



Business & Travel 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 and policy parameters/guidelines.

This policy applies to all ISACA employees, members of the ISACA Board of Directors, volunteers, consultants, vendors, 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. An 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 current Chair of the ISACA Board of Directors (Board Chair), Chief Executive Officer (CEO), or Chief Financial Officer (CFO) or the CFO's designated delegate (Sr Director, Finance & Accounting).

For more information about this policy, employees should contact Concur Expense (concurexpense@isaca.org) with any questions or additional guidance needed regarding this policy. Board members, volunteers, and other authorized travelers should contact staff liaison with any questions or additional guidance.

RESPONSIBILITIES

Responsibilities

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

Travelers will be reimbursed for all reasonable and necessary business expenses. ISACA requires itemized receipts to support expenses of US\$50 and above. Travelers should maintain receipts and records for expenses they plan to submit for reimbursement.

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

Expense reports and receipts submitted electronically through Concur or Accounts Payable will be maintained by the Finance department for a period of up to seven (7) years. This retention will allow for reviews and audits of travel expenses.

LIMIT THE NUMBER OF ISACA PERSONNEL TRAVELING TOGETHER

Transportation and business travel should be arranged so that no single event could create a catastrophic loss of key personnel for ISACA. This means that, when possible, no more than three (3) members of the ISACA Executive Team, including the CEO, Senior Vice Presidents, and Vice Presidents, should travel on the same aircraft or other form of transportation.

EXPENSE REIMBURSEMENT

Credit Card Charges

Employees who have been issued an ISACA corporate credit card must comply with the Corporate Credit Card Policy. 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, SR Director, Finance & Accounting or CFO.

Out-of-Pocket Expenses

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

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. The Accounts Payable department will send the necessary forms to be completed, through an encrypted e-mail to the address provided. Please contact the AP Team at accountspayable@isaca.org with any specific questions related to your reimbursement.

Expense Submission Process

Employees and Board of Directors:

Employees and members of the ISACA Board of Directors should submit expense reports via Concur Expense, (<https://www.concursolutions.com/>). All required receipts should be attached electronically in Concur when completing the reimbursement request. Once submitted, a predefined workflow will automatically route your expense report to the corresponding individual(s) for approval. Any past Directors of the ISACA Board who have previously submitted expense reports through Concur may continue to do so for any ISACA-related travel after their term on the Board has concluded.

Expense reports must be submitted within the following timelines:

Employees using corporate credit cards	No later than the 5 th business day of the following month.
All other employee travelers	Within 60 days of travel (per IRS guideline).

Volunteers, Consultants, Vendors, and Other Authorized ISACA Travelers:

Any non-employee traveler (excluding the Board of Directors) should first contact their staff liaison to get the form to submit their expense reimbursement request. Once completed, the report with all required receipts should be submitted to the AP Team accountspayable@isaca.org. Accounts Payable will forward the expense reports to the staff liaison and other approvers as required.

Non-employee travelers are encouraged to book airfare using Travelink as the charges are billed directly to ISACA. Any out-of-pocket expenses for airfare or other transportation that were paid prior to traveling on approved ISACA business should be submitted for reimbursement as soon as they are incurred. If, for some reason, the trip is canceled or the individual is unable to make the trip for which they have been previously reimbursed, the individual is responsible for repaying ISACA for the amount. In those instances, the Finance Team will work with the individual to coordinate the repayment.

Approval Process

All employee, volunteer, consultant, vendor, or other authorized 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: Immediate Supervisor or Staff Liaison
Greater than US\$1,000	2-level approval: CFO for approval or their designated delegate.

Executive Team and CEO

Expense reports for the CEO and Executive Team, including all SVPs and VPs, must be approved by CFO or their designated delegate. The CFO's expense reports must be approved by the CEO or their designated delegate, who should be another member of the Executive Team.

ISACA Board Chair and Board of Directors

Expense reports will be automatically routed to the Senior Director, Finance & Accounting for approval. Any expense reports greater than US\$1,000 will be routed to the CFO or their designated delegate for second approval.

Receipts

Legible, **itemized receipts** are required for reimbursement of amounts over US\$50. Copies of all required receipts must be submitted with either a physical or electronic expense report submission (via Concur), regardless of payment method. If no receipt is provided where receipts are required, the item will be reimbursed at US\$50.

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.

Airfare Guidelines

All employees/volunteers, consultants and other authorized travelers should purchase commercial airline business travel a minimum of twenty-one (21) days in advance. If travel cannot be booked 21 days in advance, the employee, Board member, volunteer, or other authorized traveler should obtain written approval from the traveler's supervisor (for employees) or staff liaison (for other travelers) prior to booking.

- 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.
- The ISACA Board Chair and CEO are permitted to fly business class, whether domestic, or international.
- Board members and ISACA Executive Team members, are permitted to fly business class to Board meetings when international travel is required (any flight duration); domestic travel (within country) to Board meetings are permitted to fly premium economy (any flight duration).
- For Board-related committee meetings and other ISACA travel approved by the ISACA Board Chair or CEO, Board members will be allowed to fly business class on transoceanic trips and premium economy for all domestic flights (regardless of flight time duration). Flights with the most direct routes with a minimal number of stops are encouraged.
- Travel expenses for family/friends are the financial responsibility of the employee/Board member/volunteer.

For trips that are within a 200-mile radius from your home, personal vehicles or public transportation 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 must 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.

Booking Airline Travel Through Travelink

When booking airfare, the preferred method is to book through Travelink, ISACA's travel agent. They are available to assist you in booking and dealing with any interruptions or issues that arise before or during your trip. All flights booked through Travelink will be directly billed to ISACA. Hotel or car rentals can also be reserved through Travelink but should be charged to your corporate or personal credit card and submitted as an expense. Please review the Ground Transportation and Hotel sections below for additional details.

ISACA staff and Board can access Travelink through Concur Travel (<https://www.concursolutions.com/>) or reach out directly using the contact info below. Volunteers or any non-employees traveling on behalf of ISACA must contact Travelink directly to book travel.

Please note that all flights booked will need a Meeting Code (7 characters) and GL Code (13 characters) to complete the booking. If assistance is needed for codes, please contact your manager, Event Operations & Services Team (eventopservices@isaca.org) or Conrad Stanton, Senior Director, Finance and Accounting (cstanton@isaca.org).

Travelink Contact Info		
Booking assistance	M – F 7:00am – 11:00pm EST S – S 11:00am – 10:00pm EST	1-866-301-3011 ext. 6404 isacatravel@travelink.com
After-hours agents are available to assist with any interruptions during travel or make changes. They are not there to initiate new bookings unless it is emergency travel occurring before 7:00am.	7 days a week 24 hours	1-866-301-3011 ext. 6404

Travel Insurance

Employees traveling on ISACA business are covered under ISACA's business, travel, and accident insurance policy.

Volunteers 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 People & Culture Department and available upon request.

Ground Transportation

Taxis

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, 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 a direct supervisor must be obtained prior to making a car reservation and should include support showing that a rental car is less expensive than other ground transportation options (this approval and support to be included with expense reimbursement submission). 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. 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, Lyft, taxis, or shuttle services to/from the airport, if it is 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 at the prevailing US Internal Revenue Service (IRS) rate. The IRS mileage rate calculation is intended to encompass the cost of operating a vehicle, including fuel, insurance, maintenance, and repairs. IRS guidelines for business mileage reimbursement can be found at www.irs.gov by searching "Standard Mileage Rates" in the home page search box. If using Concur, it will calculate the reimbursement based on the IRS rate.

Mileage must be calculated on the expense report and supported with documentation. A printout from Google Maps showing total mileage or a completed mileage log are acceptable forms of documentation to claim mileage expenses.

Individual Meals

Individual 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 that includes at least one overnight stay.
- When no overnight travel is involved, the documentation should include (1) a description of the business purpose for the meal, or the business discussed and (2) the role of other participants.
- Company events where meals have not been provided. When ISACA provides meals as part of the meeting agenda, reimbursement is 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 their 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 policy.

Meal limits can be found in the grid below. This amount should be inclusive of all meals, beverages, taxes, and gratuities. Daily meals in excess of the amounts listed below may not be reimbursed. Gratuity of up to 20% is permitted when customary.

An **itemized receipt** must accompany all requests for reimbursement for amounts over US\$50.

Domestic and International Daily Meal Limits in USD	
Breakfast	\$30
Lunch	\$40
Dinner	\$60

Group Meals

If a group of two (2) or more employees dine together, the most senior-level *employee* should pay for the meal and submit for reimbursement. The amount should not exceed the specified meal rate shown above multiplied by the number of employees present. If the total cost of the meal exceeds that amount, the employees present should reimburse the paying employee for their share of the overage.

In instances where a meal is being purchased for another employee, Board member, volunteer, or authorized traveler, the highest-ranking *employee* should pay for the meal. Full names must be documented on the reimbursement submission along with the business purpose for the meal. Proper documentation and approval of expenses will ensure timely reimbursement.

Exceptions to these allowances may be made by the CFO or their designated delegate.

Business Meals

Employees who have a business meal with at least one external party (e.g., current, or prospective customers, recruits, etc.) will be reimbursed for actual, reasonable meal expenses incurred up to US\$100 per attendee, provided the meal expenses are supported by adequate documentation and there is a clear business purpose for the meal and a specific business matter to discuss. When submitting an expense report, the non-employee attendees must be listed including their names and title or role in the meeting.

Networking 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 Board members 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 or the Office of Foreign Assets Control (OFAC) of the U.S. Department of Treasury designates as prohibited.

To ensure that ISACA complies with OFAC guidelines, names of business meal attendees should be provided in advance by sending an email to the ISACA Compliance Team at compliance@isaca.org. Any questions or concerns about known or potentially prohibited individuals, vendors, licensees, or other partners should also be directed to the ISACA Compliance Team at compliance@isaca.org.

Hotel Stays

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 or volunteer books their own hotel, it is requested that reservations be made at the lowest rate available and preferably within the recommended limit of US\$400 per night inclusive of taxes. Hotel and resort fees that are automatically charged by the hotel and for which the traveler cannot opt out are not considered part of the US\$400 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. In general, employees can anticipate one night's stay for each meeting day of more than four hours. An additional night will be arranged if departure is not available on the day that the meeting(s) conclude. Consideration will also 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 and other charges listed on the hotel receipt should be listed separately on the expense report.
- To avoid no-show charges for reservations, it is the traveler's responsibility to advise the employee or staff liaison coordinating the event if they can no longer attend.
- When business is conducted in one day, hotel accommodation will not be reimbursed if the location is within a 50-mile radius and at least a two (2) hour commute from the employee's home or normal work location (this includes training, meetings, etc.). Employees and other authorized ISACA travelers should pay for and submit their individual hotel expenses for reimbursement separately.
- Laundry services (up to US\$50) are permitted for stays of 5 nights or more.
- Meals, gifts, or payment for lodging at a friend or family member's home is not permitted.

Schaumburg Hotel Reservations

ISACA has a negotiated rate for the Hyatt Regency Schaumburg, which is located within walking distance of the ISACA office. You can make your own reservations directly on the Hyatt website by inputting the Corporate Code: ISACA to get the ISACA rate. If you do not have a corporate credit card and would prefer not to pay for hotel charges out of pocket, we can assist you to have the Hyatt Regency Schaumburg bill ISACA directly for your stay. Once you have made your reservation, this can be arranged by emailing your confirmation number and your manager's approval to Nina Lawnicki at nlawnicki@isaca.org.

Alternative Lodging Arrangements

We realize that many of you may stay in accommodations like Airbnb or VRBO for personal travel. Although they can seem more cost effective than hotels, they may lack the safety, security, and accessibility that hotels consistently offer. Because your safety and security are of the utmost importance, we ask that you avoid using alternative accommodation options when traveling for ISACA business.

Telephone

An employee should always use their ISACA-issued cell phone when traveling where provided.

Employees, Board members, and volunteers who do not have a company phone may purchase a separate calling plan if traveling internationally. International calling plans should not exceed US\$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 long-distance calls being 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 through a 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. Approval for mobile "hot spot" use and reimbursement should be obtained prior to utilization.

Employees, Board members and Executive Team will be reimbursed for internet services purchased on airline flights. If the cost of such services exceeds US\$50, a receipt must be included with the expense report.

QUICK GUIDE – REIMBURSABLE AND NON-REIMBURSABLE EXPENSES (Subject to 820 ILCS 115/9.5)	
Reimbursable	Non-reimbursable
Air Travel	
<ul style="list-style-type: none"> Airfare Luggage fees In-flight wi-fi access when necessary 	<ul style="list-style-type: none"> Lost or damaged luggage Travel insurance Medicine, toiletries, or personal items Books, magazines, or souvenirs
Lodging	
<ul style="list-style-type: none"> Hotel accommodations Laundry expenses (when applicable) Mandatory daily fees charged by the hotel 	<ul style="list-style-type: none"> Spa services Room upgrades or early/late check-in fees Pet fees Movies Additional fees incurred because of an accompanying non-ISACA guest Meals, gifts, or payment for lodging at a friend or family member's home
Ground Transportation	
<ul style="list-style-type: none"> Ground transportation such as Uber, Lyft, taxi, public transportation, etc. Car rentals intermediate or smaller Parking and tolls Gas for car rental Mileage for use of personal vehicles 	<ul style="list-style-type: none"> Additional insurance Tickets or fines Personal auto insurance or vehicle maintenance
Meals & Entertainment	
<ul style="list-style-type: none"> Meal expenses Tips up to 20% Customer business entertainment 	<ul style="list-style-type: none"> Entertainment expenses without a business purpose
Miscellaneous Travel	
<ul style="list-style-type: none"> International credit card surcharges Currency exchange rate charges Passport or visa fees Personal travel insurance for individuals who travel more than (4) times in a (12) month period on approved ISACA business 	<ul style="list-style-type: none"> ATM fees Personal services incurred when traveling, such as babysitting, pet sitting or dependent care.

For More Information

Employees should contact the Concur Team at concurexpense@isaca.org or their manager with any questions or additional guidance needed regarding this policy. Volunteers should contact their staff liaison with any questions or for additional guidance.

Click the link below to access a short training video on how to set up your traveler profile in Concur. This link provides information on:

- Verifying your name in Concur matches your travel ID's
- Save frequent flyer or TSA Precheck information to your profile
- Register for the mobile app

[Video: Set up your traveler profile](#)

Click the links below to access training videos on the Concur reservation process:

[Video: Booking a flight](#)

[Video: Booking a hotel](#)

[Video: Booking a car](#)