



**ISACA Volunteer and Other Authorized Individuals  
Business & Travel  
Reimbursement Policy**

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## INTRODUCTION

The ISACA Volunteer and Other Authorized Individuals (volunteers and OAI) Business Travel & Reimbursement Policy defines standards and guidelines for business travel for volunteer and OAI travelers which is 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 volunteers and OAI when traveling on ISACA business.

The following guidelines and processes have been established to ensure consistency and timely reimbursement for business-related expenses. Volunteers and OAI 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 and policy parameters/guidelines.

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

Volunteers and OAI will be reimbursed for the actual cost of reasonable and necessary expenses incurred while engaged in authorized company business travel.

All policy exceptions must be approved by either the current Chair of the ISACA Board of Directors (Board Chair), Chief Executive Officer (CEO), or Senior Vice President, Shared Services and Chief Financial Officer (CFO) or the CFO's designated delegate (Director, Enterprise Finance).

For more information about this policy, volunteers and OAI travelers should contact staff liaison with any questions or additional guidance.

## RESPONSIBILITIES

Volunteers and OAI should carefully assess business requirements for travel requests and seek to make smart travel decisions. Volunteers and OAI should make prudent travel purchasing decisions (e.g., advance planning and booking) to minimize travel costs. Volunteers and OAI should also consider alternatives to travel when appropriate (e.g., leverage technology such as Skype).

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

Volunteers and OAI should comply with this policy and review itineraries, bills and charges for accuracy.

## BOOKING TRAVEL ACCOMMODATIONS

### **Commercial Airline Business Travel**

All volunteers, consultants and OAI travelers should reserve and purchase commercial airline business travel a minimum of twenty-one (21) days in advance. If travel cannot be booked 21 days in advance, the volunteer or OAI traveler should obtain written approval from the staff liaison 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 cost flying from the usual city/airport from which the traveler usually flies.
- 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 six to ten (6-10) hours in duration (not including layover time), economy plus or premium economy travel may be permitted, subject to prior written approval from the ISACA Board Chair, CEO or CFO.
- If flying time is greater than ten (10) hours in duration (not including layover time), premium economy or business class travel may be permitted, subject to prior written approval by the ISACA Board Chair, CEO or CFO.
- If the airline ticket includes a personal side trip, the individual is responsible for paying the difference between the ISACA business-related portion of the ticket and the actual price of the ticket issued.
- Travel expenses for family/friends are the financial responsibility of the volunteer or OAI.

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 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. Volunteers or OAI should utilize their unused, non-refundable tickets from previous ISACA business trips, when appropriate.

### **Booking Airline Travel**

Volunteers and OAI traveling on approved ISACA business who require airline reservations should first contact ISACA's travel provider, Travelink, to receive a quote for the flights associated with their travel. Once the volunteer or OAI has the quote, he/she may either book the flight with Travelink or make the reservation on their own. If the flight is not booked through Travelink, the volunteer or OAI must submit both the Travelink quote along with the airline receipt for reimbursement to demonstrate that the actual airfare for the trip was either the equal to or less than the Travelink quote. If the actual airfare is greater than the provided quote from Travelink, the volunteer or OAI will only receive reimbursement for the quoted amount.

More information about setting up a travel profile on Concur and Travelink, including the ISACA contacts, please refer to the Quick Guide which follows this policy document.

### **Travel Insurance**

Volunteers or OAI traveling on ISACA 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.

### Reimbursement Process

Volunteers and OAI travelers are expected to complete the Automated Clearing House (ACH) form for US travelers and Wire for International travelers. The Accounts Payable department will send the necessary forms to be completed, through a Secure Portal to the email address provided.

### Expense Submission Process

Volunteers, Consultants, Vendors, and other authorized travelers should first contact their staff liaison to get the form to submit their expense reimbursement requests. Once completed, all expense reports with all required receipts should be submitted to [accountspayable@isaca.org](mailto:accountspayable@isaca.org). Accounts Payable will forward the expense reports to the staff liaison and other approvers as required.

Any volunteer or OAI traveler who incurs out-of-pocket expenses for airfare or other transportation costs prior to traveling on approved ISACA business are encouraged to submit their expense report for those expenses as soon as they are incurred so that the traveler may be reimbursed for those expenses in a more-timely manner. If, for some reason, the trip is canceled or the individual is unable to make the trip for which the he/she has been previously reimbursed, the individual is responsible for repaying ISACA for the amount previously reimbursed. In those instances, the Finance team will work with volunteers and OAI travelers to coordinate the repayment of those reimbursements.

### Approval Process

All volunteer, consultant, vendor, or OAI traveler expense submissions require the following approvals based on the total amount of expenses submitted:

Expense reports for:	Approval Required
Less than US \$1,000	1-level approval: Staff Liaison
Greater than US \$1,000	2-level approval: CFO for approval or his/her designated delegate.

### Submission Period Guidelines

Expense reports must be submitted within 60 days of travel.

### Receipts

Legible, **itemized receipts** are required for reimbursement of amounts over US \$25. Copies of all required receipts must be submitted with expense report submissions, regardless of payment method. If no receipt is provided for reimbursement where receipts are required, the item will be reimbursed at \$25. 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 CFO (or designated delegate) for approval.

### RECORD RETENTION

Physical expense reports and supporting documentation (e.g., receipts, etc.) should be retained by the traveler for his/her records for up to three (3) years. This retention will allow for reviews and audits of travel expenses. Volunteers and OAI travelers are responsible for providing supporting documentation in the event of an audit.

## REIMBURSABLE EXPENSES

### **Cash/Credit Card Purchases**

Volunteers and OAI 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, volunteers and OAI travelers are responsible for making their own arrangements for ground transportation. Where possible, ISACA will provide a list of preferred transportation service companies and estimated costs. Volunteers and OAI travelers should choose the most feasible means of transportation and exercise due diligence pertaining to costs and safety. Hotel transportation shuttles, trains, Uber, Lyft, taxis and other forms of public transportation are highly encouraged, when appropriate.

### **Rental Cars**

Rental cars may be obtained when costs are less prohibitive than other forms of ground transportation. Approval from the staff liaison or CFO 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.
- Volunteers and OAI 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, volunteers and OAI travelers should consider using Uber, Lyft, 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 volunteer or OAI traveler will be reimbursed only for business miles 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.

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 if over US \$25.

## Meals

Volunteers and OAI travelers will be reimbursed for actual, reasonable business 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 business matter 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 generally not allowed for meal charges incurred in addition to or in lieu of arranged meals. Exceptions to this part of the policy must be approved by the CFO or his/her designated delegate.
- Large group meals associated with ISACA-related business (e.g., Board and committee dinners) are handled separately and do not fall within this particular policy.

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.

## Individual Meal Allowance

Volunteers and OAI travelers 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, taxes and tips. If you exceed the per diem amounts for a meal as noted in the table below, 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	\$30
Lunch	\$40
Dinner	\$60
<b>TOTAL</b>	<b>\$130</b>

Exceptions to these allowances may be made by the CFO or his/her designated delegate.

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

In instances where a volunteer or OAI traveler and an employee (or employees) are having a meal together, 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.

## 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. Volunteers and OAI should exercise good judgment before incurring expenses on behalf of the organization. Furthermore, volunteers and OAI travelers 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. **In order to better ensure that ISACA complies with OFAC guidelines, names of business meal attendees should be provided to the Senior Director, Privacy, Risk and Compliance (Julia Fullerton - [jfullerton@isaca.org](mailto:jfullerton@isaca.org) or 847-660-5557) in advance of incurring the meal expense whenever possible. Any questions or concerns about known or potentially prohibited individuals, vendors, licensees, or other partners should also be directed to the Senior Director, Privacy, Risk and Compliance.**

## **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 a volunteer or OAI books a hotel on his/her own, it is requested that reservations be made at the lowest rate available. Where possible, the hotel rate should not exceed \$350 per night, including taxes. Approvals from the ISACA Board Chair, CEO or CFO must be obtained prior to the hotel stay if the hotel rate exceeds that nightly rate. Hotel and resort fees that are automatically charged by the hotel and for which the volunteer or OAI traveler cannot opt out are not considered part of the \$350 guideline and may be submitted for reimbursement.

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. 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 hotel guidelines:

- If a longer stay generates savings on airfare that offset additional expenses, documentation must be provided showing the difference in cost between the original and revised itineraries, including flight quotes and hotel cost for the additional night stay. Such 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 volunteer or OAI traveler's responsibility to advise the employee or staff liaison 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 and at least a two (2) hour commute from the volunteer's or OAI's home or normal work location (this includes training, meetings, etc.).
- Volunteers and OAI travelers should pay for and submit their individual hotel expenses for reimbursement separately.

## **Telephone**

Volunteers and OAI travelers may purchase a separate calling plan if traveling internationally. International calling plans should not exceed \$15 per day and a receipt for the plan must be attached to the expense report if the trip is more than 1 day. Reimbursement will also be provided for long distance calls that were placed from an individual's personal telephone and are encouraged to be limited to no more than 30 minutes per day. For reimbursement of personal telephone charges, 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 supports the use of free Internet services such as those provided in hotels, airports, convention centers, coffee shops, etc. ONLY when secure communications can be established by utilizing a robust VPN or HTTPS traffic. Secure communications while travelling can also be established by utilizing a mobile "Hot Spot" that is available on many cellular phones provided by the cellular carrier. Under situation to where a mobile "Hot Spot" will be used, approval for its use and reimbursement shall be obtained prior to utilizing this feature.



**QUICK GUIDE – REIMBURSABLE AND NON-REIMBURSABLE EXPENSES**  
**(Subject to 820 ILS 115/9.5)**

<b>Reimbursable</b>	<b>Non-reimbursable</b>
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
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)	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
Luggage/baggage fees (not to exceed \$50 per flight leg)	Travel expenses for spouses, partners, significant others, or another individual who is not an ISACA employee or volunteer
International credit card surcharges	Damage to luggage
Currency exchange rate charges	Special room service or use of facilities such as sauna, tennis courts or movies
Bank fees for wire payments	Transportation to and from home to the individual's regular place of work
Personal travel insurance for individuals who travel more than four (4) times in twelve (12) month on approved ISACA business	Unauthorized club or other membership dues, subscriptions or fees

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

**For More Information**

Volunteers and OAI travelers should contact staff liaison with any questions or additional guidance.

## QUICK GUIDE – BOOKING TRAVEL THROUGH TRAVELINK

### Book Travel Phone Call/ Email

TRAVELINK counsellors are available Monday–Friday from 6:00am – 10:00pm CST and 10:00am – 9:00pm CST on weekends at **1-866-301-3011**

- 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)	Extensi on	Email
<b>1-866-301-3011</b>	<b>6:00am-10:00pm (M-F) 10:00am-9:00pm (Sa-Su)</b>	<b>6404</b>	<a href="mailto:Isacatravel@travelink.com"><u>Isacatravel@travelink.com</u></a>

### ISACA CONFERENCE TEAM CONTACTS

Name	Hours (Central Time)	Extensi on	Email
<b>Kate Wright</b>	<b>7:00am-3:45pm</b>	<b>5121</b>	<a href="mailto:Kate.wright@travelink.com"><u>Kate.wright@travelink.com</u></a>
<b>Pam Pappas</b>	<b>7:00am-3:45pm</b>	<b>4637</b>	<a href="mailto:Pam.pappas@travelink.com"><u>Pam.pappas@travelink.com</u></a>
<b>Cindi Tepper</b>	<b>9:00am – 7:30pm</b>	<b>2428</b>	<a href="mailto:Cindi.tepper@travelink.com"><u>Cindi.tepper@travelink.com</u></a>
<b>Anita Freeman</b>	<b>11:00am-7:30pm</b>	<b>4626</b>	<a href="mailto:Anita.freeman@travelink.com"><u>Anita.freeman@travelink.com</u></a>
<b>Todd Erickson</b>	<b>11:00am – 7:30pm</b>	<b>2211</b>	<a href="mailto:Todd.erickson@travelink.com"><u>Todd.erickson@travelink.com</u></a>
<b>Henry Williams</b>	<b>12:00pm – 8:30pm</b>	<b>2216</b>	<a href="mailto:Henry.williams@travelink.com"><u>Henry.williams@travelink.com</u></a>