



AARP Staff Travel and Reimbursement Policy & Procedures

2013

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1. SCOPE, PURPOSE, AND RESPONSIBILITIES

1.1 Scope of Policy

This revised policy applies to all staff of AARP, its affiliates, and subsidiaries. This policy supersedes all previously published travel management policies. Groups may elect to impose stricter budgetary controls over travel expenditures than those required by this policy (i.e., some grant programs are required to use per diem as a condition of funding).

Consultants and other contingent labor are neither authorized to use these systems nor have these systems used on their behalf. They should bill AARP according to their contract or if a contingent worker, authorized expense reimbursements should be submitted through IQNavigator.

All AARP volunteers are strongly encouraged to make arrangements through Travel Incorporated. Refer to the Volunteer Travel Procedures.

This policy will be reviewed annually and updated as needed.

1.2 Purpose of Policy

AARP appreciates the efforts of those who travel on AARP business. Employees should be comfortable and safe while traveling, understand and follow all travel-related policies, and obtain reimbursement quickly. The purpose of this policy is to keep costs within reasonable limits and to provide a consistent reimbursement procedure. This policy is intended to maintain:

- Clear and consistent understanding of policies and procedures.
- Guidelines that simplify travel arrangements and enable AARP to manage its annual travel budget more efficiently.
- Compliance with state and federal regulations.
- Compliance with specific grant/contract requirements.

1.3 Responsibility of Employees

AARP employees are required to follow AARP's travel policy, spend AARP funds prudently, and plan appropriately. Business travel expenses will be reimbursed by AARP (or paid by AARP, in the case of corporate card charges), if expenses are reasonable, appropriately documented, are consistent with this policy, and properly authorized. In addition to the specific transportation, lodging, and car rental procedures set forth in this policy, AARP provides employees with other spending guidelines (see Appendix C). Please note that the guidelines reflect a national average and rates may be higher in some cities. Failure to comply with this policy will result in consequences that could range from the denial of a reimbursement request or expense report to other more serious actions up to and including termination.

1.4 Responsibility of Authorized Signer

Employees may not authorize approval of their own expense reports. The Authorized Signer is the traveler's **direct supervisor**. If the employee charges expenses to a business unit other than their home business unit, it is the employee's responsibility to add the appropriate business unit approver to their Concur expense report. This is in addition to the employee's default approver.

Authorized Signers have responsibility for ensuring compliance with this policy. The Authorized Signer must certify that travel expenses and Expense Statement Forms meet the following criteria:

- Travel related expenses include pre-trip authorization.
- Expenses were incurred while conducting AARP business.
- Information contained in the Expense Statement and attached documentation is accurate and in accordance with this policy.
- Expenditures are charged to the proper business unit, expense account, and other required general ledger accounting string.

The Authorized Signer has the responsibility to decline unreasonable or out-of-policy expenditures.

Accounts Payable is responsible for reviewing Expense Statements and receipts/documentation for adequacy, numerical accuracy and approval. Accounts Payable and Audit and Advisory Services share the responsibility to periodically review Expense Statements and to question inappropriate or incorrectly documented expenses. Failure to comply with this policy may result in the denial of a reimbursement request or more serious actions up to and including termination.

2 EMPLOYEE PRE-TRAVEL REQUIREMENTS

2.1 Travel Systems

AARP uses two systems to aid users with travel and expense transactions: Concur Expense and Concur Travel. Travel Incorporated is AARP's travel management company and must be used by all employees to book travel; **Concur Travel** is the online booking tool (4.2) utilized through Travel Incorporated; it can be accessed via your personal travel portal. This includes airfare, hotel, and rental car reservations. **Concur Expense** (also known as the Web Access Reimbursement System-**WARP**) is the travel authorization request and expense reporting and reimbursement system. It must be used by all employees to submit domestic travel authorizations; cash advance requests and expense reimbursement transactions. International travel authorization requests must be submitted by completing a paper form. Domestic travel authorization can be done by either Concur Expense or paper form.

Note: Both Travel Incorporated and Concur Expense should be used only by AARP employees and interns and on behalf of AARP employees and interns.

2.2 Pre-Planning

Employees should use sound judgment in the best interest of both the traveler and the Association. In order to avoid non-reimbursable out-of-pocket expenses, AARP employees must use Travel Incorporated to make all airfare, hotel and rental car travel arrangements except where specifically noted in this policy (3.6, 8.3). All exceptions require approval by the traveler's direct supervisor or designee for reimbursement.

Reservations should be made as early as possible to receive the maximum advance purchase discounts. Reservations booked less than 14 days in advance should be avoided. Travel booked less than 7 days in advance will be recorded as an exception to this policy. A monthly report detailing reservations booked less than 7 days in advance will be provided to all business unit managers.

Employees are strongly encouraged to consider alternative airports, different departure times, and/or use connecting flights to obtain lower fares.

Electronic tickets (e-tickets) must be used for all domestic travel unless they are unavailable. Once reservations have been completed, travelers will receive e-mail confirmation of their travel itinerary. Travelers using e-tickets will only need to present personal identification at the airport to receive their boarding pass. Print the e-mail confirmation to carry as a reference and source of proof.

2.3 Pre-Trip Travel Authorization Overview

Proper authorization is required in order to travel on behalf of AARP. Prior to booking travel, the traveler electronically submits a *Travel Authorization Request* using the Concur Expense system. The traveler's direct supervisor/manager is required to electronically approve the *Travel Authorization Request* in Concur Expense. This should be done prior to making any travel arrangements. An approved travel authorization request must be electronically linked or attached with faxed receipts in Concur Expense when submitting the expense report in order to be reimbursed for travel-related expenses.

Note: In Concur Expense, a Travel Request is called a *Travel Authorization Request*.

A *Travel Authorization Request* is required whenever you are traveling for more than one business unit or if another unit is paying your travel costs.

A *Travel Authorization Request* is also required whenever company-paid airfare or rail, overnight hotel arrangements, rental car or international travel is required.

A *Travel Authorization Request* is **not** required for local meetings involving personal car mileage unless a rental car or overnight stay is involved.

The traveler will need to provide estimated expenses for the travel being authorized. This does not include company-paid air or expenses paid by other units directly. Any exceptions to the travel policy should be noted in the **Comments** section of the *Travel Authorization Request*.

Note: *Travel Authorization Requests* will route to the direct supervisor for approval. If your supervisor is out of the office on extended leave or renewal, approval authority may be delegated to another approver. Travel Authorization requests may be approved by the approval delegate. This is a change from the prior Travel Authorization approval workflow. In addition, this policy will be administered in compliance with the requirements of the Americans with Disabilities Act (ADA). Should a job accommodation be required, employees are encouraged to work with Travel Incorporated and their direct supervisors to identify the necessary accommodation. Additional information can be obtained by contacting your [Human Resources](#) or by accessing the [HR Policies](#) on InfoNet.

2.4 Pre-Trip Authorization When Traveling for More Than One Business Unit

If more than one business unit is reimbursing travel costs, e.g., one business unit is paying hotel costs, while another business unit is paying airfare; an approved *Travel Authorization Request* is required. The traveler must enter the *Travel Authorization Request* through the Concur Expense system and the traveler's direct supervisor/manager (or delegate approver) must approve the *Travel Authorization Request* in Concur Expense. An online *Expense Report* must be created in Concur Expense and the approved, electronic *Travel Authorization Request must be submitted along with* appropriate documentation for reimbursement.

The online *Expense Report* is to be electronically approved by the authorized business unit designee for each business unit being charged for travel. This is done in Concur Expense by adding approval steps and locating the business unit designee by name. Electronically signing the *Expense Report* indicates approval for all expenses. Exceptions to AARP policy must be specifically acknowledged by the approver either in the report header **Comments** field or on the expense line item's **Comments** field. The employee is encouraged to discuss any questions about expenses for reimbursement with the authorized business unit designee prior to travel.

2.5 Travel (Cash) Advances

General: Travel or cash advances are available by request to fund portions of an authorized trip on behalf of AARP. However, travelers who have corporate credit cards are encouraged to use them in lieu of cash advances. It is the general policy of AARP that employees can receive travel advances up to \$750 for domestic travel and \$800 for international travel, if approved by the direct supervisor/manager or his/her approval delegate. Requests for payment, additional travel advances, or expense reimbursement will not be processed for any employee with an outstanding travel advance from a previous trip. Accounts Payable will notify the employee if a travel advance request is denied. A travel advance is available to authorized employees who

submit an electronic approved Cash Advance request to Accounts Payable via Concur Expense at least five (5) business days prior to the travel.

Expense Report with Cash Advance Submission Deadline: When a travel advance is authorized for business travel, a corresponding electronic *Expense Report* should be filed within 10 business days upon return from travel or immediately if travel is canceled. **IRS regulations require that a tax be levied on any travel advance outstanding after 90 days.**

Repayment: All travel advances must be settled by the submission of an approved electronic *Expense Report* with the cash advance associated to it and accompanied by a personal check payable to AARP for any unused portion of the advance. Concur Expense allows you to associate a travel advance to an expense report by clicking the **Details** feature of the expense report screen and choosing from available **Cash Advances**. You must also indicate any unused portion is being returned using the expense type **Cash Advance Return**. It is highly recommended that you include a copy of your personal check or money order with your faxed receipts. The original check or money order should be sent along with a copy of your fax cover sheet to the attention of Accounts Payable.

Non-Repayment: If a recipient of a travel advance has not submitted an approved electronic *Expense Report* to Accounts Payable within ninety (90) days of receipt of the travel advance, the total outstanding amount of the advance will be deducted from the paycheck of the recipient, in accordance with AARP Travel Advance Policy.

3 GENERAL TRAVEL

3.1 Travel Incorporated Arrangements

Travel reservations can be made by contacting Travel Incorporated directly at the following numbers:

Travel Incorporated Call Desk: 800-952-1950

Regular Business Hours:

4 a.m. – 11 p.m. Monday – Friday
9 a.m. – 6 p.m. Saturday
11 a.m. – 9 p.m. Sunday

All times are EST.

After Hours (for EMERGENCIES only): 800-952-1950

When using the call desk, employees are encouraged to make reservations during normal business hours; calling after regular business hours is considered an emergency service and incurs a higher fee. Anyone needing to make a non-

*urgent reservation is asked to wait until normal business hours or to utilize Concur Travel, the online booking tool. Refer to the **On-line Reservations** section below for additional instructions on accessing and using Concur Travel.*

Once an itinerary is purchased, employees will receive confirmation of travel reservations electronically through Travel Incorporated's automated itinerary system.

3.2 Travel Profiles

It is each employee's responsibility to ensure that Travel Incorporated has his or her correct profile information. The profile includes information such as personal travel preferences, emergency contact information, current business unit number, corporate credit card information (see Corporate Card Program section below), etc.

Travelers will need to build a profile within Travel Incorporated's eProfile system; employees without a Travel Incorporated profile will not be able to make travel arrangements until a profile is completed in the eProfile system. The link to build your eProfile can be found on the [AARP Travel Portal](#): click on "Create your eProfile".

3.3 Travel Itinerary Changes

To help manage itinerary change fees the following applies to permissible additional costs:

- If a meeting ends earlier and your flight is **3 hours or greater** until you depart, AARP will pay for the change fee and flight difference.
- If your flight departs within **3 hours or less**, then AARP will cover the change fee up to \$150, but the traveler **will be responsible for any flight differential**.
- Emergency situations will be the exception.

Travelers should contact Travel Incorporated directly to make itinerary changes for travel arrangements that were originally booked through Travel Incorporated. Any other changes to an online itinerary including applying an unused ticket must be made through the Travel Incorporated call desk agents at (877) 425- 5155. Changes while on travel are discouraged as they may generate additional expenses billable to the traveler's business unit.

3.4 Cancellations

For air and hotel reservations, there are usually additional costs incurred for the business unit if travel is not cancelled in a timely manner. Most reservations made online can be cancelled on line through Concur Travel. Please see sections 4.6, 5.1, and 8.2 for additional information.

3.5 International Travel

International travel is defined as travel outside of the United States and its territories.

International travel must have final approval from the EVP of Policy, Strategy & International, in addition to the Senior Vice President of Policy, Strategy & International Affairs. When making travel arrangements for international travel, it is mandatory to fill out the hard copy [International Opportunity Approval Form](#) (not the electronic pre-approval travel request). All reservations for international travel must be made through the Travel Incorporated call center. Employees are authorized to fly business class on international flights that exceed seven hours in duration.

Note: Travel to Alaska, Puerto Rico, & the U.S. Virgin Islands is considered domestic travel.

3.6 Emergency Travel

In emergency situations, employees are encouraged to contact Travel Incorporated for assistance. If it is essential to purchase a non-Travel Incorporated issued ticket, the deviation from AARP policy must be explained in writing and approved by the same level of approval as described in the Pre-Trip Travel Authorization section. The explanation must be included on the online *Expense Report* with receipts to be included in the submission for reimbursement. Failure to provide such authorization will result in the return of the expense report to the employee and a potential delay in processing reimbursement.

3.7 Saturday Night Stays

AARP will allow charges for Saturday night stays if the total travel expense (including all travel-related charges) for a Saturday night stay is less than the total expense for a trip of shorter duration. Extending travel for a Saturday night stay must be pre-approved by the traveler's direct supervisor. It is the employee's responsibility to document the cost differential of a Saturday night stay prior to the trip and the supervisor's responsibility to review and approve such documentation prior to the trip. Applicable documentation must be included in the online *Travel Authorization Request*.

3.8 Personal Travel

Booking personal travel outside of a business trip through Travel Incorporated is not permitted. However, if a traveler wishes to *add* personal travel to a business trip, Travel Incorporated can provide the personal trip segment to the itinerary but the traveler **must** have the agent identify the cost of the personal segment and must reimburse AARP. Adding a personal segment should be pre-approved by the traveler's manager. Please contact the AARP Travel administrator for additional instructions as necessary.

3.9 Spouse or Companion Travel

A spouse or companion traveling with an employee *on business* may book their travel through Travel Incorporated. However, the cost and transaction fee must be charged to a personal credit card. AARP does not pay for travel or associated costs of spouse, companion, or family of the traveling staff member. Travel Incorporated will book

personal/companion travel as an extension of a business trip. Travel Incorporated's corporate agents do not book leisure travel.

3.10 Conference Registration

Conference registration should be paid in advance. Registration invoice and record of payment are required for reimbursement. The cost of excursion/entertainment offered at an additional fee as part of a conference is considered a personal expense and is not reimbursable. See section 8.3 for information specific to conference hotels.

Note: Registration Fees paid in advance are eligible for immediate reimbursement. You do not need to wait until after the conference if the fee is paid prior to its occurrence.

3.11 Business Travel Accident Insurance

Every employee at AARP is automatically enrolled in the [Business Travel Accident Insurance](#) Plan (BTA). The BTA provides 24-hour protection while staff travel anywhere in the world on employer-related business. The BTA plan also provides limited medical treatment benefits. Additional information can be found in the AARP Employee Benefits section under Income Protection on InfoNet.

3.12 Corporate Travel Card Program

AARP offers employees who meet certain guidelines the AARP Corporate Travel Card. If an employee has been provided with the Travel Card, this is the primary payment method the employee must use for all travel expenses incurred while on business travel (except air fare*). The use of the Travel Card helps AARP manage travel expenditures by organizing travel data, improving management reporting and providing data that can be used to negotiate additional discounts with our travel vendors.

Corporate card charges are automatically imported into Concur Expense within 1-3 business days of the charges appearing on your corporate card online account**. The charges appear as "*unassigned company card transactions*" and must be applied to an electronic *Expense Report* in order to be cleared from the system. Cardholders should submit their *Expense Report* **within 10 business days** of incurring a card charge. If any card charges from the trip are imported into Concur Expense after 10 business days, a second *Expense Report* should be filed.

However, if more than one (1) business week has passed and transactions have not appeared in Concur Expense, you must **contact Accounts Payable at (202) 434-7868** to report the problem. If the transactions never appear, then you must send an email to the AP Supervisor or Manager, indicating the full general ledger assignment for each missing transaction and attach the receipts as well. Accounts Payable will generate payment to JP Morgan Chase.

* At the time of purchase, air travel expenses are charged to the business unit indicated in the employee's profile via corporate account credit cards.

** The exact timing varies based on when the vendor submits the charge.

Authorized business expenses paid out-of-pocket continue to be eligible for reimbursement. For Expense Reports that contain Corporate Travel Card charges please see the following:

- [AARP Corporate Card Programs InfoNet page](#)
- [AARP Reimbursement Process Infonet page](#)

3.13 The Purchasing Card

The [AARP Purchasing Card](#) ***must not be used for travel related expenses in any circumstances.*** The P-card program is designed to provide an efficient way to purchase business related goods and services without the use of purchase requisitions and purchase memorandums for permitted items, and it is not designed to be used for employee travel. ***Such use may result in the denial of the expense and consequently may not be reimbursed by AARP. At that point, the cardholder may become responsible for payment to JP Morgan Chase.***

3.14 Receipt Requirements

Original itemized receipts are required for reimbursement of all expenses of \$75 and greater (\$25 and greater for Foundation). Itemized hotel receipts are required, regardless of the amount. Failure to provide copies of itemized receipts is considered an exception to policy and must be documented on the Expense Report. In Concur Expense, the receipts are uploaded or faxed to a dedicated line using a fax receipt cover page. Instructions for attaching receipts electronically can be found on the [Concur Expense \(WARP\) InfoNet](#) site.

Note: In the event that you misplace a receipt, you may attach an email or written memo from your manager listing the expenses with missing receipts and indicating that the expenses are approved without a receipt. The manager can indicate approval without a receipt on individual expenses in the Concur Expense tool, using the **Comments** field as well. Failure to provide receipts or approval in lieu of receipts will result in your expense report being returned to you from Accounts Payable for correction.

3.15 Expense Report Submission Deadline

An electronic *Expense Report* for settlement of authorized business travel expenses should be filed within 10 business days upon return from travel or immediately if travel is canceled. IRS regulations require that a tax be levied on any travel advance outstanding after 90 days.

Supervisors should review and approve *Expense Reports* within **5 business days** of the *Expense Report's* submission. Once the *Expense Reports* are approved, AARP will generate payment of the card charges. **If payments are late due to late submission or approval of Expense Reports, credit card late fees and finance charges will be assessed to the cardholder's business unit.**

4 AIRLINE TRAVEL

4.1 Airfare

Staff must use Travel Incorporated or Concur Travel to purchase airline tickets for domestic travel. International travel airline tickets must be purchased through the Travel Incorporated agents at 800-952-1950. No personal credit cards will be accepted for airfare for employee business travel. Employees must use non-refundable, coach class tickets for domestic flights.

Employees should select the lowest fare that meets their travel requirements. If the traveler selects an airfare **\$150** or more over the lowest fare offered, a notification e-mail will be sent immediately to the traveler's supervisor. Airline preferences can be a factor in a traveler's selection only if the preferred airline is one of the selections offered as part of the lowest, non-refundable fare available within the travel parameters. Selecting a flight based on airline preference that is costlier than a non-preferred airline that would have met the business travel parameters (time, non-refundable, low fare) is against policy and will not be reimbursed.

In an effort to keep costs down the traveler should plan ahead to reduce the need to change the ticket. If a ticket has already been issued, a hotel and car can be added without an additional transaction fee. However if the air fare is changed and a new invoice is generated, a new transaction fee will be charged to the business unit.

4.2 On-line Reservations - Concur Travel

Travel reservations can be made online using Concur Travel. Employees are strongly encouraged to use on-line booking for simple point-to-point domestic trips, including hotel; **using the on-line tool costs the business unit less per transaction than contacting the call desk. Please see Appendix A for a list of transaction and other types of fees.**

In order to make on-line reservations, employees will logon to their personal portal and click on "Book Online" on the home page to go directly into Concur Travel.

New employees or anyone having problems logging on should contact the AARP Employee Travel administrator for assistance. Employees looking for Concur Travel training should check the [AARP Travel Portal](#) under "Concur Travel Training Modules."

4.3 Upgrades

Employees are authorized to fly business class on international flights that exceed seven (7) hours in duration. If the traveler chooses business or first class airfare on a domestic flight, he or she must personally absorb the additional cost. The traveler must purchase the lowest fare offered and after the transaction is complete contact the airline directly to upgrade the flight at the traveler's expense.

Upgrades are available for more leg room *within coach class* and are reimbursed at the manager's discretion; the extra cost for this upgrade should be approved in advance (in writing) if reimbursement is desired. The written approval can be included during the reimbursement process.

4.4 Web Fares

Travel Incorporated/Concur Travel strives to provide the lowest fares available; however, not all last minute web fares are known to the Travel Incorporated agents or within Concur Travel. If a fare is found on the web, which is lower than a fare found in Concur Travel, contact your Travel Incorporated agent to see if they are able to book the flight with the lower fare. This may not be possible in all cases as airlines will make only a limited amount of seats available at the very lowest fare. It is never guaranteed that the lowest fare published will be available for purchase.

4.5 Non-Refundable Tickets

Employees are expected to travel on non-refundable penalty fares, whenever available, as a way to help reduce travel costs. While these tickets are non-transferable, they are re-useable for one year and can be applied to the employee's next trip as long as the same airline is used. (The airlines typically assess a conversion fee when using these tickets, but the conversion fee is usually lower than the difference between a refundable and a non-refundable ticket.) Travel Incorporated tracks all non-refundable unused tickets and provides quarterly reports to Business Services. Employees will find their unused tickets posted on their personal portal under the tab "Unused Tickets". Concur Travel will automatically apply the unused ticket (when terms are applicable) the next time reservations are made and agents apply unused tickets whenever possible.

4.6 Airfare Cancellations

If for any reason an airline ticket is not going to be used, the traveler must contact Travel Incorporated to cancel or reschedule the flight prior to the original departure date. Generally, as long as a ticket is canceled before departure it will retain its value for up to one year. A monthly report will be provided to cost center managers for associated travel credits. Travel Incorporated will notify employees of unused tickets still on file at the time a new reservation is being made; Concur Travel will apply qualifying credits automatically. Employees should make every effort to use the value of the ticket within the allowable year.

4.7 Lost or Stolen Paper Airline Tickets

In rare instances in which an airline does not provide an electronic ticket and the traveler loses the paper ticket, immediately report the lost or stolen ticket to Travel Incorporated at 800-952-1950. The traveler will need to complete a Lost Ticket Application that will be filed with the appropriate airline. The Lost Ticket Application can be picked up at the specific airline counter or by requesting an application from Travel Incorporated. A new ticket will be issued for the lost ticket portion at the cost of the original fare plus a lost ticket fee.

4.8 Airline Frequent Flyer Programs

Employees are permitted to join frequent flyer programs, and the benefits earned may be used by the employee for personal use. ***Frequent flyer memberships must not influence employees to select a flight that is not the lowest priced flight available.*** Employees may use personal frequent flyer miles to upgrade their ticket only if there is no additional cost to AARP. The selection of circuitous routes on particular carriers to accrue frequent flyer credits is not permitted. AARP does not reimburse for frequent flyer membership fees.

4.9 Air Travel Payment Procedures

Airfare will be charged to the corporate travel account of the employee's business unit and will be paid directly by AARP. Supervisors/managers are responsible for reviewing airfare expenses charged to their business unit. Contact the AARP Employee Travel administrator for reports from Travel Incorporated. Discrepancies with air travel expenses should be resolved directly with your Group Controller or Accounting representative.

4.10 Group Air Travel

Group travel must be approved by the appropriate Executive Team member. Contact Travel Incorporated's Groups division at 888-357-8218 or tigroups@travelinc.com (8 a.m. to 5 p.m. EST) to make travel arrangements for the group when approved. Travel Incorporated will negotiate special fares with preferred airlines when applicable. Travel Incorporated will work directly with airline agencies to secure the lowest possible fare for groups. Travel Incorporated must be notified three (3) weeks in advance of any travel to arrange group discounts.

4.11 Air Travel Reimbursement Requirements

Employees are required to attach the Travel Incorporated travel itinerary/invoice statement to their electronic *Expense Report*. A written explanation for any exception to policy should be noted on the itinerary/invoice and this documentation attached to the *Expense Report*.

Travel arrangements made directly with airlines, hotels, car rental agencies, or other travel agencies may not be reimbursed unless an exception has been noted on the online Expense Report. The explanation should be written in the **Comments** section of the online Expense Report Header or in the **Comments** section of the expense line item. The online *Expense Report* with any travel exceptions is electronically submitted and approved by appropriate management via the web access reimbursement process (Concur Expense) prior to submission to Accounts Payable. The approving supervisor/manager is responsible for ensuring that Accounts Payable receives proper written explanations for all exceptions to the travel policy. Failure to specifically note exceptions to policy will result in the return of the expense report to the employee for appropriate approval and a potential delay in reimbursement processing.

5 RAIL TRANSPORTATION

5.1 Rail Travel Reservations

Employees can also use rail transportation when traveling to the NE corridor. AARP receives a discount on the Amtrak Acela train for certain segments when booking through Travel Incorporated or in Concur Travel.

If purchased directly the traveler will have to use either their Corporate Card (if available) or their personal credit card to purchase rail tickets. If purchased through Travel Incorporated, Travel Incorporated will supply an e-ticket. Any other necessary boarding documentation must be picked up by the traveler at the station following the instructions provided by Travel Incorporated.

Rail travel should be at the lowest available fare that includes reserved seating.

Cancellations must be made prior to travel in order to receive a credit for the ticket price. The traveler is responsible for canceling rail travel they booked directly. If the reservations were made through Travel Incorporated then the traveler should contact Travel Incorporated at 800-952-1950 before the designated departure time to cancel.

5.2 Train/Rail Travel Reimbursement Requirements

Employees are required to attach the Travel Incorporated travel itinerary/invoice statement to their electronic *Expense Report*. Train or rail travel arrangements must be booked using Travel Incorporated and charged to the master account for their AARP or Affiliate Company. If an employee purchases his/her own ticket due to extenuating circumstances, the employee must submit a copy of the original receipt along with a written explanation for the travel exception with the documentation attached to the electronic *Expense Report* in the **Comments** field.

6 GROUND TRANSPORTATION

Employees may select the mode of transportation to meet their personal preference; however, the amount paid by AARP may not exceed the non-refundable coach airfare for the same trip. The employee will be required to pay the difference between the price of the alternative mode of transportation and the equivalent coach fare if an alternative mode is higher. This difference should be deducted and not be claimed for reimbursement on the electronic *Expense Report*. If the alternative travel choice is lower than the equivalent coach fare, AARP will only pay for actual expenses.

6.1 Privately-Owned Vehicles

Employees may use their personal car for business. Mileage, parking, and tolls will be reimbursed by AARP. It is the responsibility of the owner of the vehicle to carry adequate insurance coverage for his or her protection, including personal effects, and the protection of any business passenger(s). Employees should check with their individual insurance companies if they have questions regarding adequate coverage.

Employees will be reimbursed for business use of personal cars at the federal government's prevailing rate per mile (see Appendix D for current rate). Employees will **not be reimbursed** for any of the following, even if these costs were incurred during business travel:

- Car repairs
- Tickets, fines or traffic violations
- Damage to personal vehicles
- Theft of personal vehicle or vehicle content

Mileage reimbursement (Appendix D) in Concur Expense is based on the distance traveled which includes all gasoline expenses. Staff requesting personal car mileage reimbursement should not submit separate expense costs for gas. AARP does not reimburse for commuting costs to or from your assigned work location.

6.2 Shuttle Transportation

The most economical mode of transportation should be used to and from air, bus, and rail terminals whenever possible. Many major hotels provide transportation to and from airports free of charge. Public transportation and shuttle services should be considered. Employees traveling to the same location should share ground transportation whenever possible.

6.3 Limousines and Car Services

Limousine and car services are not approved for general transportation. Consideration will be given to staff, on a case by case basis, who interact with business partners (non-AARP staff), clients, or guests who require such transportation. Travel Incorporated will only make arrangements upon the receipt of a pre-authorization e-mail. *The reasons for using such services must be documented in the Concur Expense system in the **Comments** field when submitting these expenses.* If you choose to make arrangements for these services outside of Travel Incorporated and without prior approval, you may be held responsible for the expense and subsequently, may not be reimbursed.

6.4 Ground Transportation Reimbursement Requirements

Original receipts are required for reimbursement of taxi, shuttle, bus or other ground transportation expenses of \$75 and more. Written explanation for any exception to AARP Travel Policy must be noted on the receipt or in the **Comments** section of the electronic *Expense Report*.

7 CAR RENTAL

7.1 Car Rentals

Employees may rent a car at their destination or for local travel when it is the least expensive mode of transportation and meets the minimum standards of safety and time efficiency. In large cities, high rental and parking rates generally make vehicle rental

impractical. Alternative modes of transportation such as taxis, subways, and airport or hotel shuttles should be given first consideration.

When car rental is appropriate, employees must use Travel Incorporated or Concur Travel to book rental cars for business-related travel and must obtain rental cars from National Car Rental or Enterprise Car Rental. The traveler's direct supervisor or designee must approve exceptions. AARP has negotiated agreements with National and Enterprise Car Rental for discounted car rental rates and insurance. Rates are available through Travel Incorporated. If an employee must make rental car reservations directly, for National or Enterprise he or she must use AARP's corporate number, **XZ16004**, to ensure insurance coverage and obtain AARP's pre-negotiated discount rate.

In areas where National Car Rental or Enterprise Car Rental services are not available, Travel Incorporated or Concur Travel can provide alternative rentals. Travel Incorporated has been advised to use Avis and Hertz as immediate backups; they offer discounted rates to AARP employees.

*National Car Rental and Enterprise Car Rental are the only vendors that build insurance into the rate. **When renting from any other vendor, liability insurance is not included, and should be purchased.***

7.2 Rental Car Pick-up and Return

Employees are to pay for charges with their Corporate Card. (If an employee does not have a corporate card, he/she may use a personal credit card.) Every reasonable effort should be made to return the rental car with a full tank of gas to avoid expensive refueling charges, for which reimbursement can be declined by management. The fuel purchase option (FPO) offered at time of rental should be accepted if there is a concern about personal safety at refueling locations. Rental of extras such as satellite radios are at the travelers' expense and the cost should not be submitted on expense reports.

At the time of rental, the car should be inspected with a rental car agent. Any damage found should be noted on the contract before the vehicle is accepted.

7.3 Larger Car Rentals

Employees are permitted to rent compact to mid-sized cars for individual travel or full-sized for group travel. Larger car rental is only permitted if approved in advance by the traveler's management authority or his/her designee. Larger cars, vans and utility vehicles are allowed for group travel only if it will avoid the rental of multiple smaller vehicles.

7.4 Car Rental Insurance and Damage Procedures

AARP has negotiated insurance to be included when renting through National Car Rental and Enterprise Car Rental. When signing a National or Enterprise Car Rental

agreement, be sure to **decline all insurance**, including collision damage waiver and personal accident coverage. In the event of an accident resulting in damage to the rental car, notify National or Enterprise Car Rental. In turn, the respective Car Rental Agency will notify Business Services.

If an exception has been pre-approved and a car is rented from a company other than National Car Rental or Enterprise Car Rental, then liability and collision coverage should be acquired from the car rental company. In the event of an accident resulting in damage to the rental car, notify the rental car company and submit a written report including back-up documentation (police report, if applicable) to:

Business Services
rchurch@aarp.org or 202-434-3189

Employees should maintain copies of documentation (police report, etc.).

Employees should contact AARP Risk Management in the event of an accident or injury or for information regarding coverage.

Risk Management Contacts

Albert Fierro Director, Risk Management	A8-100 National Office	202-434-3245	AFierro@aarp.org
Lisa Hilton Risk Management Analyst	Room CA376 Lakewood, CA	562-496-5206	LHilton@aarp.org

7.5 Rental Car Reimbursement Requirements

Employees are required to attach the Travel Incorporated travel itinerary/invoice statement to their electronic *Expense Report* and the receipt for rental car reimbursement. If the traveler incurred gas expenses while using the rental car, those expenses can be submitted for reimbursement with receipts. Written explanation for any exception to AARP Travel Policy should be noted on the receipt or the **Comments** section of the electronic *Expense Report*. Receipts are required for all expenses of \$75 and greater.

8 HOTEL ACCOMMODATIONS

8.1 Hotel Reservations for Individual Employees

Employees **must** book all hotel reservations through Travel Incorporated or Concur Travel. AARP has preferred rate agreements with hotels in almost every state (see appendix C). Wherever feasible, travelers should use these options first. If there is no

availability at the preferred rate or no preferred property in the area; Travel Incorporated will provide options at moderately priced hotels that will meet the traveler's business requirements. Employees are expected to exercise good judgment in selecting reasonable accommodations. Upgrades will be at the traveler's expense. Employees should travel with some form of proof that they are eligible for the AARP rate (e.g., employee ID, membership card).

Staff must pay for their hotel rooms with a personal credit card and submit the bill for reimbursement, or with an individual travel corporate card. Employees should not request a direct bill outside of group travel or a conference where a block of rooms has been secured. Employees can request a cash advance (section 2.5) if circumstances prevent them from paying for the hotel room out of pocket.

If traveling as part of a group or attending a conference, refer to the "Individual Employees Attending Conferences" section 8.3. Employees are not authorized to incur additional charges by staying in hotel "executive or concierge" accommodations.

Note: For all lodging expenses the itemized hotel bill must be submitted with the employee's expense report, *regardless of the cost (nightly or aggregate)*. This is a change from the prior Policy and is an IRS requirement.

8.2 Hotel Room Cancellations

It is the employee's responsibility to notify the hotel to cancel a room reservation prior to the cancellation time. Most hotels require a cancellation before 6 p.m. of the first night of the reservation. Hotels in major cities or during peak times require a 24- to 72-hour cancellation period. Employees should remember that cancellation deadlines are based on local time of the destination hotel. Timely cancellation will avoid no-show charges as all hotel reservations are guaranteed. **If the reservation is not canceled, a no-show charge will be assessed and billed to the employee's corporate credit card.**

The approving management authority has the discretion to deny reimbursement requests for no-show charges.

8.3 Individual Employees Attending Conferences

When traveling to a conference, it is acceptable to stay at one of the hotels hosting the conference even if the rate exceeds the guidelines. If a block of rooms has been arranged for the conference, employees are not required to make their hotel reservations through Travel Incorporated. However, the room booked must be covered by the conference rates and *should not be in excess of needs*. Consideration should be given to staying at a more reasonably priced hotel if conference hotel rates are high.

8.4 Hotel Reimbursement Requirements

The original itemized hotel bill is required for reimbursement of lodging expenses, regardless of the amount (nightly or aggregate). The hotel expense does not need to be itemized in the Concur Expense system unless the bill contains personal expenses or alcohol. Employees are required to attach the Travel Incorporated travel itinerary/invoice statement to their electronic *Expense Report*. Written explanation for any exception to AARP Travel Policy that was not previously listed on the *Travel authorization request should be noted* directly on the hotel bill or on the hotel expense in the electronic *Expense Report*.

Personal and alcohol expenses should be clearly labeled on the hotel bill. Alcohol can be claimed for reimbursement on the electronic *Expense Report* when the purchase complies with the Association Alcohol Policy****. Concur Expense allows you to itemize hotel expenses to split out alcohol and personal items on corporate card or consolidated bills as personal. These amounts are deducted from the total reimbursable amount. Refer to Appendix E for expenses that are not reimbursable.

9 MEALS

9.1 Individual Spending Guidelines

Employees and volunteers should purchase meals that are reasonably priced in standard class restaurants. It is expected that staff will be cognizant of meal expenses and spend an appropriate amount. Guidelines for average meal rates based on current travel data will be updated each January and can be found in Appendix D. **Meals of \$75 and more (\$25 and more for the AARP Foundation) require an original itemized receipt submitted through Concur Expense.** If the itemized receipt does not indicate evidence of payment, then the credit card payment slip must also be included with the itemized receipt.

9.2 Business Meals

Meals with colleagues and volunteers or with vendors, etc. during specific business discussions are considered business meals. Employees will be reimbursed for business meal expenses based on reasonable actual cost. (Refer to AARP's "Association Alcohol Policy" for additional information for alcohol expenses, section 9.4). **The most senior ranking person in attendance is required to pay the bill and submit the expense for approval.**

9.3 Business Meal Reimbursement Requirements

Written explanation for any exception to policy is noted on the electronic expense or the **Comments** section of the electronic *Expense Report*. The receipt and any other supporting documentation are to be included with the electronic *Expense Report*

**** Subject to department restrictions, alcohol is considered a reimbursable expense for many departments with specific stipulations. Not all departments reimburse for alcohol. Check with your department first to confirm your internal policy.

Note: For staff and business meal expenses of \$75 and greater, the restaurant receipt should include the name and location of the restaurant, the number of people served (guests) and the date and amount of the expense. If the meal is for multiple staff and/or volunteers, the names of the attendees must be provided. This may be input in Concur Expense using the “Attendees” function, or a list may be submitted along with receipts.

Managers’ Responsibility: Managers are expected to monitor both individual or staff only meals and business meals to ensure that their employee’s expenses are appropriate. Managers have the authority to decline expenses that are not in compliance with this policy.

9.4 Association Alcohol Policy

AARP and its affiliates may cover the cost of alcoholic beverages in conjunction with an AARP business dinner or event, provided that quantities are reasonable, costs are moderate, and all staff and volunteers exercise prudence and good judgment.

- Alcohol will only be paid for in conjunction with a business meal, when entertaining AARP guests, or at an official AARP event (not an informal happy hour or dinner out with staff colleagues) and should be approved in advance.
- “Moderate cost” would cover up to a mid-priced drink at a business dinner (not the most expensive wine or brand of liquor).
- When planning large group dinners and events where it would be appropriate to serve alcohol, the quantity and cost should be noted as part of the catering request and approved in advance by the manager.
- Limited consumption and good judgment are key; under no circumstances should staff or volunteers drive while impaired or under the influence of alcohol.
- Managers are responsible for enforcing this policy and using good judgment when reviewing and approving travel and meal expenses, including alcoholic beverages.

Note: Alcohol is not a reimbursable expense for the AARP Foundation and may not be reimbursable for all departments in the association. Check within your department for any internal policies regarding alcohol reimbursement that may supersede this policy.

Overall travel and subsistence budgets will not be increased as a result of this policy. Original itemized receipts are required for reimbursement of all expenses of \$75 and greater (\$25 and greater for the AARP Foundation). Failure to provide original itemized receipts is considered an exception to policy and must be documented on the expense statement. The exception should be noted in the “Comments” section of the Concur expense line. The manager or other approver must specifically acknowledge the exception to Policy. Failure to specifically approve a Policy exception will result in the

return of the expense report to the employee and a potential delay in processing reimbursement.

All staff and volunteers are expected to follow these policy guidelines whenever alcoholic beverages are included in an AARP business dinner or event. Abuses of the alcohol policy will result in disciplinary action, up to and including termination.

Note: Employees are required to itemize meals that include alcohol. This includes both individual and business meals. This can be done in Concur Expense by entering the main expense and then choosing the Itemize function to break the charge into two parts: food and alcohol.

10 OTHER TRAVEL EXPENSES

10.1 Telephone

Employees are encouraged to use AARP Voice Management resources to avoid excessive hotel long distance telephone charges, as well as hotel surcharges, when possible. To obtain a cell phone, [iPhone or Blackberry](#), complete the appropriate Integrated Voice Management (IVM) form on InfoNet and obtain management approval. Send the completed and signed form to IVM, room B9-521. Business-related and reasonable personal calls while on business travel may be charged to the calling card.

10.2 Remote Access Telephone Charges (AARP Laptops)

Employees can access AARP computer systems from remote locations by using Access AARP. Refer to the [Remote Access](#) InfoNet page for additional information.

10.3 High Speed Internet Access Charges

The cost of high-speed internet access for business purposes during business travel is reimbursable. Documentation for this expense should be clearly stated on the hotel invoice, which must be submitted with the traveler's *Expense Statement* form. Reminder: The itemized hotel bill must be submitted with the expense report, regardless of the amount.

10.4 Airline onboard telephones

Airline onboard telephones should be used only in case of an emergency.

10.5 Parking

The most economical mode of transportation should be used to travel to the airport. If it is most economical to drive a personal vehicle, employees are expected to use parking facilities that minimize the cost to the Association but are consistent with the length of travel (on-site parking for short trips, satellite or long-term parking for trips longer than 5 days) unless special circumstances dictate and are documented. Valet parking will not be paid by AARP.

10.6 Laundry

Laundry charges are reimbursable only after five (5) continuous days in travel status. Reasonable laundry charges for clothing items required until completion of the trip are acceptable. Excessive laundry expenses will be denied reimbursement.

10.7 Gratuities

Employees will be reimbursed for reasonable gratuities. Tips for meals and taxis are allowable expenses at the normal (15% to 20%) rate. Excessive gratuities will be denied reimbursement. For gratuity guidelines please see Appendix D.

11 OTHER EXPENSES AND REIMBURSEMENT PROCEDURES

11.1 Flexible Work Arrangements – Definitions & Guidelines

Telecommuters (periodically working from a location other than their office)

- A. Telecommuters will use their own equipment, gaining access to files, e-mail, and InfoNet through access.AARP.org. If an employee's position requires specialized technical applications (e.g., Lawson, Konnex) that cannot be accessed securely through access.AARP.org, a laptop may need to be purchased by the business unit.
- B. AARP does **not** reimburse commuting expenses. This includes transportation and meals. For example, a telecommuter will not be reimbursed for mileage or for meals while working at a location other than their office. These expenses are the responsibility of the employee.

Teleworkers (working full-time from a location other than the office)

- A. AARP will issue approved teleworkers a standard laptop computer, monitor, docking station, and all-in-one printer.
Where possible, AARP will provide the remote work location with monthly broadband cable or DSL Internet service paid through ITS. Employees whose work location does not qualify for broadband services provided through ITS will need to make their own arrangements for Internet access, **at their own expense**.
- B. It is understood that teleworkers may be required to travel to their department location or other AARP office from time to time for an essential business meeting or face-to-face meeting with their supervisor. These trips should be kept to a minimum. It is suggested, for example, that employee-manager meetings should not be required more than quarterly.

It is essential that the employee and manager discuss and establish as part of the telework agreement the expected amount of travel between the employee's remote location and on-site department location. If the employee cannot fulfill all the

required functions of the position or the manager cannot supervise the employee without frequent travel to the department location, then the arrangement does not meet the AARP criteria for telework.

- If employee's remote location and their on-site location are within a reasonable commuting distance (i.e., 50 miles or less), then travel expenses between the two, as well as the costs associated with meals taken while the teleworker is at the department location, will not be reimbursed.
- If an employee's remote location is not within a reasonable commuting distance, the business unit should cover a limited number of trips (a recommended limit of four) annually to the department location, as well as the costs associated with meals taken, within reason, while the teleworker is at the department location, following the [AARP Staff Travel Policy and Procedures](#).

C. If a teleworker is asked to travel due to business-related work outside of the department office, the business unit making the request will pay for the travel and meals as defined in the AARP Staff Travel Policy. In extending a job offer to a candidate for a vacancy designated for a teleworker, all costs relating to travel should be determined in a Letter of Understanding completed as part of the hiring process. However, travel to the department location should be limited as stated above.

11.2 Off-Site Temporary Assignment Reimbursement Policy

Reimbursement guidelines are based on the length of the temporary assignment.

Less than 30 Days

- Airfare to and from assignment location and home base
- Preferred-rate hotel
- Daily living allowance (per diem)
- Utilize public transportation when available; otherwise, with authorization, rental car or personal car for approved business travel

1–2 Months

- Airfare to and from assignment location and home base
- One week in preferred-rate hotel (to locate corporate housing); per diem allowance for this week
- Furnished corporate housing
- Utilize public transportation when available; otherwise, with authorization, rental car or personal car for approved business travel

6–8 Weeks

All items listed above for 1-2 months, plus:

- Reimbursement for one trip home every third weekend during the course of the assignment. (Reimbursement will cover reasonable and actual expenses up to the cost of RT economy-class airfare.)

More than 8 Weeks

- Airfare to and from the assignment location and home base
- One week in preferred-rate hotel (to locate corporate housing); per diem allowance for this week
- Furnished corporate housing
- Utilize public transportation when available; otherwise, with authorization, rental car or personal car for approved business travel
- Eligible family members may accompany employee at the new location.
- If approved dependents do not accompany employee, the employee will be reimbursed for a weekend trip to his or her home location at the end of every third week of the assignment.

Alternatively, the employee's spouse or domestic partner may visit the assignment location. The reimbursement will cover reasonable and actual expenses, up to the cost of RT economy class airfare. Other spousal or domestic partner expenses will not be reimbursed.

11.3 Gifts, Prizes and Entertainment

Employees, contractors, and volunteers may give and receive appropriate, lawful business entertainment in connection with their work, from customers and other nongovernmental parties, provided that all such items are noncash or not exchangeable for cash, are nominal in value - \$50 or less per gift and \$150 annually received from any one source, infrequent, and are not given or received with the intent or prospect of influencing the recipient's business decision-making. Special laws and rules apply to items for government employees and local laws in the United States and around the world strictly limit gifts to government employees. In these instances, gifts, prizes, and entertainment may be criminal acts, regardless of whether they are paid for with AARP or personal funds. AARP policy does not allow for corrupt or illegal practices in any form, including bribery. It is AARP policy to strictly comply with all such rules and restrictions. Even when legal, employees cannot give or receive business gifts if doing so would violate intent of this policy. Any business gift, prize, or business entertainment given or received by an AARP manager, employee, contractor, or volunteer must be nominal in cost, quantity, and frequency.

Cash, a gift certificate, or a similar item that the employee can easily exchange for cash as a gift is prohibited.

AARP employees, contractors, and volunteers are never to give or accept a gift, prize, or entertainment that could be viewed as lavish or extravagant.

12 MEETINGS – CONTRACTING PROCEDURES

12.1 Planning

Every effort should be made to accomplish the goals of the meeting without the expense of an off-site meeting. Not only does AARP pay the direct costs of space and

services, but staff inefficiencies develop due to lost time and productivity in procuring off-site space and attending off-site meetings. Alternative communication vehicles (Webcast, videoconferencing, etc.) should be considered.

For those situations where an off-site meeting is the only feasible way to accomplish the goal of the meeting, every effort should be made to select a site that provides equal access to all persons regardless of sex, race, ethnicity, national origin, sexual orientation, and age, and, in accordance with the Americans with Disabilities Act, provides access for people with disabilities.

12.2 Authorization

Regional Vice Presidents or the State Directors have been given authority to sign on behalf of AARP for hotel contracts involving room rental, banquet/catering, and meeting room equipment (up to \$25,000). HOWEVER, they are responsible to ensure the following contract clauses are included in each agreement and cover both parties; Force Majeure and Indemnification (as stated below).

Force Majeure Clause: Neither party shall be liable in damages or have the right to terminate this Agreement for any delay or default in performing hereunder if such delay or default is caused by conditions beyond its control including, but not limited to, an Act of God, Government restriction, wars, insurrections and/or any other cause beyond the reasonable control of the party whose performance is affected.

Indemnification Clause: Each party (the “Indemnifying Party”) shall, at its own expense, defend, hold harmless and indemnify the other party (the “Indemnified Party”) and the Indemnified Party’s subsidiaries, affiliates, officers, directors, employees, members, independent contractors and agents (provided they are acting in the course of their duties with respect to the foregoing) from and against any claims, damages (including consequential and punitive damages), judgments, awards, settlements, costs and expenses including reasonable fees and expenses of counsel, resulting from third-party claims arising, directly or indirectly, out of the Indemnifying Party’s performance under this Agreement or breach or alleged breach of any agreement, obligation, representation, or warranty under this Agreement, except to the extent caused by the negligence or willful misconduct of the Indemnified Party.

NOTE: If the vendor is not willing to modify their contract, please contact Procurement and Contract Management (PCM). If the meeting exceeds \$25,000, PCM must review and sign the contract.

The following steps should be completed for meetings conducted by AARP staff in the metropolitan Washington, DC, area:

1. Contact one of the hotels that AARP has an existing agreement with (see Appendix B for the list of hotels).
2. Work directly with the hotel to establish a contract.
3. Submit the contract to PCM for review and signed approval by the VP of PCM.

4. If none of the contracted hotels can accommodate the meeting, work with preferred hotels (see Appendix A) that offer AARP negotiated rates.

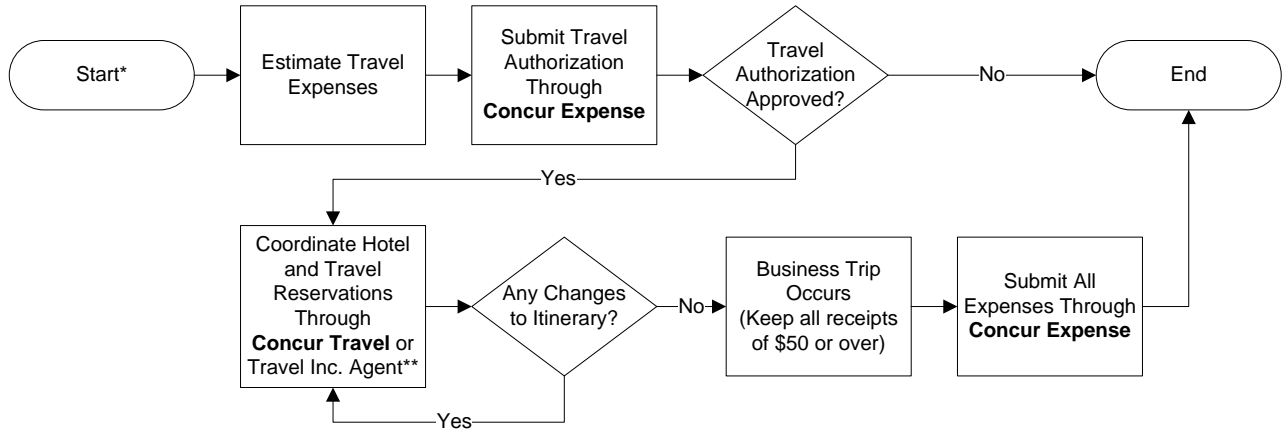
Planners in need of assistance for air travel for meetings consisting of 10 or more people can contact Travel Incorporated's group department at (800) 462-6461 or mtgconsult@Travel Incorporated.com

Refer to the other sections in this policy for guidance regarding group airfares and staff travel policies.

APPENDIX A: TRAVEL RELATED FEES

Service	Fee	Definitions
Telephone Reservation	\$22 Domestic \$27 International	AARP traveler initiates contact to designated team via phone, fax or email to make a reservation
Agent Booked Car/Hotel Only	\$6	Traveler initiates call to agent for car/hotel only reservations (not added to air/rail)
Concur Travel No Touch (Auto ticketed without agent intervention)	\$7	Technical assistance does not hinder a reservation from ticketing, nor is there a charge for technical assist phone calls
Concur Travel Touch Reservation requires agent assistance	\$14	For example: <ul style="list-style-type: none"> • Credit card in profile has expired • 2 airlines selected to construct lowest fare <input type="checkbox"/>
Concur Travel No Touch Car/hotel only	\$4	Touchless car or hotel only reservation (not added to air or rail)
Concur Travel Touch Car/Hotel only	\$6	Car or hotel only reservation (not added to air or rail requiring agent assistance)

APPENDIX B: TRAVEL PROCESS FLOW



* Any deviations from this process flow may result in a denial of your reimbursement request. All deviations from this policy must be explained in the COMMENTS field of **Concur Expense** and approved by your Manager

** Reservations through **Concur Travel** are preferred. Contacting an Agent incurs an additional fee

APPENDIX C: CONTRACTED HOTELS AS OF 2013

Hotel	Address	City	State	Phone	2013 rates
Marriott Long Beach	4700 Airport Plaza Drive	Long Beach	CA	562-425-5210	\$174
Ayres Hotel Seal Beach	12850 Seal Beach Blvd	Seal Beach	CA	562-596-8330	\$139
Residence Inn Sac Airport	2410 W El Camino Avenue	Sacramento	CA	916-649-1300	\$149, 1-4 night stay \$139, 5-11 night stay \$119, 12-29 night stay
Residence Inn Cypress	4931 Katella Avenue	Los Alamitos	CA	714- 484-5700	\$149 LRA, 6 month trial
HILTON UNIVERSAL CITY AND TWRS	555 Universal Hollywood Drive	Burbank	CA	818-506-2500	\$159 01/01/13 - 06/15/13 \$169 06/16/13 - 08/23/13 \$159 08/24/13 - 12/31/13
AYRES HOTEL SEAL BEACH	12850 Seal Beach Blvd	Los Angeles	CA	562-596-8330	\$139
THE WESTIN ST FRANCIS	335 Powell Street	San Francisco	CA	415-397-7000	\$259
Warwick Denver Hotel	1776 Grant Street	Denver	CO	303-861-2000	01/01/13-03/31/13 - \$129 04/01/13-10/31/13 - \$159 11/01/13-12/31/13 - \$129
HILTON GI DENVER TECH CENTER	7675 East Union Ave	Denver	CO	303-770-4200	20% off BAR
Courtyard Marriott Conv Center	900 F Street Nw	Washington	DC	202-638-4600	01/01/13-01/23/13 - \$259 02/24/13-06/28/13 - \$299 06/29/13-09/06/13 - \$259 09/07/13-12/21/13 - \$299 12/22/13-12/31/13 - \$259
Grand Hyatt Washington	1000 H Street Nw	Washington	DC	202-582-1234	\$233
Hotel Monaco Dc A Kimpton	700 F Street Nw	Washington	DC	202-628-7177	\$269
Hyatt Regency Washington	400 New Jersey Ave Northwest	Washington	DC	202-737-1234	\$215

Affinia Liaison Capitol Hill	415 New Jersey Avenue Nw	Washington	DC	202-638-1616	01/01/13-2/24/13: \$209 ; 2/25/13-6/30/13: \$325 ; 7/1/13-9/2/13: \$209 ; 9/3/13-12/31/13: \$325
The George A Kimpton Hotel	15 E Street Nw	Washington	DC	202-347-4200	\$249
Hilton GI Shirlington	4271 Campbell Ave.	Washington Natl.	DC	703-820-0440	\$219 02/01/13 - 03/02/13 \$249 03/03/13 - 11/14/13 \$219 11/15/13 - 12/31/13
Grand Hyatt Tampa Bay	2900 Bayport Drive	Tampa	FL	813-874-1234	\$206
RESIDENCE INN MARRIOTT FT LAUD	14700 Hotel Rd	Ft. Lauderdale	FL	954-450-2717	\$159 01/28/13 - 03/31/13 \$119 04/01/13 - 09/30/13 \$139 10/01/13 - 12/31/13
TOWNEPLACE STES MARRIOTT JACKS	4801 Lenoir Ave	Jacksonville	FL	904-296-1661	\$89
THE PERRY SOUTH BEACH	2377 Collins Ave	Miami	FL	305-604-1000	10% off BAR
EMBASSY STES ORLANDO DOWNTOWN	191 East Pine Street	Orlando	FL	407-841-1000	\$149
LOEWS ATLANTA HOTEL	1065 Peachtree Street Ne	Atlanta	GA	404-745-5000	\$182
Hotel 71	71 East Wacker Drive	Chicago	IL	312-346-7100	01/01/13-03/31/13 - \$139 ; 04/01/13-11/31/13 - \$199 ; 12/01/13-12/31/13 - \$139
Hyatt Regency	151 East Wacker Dr	Chicago	IL		\$170
Allegro Chicago	171 West Randolph Street	Chicago	IL	312-325-7178	15% off BAR
MARRIOTT DWTN CONV CENTER	859 Convention Ctr Blvd	New Orleans	LA	866-301-3881	\$149 2/8-7/7/13 \$95 7/8-8/31/13 \$149 9/1-12/17/13 \$95 12/18-12/31/13
ATHENEUM SUITE HOTEL	1000 Brush Avenue	Detroit	MI	313-962-2323	\$139
EMBASSY STES ST PAUL DWNTWN	175 East 10th Street, Saint Paul,	Minneapolis-Stp	MN	651-379-5059	\$137

	Minnesota 55101				
SHERATON STS COUNTRY CLB PLAZA	770 W 47th Street	Kansas City	MO	816-931-4400	\$149
OMNI CHARLOTTE HOTEL	132 E Trade Street Mecklenburg	Charlotte	NC	704-414-4805	\$180
Hampton Ste Las Vegas Airport	6575 South Eastern Avenue	Las Vegas	NV	702-647-8000	\$69
Affinia 50 NY	155 East 50th St.	New York	NY	212-751-5710 / 646-424- 2647	1/1/13-03/17/13 - \$209 ; 03/18/13-06/30/13 - \$319 ; 07/01/13- 09/07/13 - \$279 ; 09/08/13-12/31/13 - \$439
DTREE BY HILTON NASHVILLE	315 4th Avenue North	Nashville	TN	615-244-8200	\$159

Listed by state.

Contracted rates are for individual room nights; rates range from off peak to peak. Group rates are negotiated on a case-by-case basis.

APPENDIX D: SPENDING GUIDELINES

Except in select cases, AARP does not follow per diem practices. The following table provides spending guidelines for employees. AARP will pay for actual expenses.

However, employees are expected to exercise good judgment.

Supervisors/Managers may choose to deny approval of expenses deemed excessive or unreasonable.

Category	Guideline	Comments
Travel Mileage Rate	56.5¢ per mile	This standard mileage rate is based on an annual study by the GSA of the fixed and variable costs of operating an automobile, and includes such items as depreciation [or lease payments], maintenance and repairs, tires, gasoline [including all taxes thereon], oil, insurance, and license/registration fees. AARP adheres to GSA per diem rates.
Car Rental Rate	\$44 per day	Average daily cost of a mid-sized rental does not include taxes and surcharges
Meals**	Breakfast \$12 Lunch \$18 Dinner \$30-35 (Costs may be higher in high cost cities.)	Average per day including tax and tip. See Alcohol Policy on page 17 for acceptable reimbursement situations.
Hotels*	\$100 - \$200 (Rates may be even higher in high cost cities)	See list on previous page for examples of appropriate mid-priced hotels
Other Tipping guidelines: Skycap Housekeeping Bell cap Parking Attendants	\$2 per bag \$2 per day \$2 per bag \$2 per day	This represents the maximum reimbursable gratuity (if appropriate).

* This range of rates does not include applicable taxes. Rates will be greater in cities where the cost of living is high. **The hotels listed are examples of economy, moderate and upscale hotels available if AARP preferred hotels (see appendix A) are not available.**

**Meal rates are presently being reviewed and will be updated upon completion of the review.

APPENDIX E: NON-REIMBURSABLE EXPENSES

Expenses that are not reimbursable include, but are not limited to, the following:

- In-flight movies
- Beauty shops (including manicures/pedicures)
- Babysitter fees
- Kennel fees
- Airline club memberships
- Traffic and parking tickets
- Fitness room fees
- Sightseeing
- Souvenirs
- Jewelry
- Personal hygiene items or OTC medications
- In-room entertainment
- Satellite radio
- Rental car navigation systems (if additional charges apply)

APPENDIX F: EXPENSE TYPE TO OBJECT ACCOUNT MAPPING

When coding expenses in Concur Travel, the user sees the Business Unit, Subsidiary, Subledger and Subledger Type. The Object Account is imbedded in the Expense type. To help staff better use and understand which codes are being impacted, below is a listing of the objects that are linked behind the expenses you see in Concur.

Expense Type	Object
01 - Transportation	
Employee Airfare Paid (Policy Exception)	6111
Ground Transportation	6111
Personal Car Mileage	6111
Relocation/Applicant Travel	5383
02 - Lodging	
Hotel and Hotel Related Expenses	6111
03 - Meals	
Alcohol	6113
Business Meal - List attendees	6113
Staff Meals/Snacks Travel (Individual and Group)	6113
04 - Functional	
Business Entertainment -Not Meals	6117
Office Supplies	6419
Postage/Courier	5633
Printing	5611
Wireless Services	6313
05 - Miscellaneous	
Gifts	6843
MBR/DUES/SUBS/CONF Registrations and Seminars	5385
Misc - Other	6843
Promotional Items	5757
Staff Training - Excludes Tuition Benefit	5381
Volunteer Meals	5863
Volunteer Travel & Subsistence	5851
Other	6843

Note: In order to charge an expense to a given business unit and subsidiary combination, the business unit must specifically have those charges programmed as acceptable expenses in their chart of accounts.

Please confirm coding for charges prior to entering the expense reports. If you receive invalid code errors on an expense log a ticket with the help desk or call the Accounts Payable Help Line for assistance: 202-434-7868.

APPENDIX F: CONTACT INFORMATION

Travel Incorporated:

- **Call Desk for Assistance During Normal Business Hours (8:30 am– 5:30 pm Eastern - Pacific):** 877-425-5155
- **After Hours/Emergency Service:** 877-425-5155

Calling after hours should only occur in situations that cannot wait until regular business hours

- **Concur Travel mailbox:** online@Travel Incorporated.com
- **AARP Travel Portal (Concur Travel, additional travel information, training and instructions)**

AARP Contacts:

Travel:

Pat Markowski, Director of Resource and Project Management
202-434-3403
pmarkowski@aarp.org

Stephanie Stevens-Davis, Sr. Business Services Operations Analyst
202-434-3977
ssdavis@aarp.org

Expense & Reimbursement:

To report technical Trouble ~ AARP Help Desk: 888-925-2002 or email
helpdesk@aarp.org

For general payment questions ~ Accounts Payable Help Line (202) 434-7868

Training:

Up-to-date online training and training resources are available for both Concur Travel and Concur Expense. Links to the online training can be found on the following URL locations:

Concur Expense:

[WARP Infonet Home](#): **Online Training** section on the right.

Concur Travel:

[AARP Travel Portal](#): The **Training** section is midway down the page on the left.

APPENDIX G: TRAVEL FORMS

1. **Hard Copy Travel Request form:** This form is optional. Submitting travel requests in Concur Expense is the preferred method. However, if the travel involves multiple business units or exceptions the paper form can be used but must be faxed with the receipts.
2. **International Travel Approval Request:** This form must be completed and signed by all parties listed.
3. **AARP Corporate Card:** Use this form to request a corporate card. All full-time employees who take at least three trips per year are strongly encouraged to apply for a Corporate Card.
4. **Integrated Voice Management – Calling Card Request:** This form must be submitted to order a telephone calling card.

All travel related forms are available on InfoNet in the Forms section under Travel.