **First-time Users** must update their **Profile** for travel related information. The finance team will send a welcome email
- › **Existing Users** must complete and update their profiles before booking travel with CONCUR.
- › On your profile, all mandatory boxes marked “**REQUIRED**” must be completed. Failure to do so, will not allow for your profile to sync properly.
- › Upon completion, “**SAVE**” to permanently store your information.

**If you are attending a Board meeting, conference, etc., you must have a meeting and general ledger account number before making the reservation. These numbers will be provided to you in your meeting invitations. For all other travel, to obtain these numbers, contact Conrad Stanton (Finance), ext. 5548; or Sara Hill (Executive Events), ext. 5636.**

## **Book Travel Phone Call/ Email**

### **Additional Support**

AMEX-GBT counsellors are available Monday – Friday from 7:00am – 7:00pm CST at **1-669-272-1447**

- Prompt 1 – Navigational Assistance
- Prompt 2 – Assistance with existing online reservations
- Prompt 3 – To make a reservation over the phone with an agent

### **FOR EXECUTIVE TRAVEL SERVICES**

Phone	Hours (Central Time)	Extension	Email
1-669-272-1447	7:00am-7:30pm	6404	<a href="mailto:Isacatravel@travelink.com">Isacatravel@travelink.com</a>

### **ISACA CONFERENCE TEAM CONTACTS**

Name	Hours (Central Time)	Extension	Email
Kate Wright	7:00am-3:45pm	5121	<a href="mailto:Kate.wright@travelink.com">Kate.wright@travelink.com</a>
Pam Pappas	7:00am-3:45pm	4637	<a href="mailto:Pam.pappas@travelink.com">Pam.pappas@travelink.com</a>

Theresa Gorrasi (For ET &BoD Travel)	7:30am-4:15pm	5116	<a href="mailto:Theresa.gorrasi@travelink.com">Theresa.gorrasi@travelink.com</a>
Anita Freeman	11:00am-7:30pm	4626	<a href="mailto:Anita.freeman@travelink.com">Anita.freeman@travelink.com</a>
Angela Wanek	10:00am – 6:30pm	4653	<a href="mailto:Angela.wanek@travelink.com">Angela.wanek@travelink.com</a>
Noy Jones	8:30am – 5:00pm	5157	<a href="mailto:Noy.jones@travelink.com">Noy.jones@travelink.com</a>

### Training:

CONCUR TRAVEL reference guides, FAQs, and self-paced online tutorials are available at:

<http://www.concurtraining.com/customers/concur/trainingtoolkit/TravExpdemos.asp>

Comprehensive web-based training is available at:

<http://www.brainshark.com/amexbusinesstravel/vu?pi=zGtzKKolwz1FdCz0>

### Travel Insurance

Volunteers traveling on ISACA/ITGI business are covered under our Special Risk Insurance Program.

Volunteers traveling on ISACA chapter business are not included under this insurance coverage.

A summary of the travel insurance coverage is filed with the ISACA Human Resources Department and available upon request.

## EXPENSE REIMBURSEMENT

### Reimbursement Process

Employees/volunteers and other authorized travelers are expected to complete the Automated Clearing House (ACH) form for US travelers and Wire for International travelers and submit to

[accountspayable@isaca.org](mailto:accountspayable@isaca.org) or fax to 847-253-0816 (Attn: AP Department) to ensure timely reimbursement via direct deposit.

### Approval Process

Prior to submitting your expense report, the following guidelines for approval must be followed:

Staff/Chair/Board of Directors:

Submit expense reports via Concur Expense, {<https://www.concursolutions.com/>}. Predefined workflow will automatically route your expense report to the corresponding individual for approval.

Volunteers, Consultants and other authorized travelers:

Submit expense reports to [accountspayable@isaca.org](mailto:accountspayable@isaca.org). Accounts payable will forward the expense reports to the corresponding individuals for approval.

Employees:

Expense reports for:	Approval Required
Less than US \$1,000	1-level approval: Immediate Supervisor
Greater than US \$1,000	2-level approval: CFO for approval or their designated delegate.

Executive Team including CEO

Expense reports for the executive team including CEO must be approved by the Shared Services and Chief Financial Officer (CFO) or his/her designated delegate.

Chair and Board of Directors:

Expense reports will be automatically routed to Senior Manager, Executive Events for approval.

### Submission Period Guidelines

Expense reports must be submitted within the following timelines:

Employees & Volunteers	Employees w/corporate credit cards (including C-suite)	Board Chair, Directors & CEO
Within 60 days of travel	No later than the 15 <sup>th</sup> day of the following month. Statements will be sent to cardholders within the first three business days following month-end.	Within 60 days of travel

### Receipts

Legible, **itemized receipts** are required for reimbursement of amounts over US \$25. Include copies of all required receipts with expense report submissions, regardless of payment method. All receipts should be in chronological order. Reimbursement for reasonable and necessary expenses not otherwise described by this policy that are deemed necessary or caused by extenuating circumstances may be allowed when fully documented, explained and approved.

Expense reports submitted to Accounts Payable for reimbursement that are outside of the guidelines provided in this policy will be routed to Shared Services and Chief Financial Officer (CFO) for approval.

### RECORD RETENTION

Expense reports and supporting documentation (e.g., receipts, etc.) should be retained by the traveler for his/her records. This will allow for reviews and audits of travel expenses. Employees/volunteers are responsible for providing supporting documentation in the event of an audit.

### REIMBURSABLE EXPENSES

#### Credit Card Charges

Employees who have been issued a corporate credit card must comply with the Procurement Policy ([ISACA Corporate Credit Card Terms and Conditions](#)). All approved charges placed on a corporate credit card will be reimbursed directly to the corporate credit card account. Unusual charges or items not customary to normal business travel or compliant with the Procurement Policy may be questioned by the Accounts Payable Team, Director, Enterprise Finance or Shared Services and Chief Financial Officer (CFO).

#### Cash Purchases

Travelers will be reimbursed directly for all approved expenses that were paid in cash or with a personal credit card, compliant with receipt guidelines stipulated in this policy.

#### Ground Transportation

Ground transportation to and from an airport and/or hotel and other meeting-related transportation will be reimbursed. In most cases, travelers are responsible for making their own arrangements for ground transportation. ISACA will provide a list of preferred transportation service companies and estimated costs. Travelers should choose the most feasible means of transportation and exercise due diligence pertaining to costs and safety. Hotel transportation shuttles, trains, Uber, taxis and other forms of public transportation should be considered, when appropriate.

#### Rental Cars

Rental cars may be obtained when costs are less prohibitive than other forms of ground transportation. Approval from a direct supervisor must be obtained prior to making a car reservation and should include

support showing rental car is less expensive option than other ground transportation options available at travel destination. Once approved, guidelines for rental cars are as follows:

- The standard car rental size classification is an intermediate size or smaller. Larger vehicles should only be considered if transportation arrangements are being made for ISACA group travel.
- To avoid costly refueling charges, cars should be refueled prior to returning them to the car rental agency.
- Rental car payment should be made with either a corporate or personal credit card. Most credit cards will have provisions that include insurance for rental cars. Accordingly, travelers are to decline all insurance coverage offered by car rental companies. Additional insurance purchases will not be reimbursed.
- Car rental extras, such as upgrades, ski racks and GPS, are not reimbursable.
- Travelers must report all accidents or damage to the rental car company when returning or exchanging the vehicle, and cooperate in any legal or claim procedure.

### **Airport Parking**

Economy, long-term parking is the preferred method of parking for all employees/volunteers. For extended trips, travelers should consider using Uber, taxis or shuttle services to/from the airport, if less costly than incurring airport parking fees.

### **Tolls**

Expenses for tolls incurred during ISACA business travel will be reimbursed.

### **Mileage for Personal Vehicle Use**

When a traveler uses a personal vehicle for business purposes (e.g., travel to airport) the traveler will be reimbursed only for business miles over and above his/her normal commute to work and at the prevailing US Internal Revenue Service (IRS) rate. The IRS mileage rate calculations cover the cost of operating a vehicle (e.g., fuel, insurance, maintenance, repairs). IRS guidelines for business mileage reimbursement can be found at [www.irs.gov](http://www.irs.gov) by searching “Standard Mileage Rates” in the home page search box. If using Concur, the Concur will calculate the reimbursement based on redefined IRS rates.

Mileage must be calculated on the expense report as required documentation. A printout from an online direction web site, such as MapQuest or Google Maps, that shows total mileage or a completed mileage log are acceptable receipts to claim mileage expenses and must accompany the expense report submitted.

### **Meals**

Travelers will be reimbursed for actual, reasonable meal expenses incurred, provided the meal expenses are supported by adequate documentation under the following circumstances:

- Travel on company business includes at least one overnight stay.
- There is a clear business purpose for the meal and a specific agenda to discuss.
- Meals involve an external party for business purposes (e.g., recruits, customers, etc.).
- Meals have not been provided for company events, professional development (training) or other business-related meetings. When ISACA provides meals (breakfast, lunch, dinner) as part of the meeting agenda, reimbursement is not allowed for meal charges incurred in addition to or in lieu of arranged meals.

In instances where no overnight travel is involved, a description of the business purpose for the meal or the business discussed and the role of others in the discussion should be noted. The same applies when a senior level employee pays for an employee’s/volunteer’s meals.

### **Meal Allowance Guidelines**

Employees/volunteers should adhere to the daily totals provided for all meals, regardless of the number of meals consumed. Domestic and international travel meal per diems include snacks, alcohol consumption



and tips. If you choose to exceed the per diem amounts, the portion in excess of the suggested amount may not be reimbursed and consequently may result in out-of-pocket expenses.

Domestic and International Per Diem (per diem amounts stated in US dollars)	
Breakfast	\$25
Lunch	\$35
Dinner	\$50
<b>TOTAL</b>	<b>\$110</b>

An itemized receipt must accompany all requests for reimbursement for amounts over US \$25.

Individuals should read, acknowledge and comply with the **Drug and Alcohol Policy** during their travels. In instances where a meal is being purchased for another employee or volunteer, the highest-ranking *employee* should pay for the meal, and full names must be documented on the receipts with the reason. Proper documentation and approval of expenses will ensure timely reimbursement. Names of attendees should be provided for per diem verification and in some cases for OFAC review.

### **Customer Relationships and Entertainment**

ISACA understands the importance of networking and conducting business outside of meetings; expenses should be prudent in nature and will be reimbursed accordingly. Employees and volunteers should exercise good judgment before incurring expenses on behalf of the organization. Furthermore, ISACA employees and volunteers may not do business with any person or entity that the U.S. Government and the Office of Foreign Assets Control (OFAC) of the U.S. Department of Treasury designates as prohibited. **Any questions or concerns about known or potentially prohibited individuals, vendors, licensees, or other partners should be directed to Julia Fullerton, Senior Director, Legal Affairs and Compliance at [jfullerton@isaca.org](mailto:jfullerton@isaca.org) or ext. 5557.**

### **Hotel**

In general, ISACA will make hotel arrangements for meeting attendees. Hotels selected will be determined by the corresponding employee coordinating that event. In instances when an employee/volunteer books a hotel on his/her own, it is requested that reservations be made at the lowest rate available. In addition, the hotel rate should not exceed \$350 per night, including taxes and fees. Approvals must be obtained if the hotel rate exceeds that nightly rate.

When a master account for a meeting or event is set up, ISACA will arrange for the room charges for attendees to be billed to the master account. The hotel selection and specific number of nights covered by ISACA will be communicated in meeting announcements. In general, employees can anticipate one night's stay for each meeting day in excess of four hours. An additional night will be arranged if departure is not available upon the conclusion of the meeting and consideration will be given for international travelers.

Additional guidelines:

- If a longer stay generates savings on airfare that offset additional expenses, consideration will be given. Requests for additional nights must be approved in advance.
- Itemized receipts must be attached to the expense report. Meals, telephone and other miscellaneous charges listed on the hotel receipt should be listed separately on the report.
- To avoid no-show charges for reservations, it is the traveler's responsibility to advise the employee coordinating the event.

- When business is conducted in one day, hotel accommodations will not be reimbursed if the location is within a 50-mile radius from the employee's home or normal work location (this includes training, meetings, etc.).

### Telephone

An employee should always use his/her ISACA-issued cell phone when traveling.

Employees/volunteers who do not have a company phone may be reimbursed for their calls. Generally, those calls should be limited to 30 minutes per day. Reimbursement will be provided for long distance calls that were placed from an individual's personal telephone. A copy of the telephone bill must be attached to the expense report with the calls marked and the total amount included on the expense report. Individuals are encouraged to avoid hotel surcharges. Long-distance calls should not be charged to the hotel room.

### Internet

ISACA encourages travelers to use free Internet services provided at hotel or meeting facilities. Other expenses will be reimbursed if the charge is deemed reasonable.

## QUICK GUIDE

Reimbursable	Non-reimbursable
Transportation, car rentals, tolls, parking fees and mileage for use of personal vehicles	Lost luggage, sunglasses, over-the-counter medicine, toiletries, books, magazines, newspapers or other reading materials or services
Hotel accommodations	Personal services incurred when traveling, such as babysitting or dependent care
Meal expenses	ATM fees for cash withdrawals or credit card international surcharges
Seminar fees	Traffic, parking, tollway or other vehicle code or criminal fines or court costs incurred
Tips and gratuities	Entertainment expenses without a business purpose
Customer business entertainment	Meals, gifts or other payment for lodging at a friend or family member's home
Laundry expenses (not to exceed US \$50 for trips greater than or equal to five nights)	Airline or hotel upgrades
Communication charges incurred to conduct ISACA business (telephone/Internet)	Airline, rental car or any other type of travel insurance
Passport or visa fees obtained solely for a business need (i.e., reimbursed only if required to attend a meeting)	Repairs, maintenance or insurance on personal cars
	Meals and other expenses for spouses, partners, significant others, or another individual who is not an ISACA employee or volunteer
	Damage to luggage
	Special room service or use of facilities such as sauna, tennis courts or movies
	Transportation to and from home to the individual's regular place of work

	Unauthorized club or other membership dues, subscriptions or fees
	Bank fees for wire payments

ISACA will reimburse employees/volunteers for reasonable and necessary business expenses, as outlined by ISACA's policies and in compliance with legal and tax regulations.

#### **Employee/Volunteer Responsibilities**

Employees/volunteers, consultants and other authorized travelers are expected to comply with this policy and adhere to the guidelines stipulated to manage travel expenses.

#### **For More Information**

Contact Accounts Payable, Finance, Human Resources, or staff liaison with any questions or additional guidance needed regarding this policy.