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1. PURPOSE

I. To provide a uniform policy regarding approval and control of travel by employees on University business.

II. To establish guidelines for the management of travel expenditures.

This policy applies to all employees of the University of Massachusetts Amherst campus. The nature of the higher education environment, along with the limited funds available (e.g. for travel to conferences), is such that some business-related expenses may not be fully reimbursed.

2. GENERAL POLICY

2.A University Travel

The University’s policy is to reimburse employees for necessary and reasonable travel expenses incurred for authorized and approved University business. Travel expenses shall be reimbursed based on the most economical mode of transportation and the most commonly traveled route consistent with the authorized purpose of the trip. This policy is designed to comply with the accountable plan rules of the Internal Revenue Service (IRS) and the U.S. Treasury Department. Travelers should be comfortable while traveling, understand all travel related policies, and obtain reimbursement quickly.

This policy is intended to:

- Ensure compliance with state and federal regulations.
- Establish guidelines for approval, control and accounting for employees and Trustees who travel on University business.
- Ensure fairness for both the traveler and the University.

This policy applies to all travel expenses reimbursed by the University regardless of the source of funds. When travel costs are to be charged to a sponsored project, the terms of the applicable award take precedence. At their discretion, colleges, schools, or departments may impose more restrictive guidelines for budgetary or control reasons, but they may not be less restrictive than guidelines stated in this policy.

2.B Sponsored Project Travel

For travel charged to a sponsored project or grant, the principal investigator must ensure that, in addition to campus guidelines, all funding agency restrictions are
followed. A traveler must follow the Responsibility & Authorization section below and obtain pre authorization from the principal investigator prior to traveling and approval for actual reimbursement.

2.C International (Foreign) Travel (Updated Jan 2019)

International (Foreign) travel is defined as travel outside the United State and US territories and possessions (Guam, Puerto Rico and the US Virgin Islands).

A pre-travel authorization via the Terradotta Travel Registry is required for the specific trip approved by the employee’s supervisor or department head prior to incurring expenses related to the trip but no later than 10 days prior to the start of the international travel.

There are insurance, customs and import/export control issues that make it important to have documentation that shows the specific foreign travel has been authorized. 

A blanket pre-travel authorization will not be accepted for foreign travel. Please see Section 18 for more on International Travel.

Sponsored Grants: Certain sponsors may consider travel to Canada and Mexico as domestic. For sponsors that consider Canada and Mexico travel as domestic, travel to these countries is recorded as domestic (Out of State) for budgeting purposes only. A pre travel foreign authorization is still required.

3. RESPONSIBILITY & AUTHORIZATION

3.A Traveler

- A traveler on University business has the responsibility to act prudently and to only incur travel expenses, which are necessary, reasonable and appropriate. Travel arrangements should be the most cost-efficient means available to meet the programmatic requirements of the trip.

- University travelers are required to obtain prior authorization for travel from their department head/director or supervisor for out of state travel and any travel requiring an overnight stay via the Terradotta Travel Registry. A traveler may not pre authorize their own travel nor approve their own expense reimbursements.

- The traveler is responsible for submission of travel-related expenses to their travel preparer within 24 hours, but no later than 60 days from the date of return, accounting for any advances received, and for maintaining any University issued corporate
Travel Card accounts in good standing.

- Under no circumstances shall expenses for personal travel be charged to, or be temporarily funded by, the University. When a University employee travels under the sponsorship of a non-University entity, travel expenses, including advances, prepayments, or billings, shall not be charged to a University account or billed to the University.

I. Unwarranted Privileges Mass General Law
   Chapter 268A

Whenever a public employee accepts a gift of substantial value given not for or because of a specific official act but because of his/her position, the conflict of interest law's provision prohibiting the use of position to secure unwarranted privileges is implicated. This is because a public employee may not "knowingly, or with reason to know . . . use or attempt to use his official position to secure for himself or others unwarranted privileges or exemptions which are of substantial value and which are not properly available to similarly situated individuals."¹⁴

Payment of Faculty’s Travel Expenses

Question: I have been invited to attend a conference and the conference organizer has offered to pay my travel expenses. May I accept?

Answer: There is no issue under the conflict of interest law where a faculty’s campus pays her travel expenses. Payment of a faculty’s travel expenses of $50 or more by anyone else is prohibited by § 23(b)(2) of the conflict of interest law, G.L. c. 268A, because it is a gift given to the faculty because of her position. However, the Commission has created a number of exemptions to this prohibition to cover situations when acceptance of such a gift serves a public interest. In some situations, a written disclosure must be made prior to travelling.

Public employees may accept payment of travel expenses by another domestic public agency without making a disclosure. For example, there would be no issue under the conflict of interest law with teachers accepting payment of expenses by the U.S. Department of Education to attend a conference in Washington, D.C. No disclosure is required. The regulation creating this exemption is 930 CMR 5.08(2)(c).

Public employees are also permitted to accept payment of travel expenses in connection with attendance at an educational program in Massachusetts involving professional or other continuing education. This exemption requires that the public employee accepting payment of travel expenses have a good faith belief that his attendance will serve a public interest which outweighs any special benefit to him. No disclosure is required. The regulation creating this exemption is 930 CMR 5.08(2)(e).

If a non-public entity offers to pay for out-of-state travel by a public employee, the public employee may accept only if she first fills out a disclosure form giving details of the anticipated travel, and her appointing authority concludes, in writing
and in advance, that the proposed travel will serve a legitimate public purpose. The regulation creating this exemption is 930 CMR 5.08(2)(d). The required disclosure form is form no. 11a, which is available at: http://www.mass.gov/ethics/disclosure-forms/municipal-employee-disclosure-forms/

II. Post Travel Certification

- By signing on the employee’s signature line on the Expense Report (with an actual signature or with an electronic signature), employees certify that the expenses claimed on the Expense Report are allowable reimbursable expenses made under applicable University and campus policies and procedures.

- If any claimed expenses are subsequently determined by the University to be non-reimbursable expenses, subject to appeal, travelers will be personally liable for the repayment. Travelers must repay improper reimbursements within fifteen (15) calendar days after receipt of a written notice from the University. Travelers agree to these terms by signing the printed Expense Report. Should repayment not be received by the Controller’s Office within the designated time period, the outstanding amount can be deducted from the employee’s paycheck.

3.B Campus

The Amherst campus is responsible for establishing travel management procedures that provide quality travel services for employees and, at the same time, maximize the cost savings for the University. The Amherst Campus responsibilities include:

- Establishing policies, guidelines, and procedures that meet IRS criteria so that travel reimbursements do not become reportable income.

- Establishing guidelines and procedures that ensure that sponsored project travel meets all contractual agreements.

- Clearly communicating guidelines, procedures, and responsibilities to travelers, department heads, and department support staff.

- Provide training and support to travelers, departmental staff administering travel reports and approval authorities.

3.C Travel Preparer

The departmental travel preparer is responsible to know the policy and procedures presented in this manual. A travel preparer should review all supporting documentation for reasonableness and appropriateness before submitting the expense report. They should not submit documentation for reimbursement when it is in conflict with this manual.
Job Aids are available to help the travel preparer report the travel expense in the finance system.

3.D Department Head/Director, Supervisor and Principal Investigator (Incurred on Sponsored Grants)

Authority and responsibility for approval and control of travel by employees rests with the department head/director/supervisor and principal investigator when incurred on a sponsored grant. In the absence of the department head/director or supervisor, the approving authority designation may be changed, in writing or via email, indicating such delegation. Delegation of approval authority should not create a situation where an employee is approving the expenses of their supervisor. Additionally, delegation should not create a situation where an employee is approving an expense of another employee of equal or higher position without appropriate campus authorization, (i.e. a dean, department head or director.)

Prior authorization granted by the dean, department head or director ensures that:
- Adequate funds will be available.
- The intent of the trip is University-related business.
- The traveler has authorization to be away from campus.
- The traveler’s duties are covered while he/she is absent.

I. Pre Travel Approval

Evidence (in the form of an approved Terradotta Travel Registry) of Pre Travel Authorization is required for the following:
- Any out of state travel
- Any overnight travel

Documentation of pre-travel approval is made online via the Travel Registry. Entry of the Terradotta Travel Registry Number (TA#) in the expense report Terradotta field is required with each expense report submissions.

Deans, department heads and supervisors can issue blanket or multi-trip authorizations for non-international travel to staff for operational expediency via the Terradotta Travel Registry.

The Pre-Travel Authorization has several purposes:
- Certifying the business purpose of the travel and coverage of duties while absent.
- Approval of travel funding, regardless of source. (Note: If the supervisor is not the fund manager some areas may require additional signatory approval by the fund manager.)
- To qualify the traveler for out-of-country insurance or other relevant benefits.
- To demonstrate that the traveler understands and agrees to comply with all relevant travel policies.

Individual department, MBU or executive area policies may be more stringent than the campus policies noted here.
II. Post Travel Approval

By approving (in the form of a signature/electronic signature on an expense report cover sheet) actual reimbursements, the dean, department head, director, approving authority and the supervisor and/or principal investigator (if incurred on a sponsored grant) are ensuring compliance with guidelines, specifically:

- The travel expense was incurred while conducting University business.
- The information contained on the travel expense voucher and in the attached documentation is accurate and in accordance with policies and guidelines.
- The expenditure is charged to the proper account having adequate and appropriate funds available.

3.E Pre-Travel Authorization Form

As of January 1, 2018 all pre-travel authorizations are managed using the Terradotta Travel Registry. Please see Section 17 for further information.

4. SPECIAL TRAVEL

4.A Athletic Team Travel

The University recognizes the unique nature of athletic teams; special arrangements are in place to facilitate team travel.

4.B Non-Employee/ Non-Student Travel

Travel expenses for non-university employees, such as consultants, speakers, lecturers, visiting scholars, guests and candidates for positions are reimbursed in accordance with contract for services and vendor payment procedures. Reimbursements must be supported by valid receipts (See 14.A - What is a Valid Receipt). Per diem payments are not allowed except under certain conditions, i.e. per diems included in a sponsored grant award.

The following payment methods are available to reimburse a non-employee:

- Department card
- Single Payment Voucher
- Purchase order and standard invoice with attached receipts. A non-employee may be paid for services using this method only. A W-9 is required from the non-employee.
Note: It is not acceptable for a University employee to reimburse a non-employee and then apply for a reimbursement.

4.C Vendor File Setup (Non-Employees)

To initiate the setup of a vendor for payment please consult the Vendor File site and use the following submission guidelines:

Vendor Student – Send Name, Spire ID, and home address to vendors@admin.umass.edu
Vendor Other Domestic – Send W9 to vendors@admin.umass.edu
Vendor Other Foreign – Send W8 to smartin@umass.edu

Note: The Vendor team only sets up the vendor in the system. Payment inquiries should be directed to the handling Accounts Payable clerk.

4.D Spousal/Domestic Partner Travel

Travel expenses for an employee’s spouse/domestic partner are not reimbursable except as allowed in specific campus policies such as the University Executive Compensation Policy. When an employee traveler and a guest occupy a double room, the standard room rate will be reimbursed and must be noted as such on the travel expense voucher.

4.E Graduate/Undergraduate Travel

I. GRADUATE students receiving a stipend and individuals on post-doctoral appointments are considered employees under University travel guidelines.

   Reimbursement Options:
   
   • Corporate Travel card with department head approval. (in an employed status)
   • Department card
   • Fellowship via the Graduate School. This produces an excess check if the graduate student does not have a balance due the University.

II. UNDERGRADUATE students Reimbursement Options

   1. Expense Report when student employee (Pre Travel Authorization req.)
   2. Direct Pay Disbursement Voucher for non-employee student.
   3. Use a Department Card for the student hotel, airfare, and conference fees.
   4. A combination of #1 and #2. For example, per diem on option #1 and transportation/lodging on option #2.

Alternative student reimbursement method when Preferred are not available:

   The faculty’s own UMass Corporate Travel card may be used for their students’ expenses but the cardholder must understand they are assuming the liability. Anytime faculty puts a student’s expense on their card they are assuming a financial risk. Vendors
will pass charges such as room damage (hotel), room service, extra clean up charges, mini bars and traffic fines (car rental) to the credit card that the University will not reimburse. Any unallowable or insufficiently documented expense submissions will be the responsibility of the faculty member if the reimbursement is denied.

Due to the personal financial risk it is not recommended faculty use their individual cards when alternatives exist.

III. Student Travel Authorization

If a faculty member chooses to put a student/s on their individual travel corporate card, they will need to include the names of students in the expense report “Comments” section. Individual authorizations for student employees are required.

IV. Student Meals Per Diem

A student’s meals per diem will not be reimbursed to a faculty member. Once the student has returned from travel status, they may be reimbursed for the amount of meals per diem allowed.

V. Student Expense Reporting

All expense types map to employee expenditure accounts creating incorrect reporting when expenses are incurred for students. The travel preparer will have to change the account code to 734241 (Non-employee expenses) when adding student travel to their report. Job Aid

When entering a travel report, you will need to enter expenses for the employee first and then expenses for the students. You can enter one line for all the students for each expense type but you can’t combine employee and student charges on one expense type. Make sure to change the account code to 734241 for all student expenses.

5. CITI TRAVEL CARD

The University Procurement department provides a no-fee, individual liability corporate TRAVEL card to employees who travel frequently on university business as a payment vehicle for reimbursable expenses.

The objectives of the University Corporate Travel card program are:

- To provide employees with added convenience, security, and flexibility while traveling on university business
- To reduce travel and administrative costs
- To provide essential travel data to the University

5.A Travel Card Services and Benefits

The corporate TRAVEL card provides many important features both to the employee and to the University. In addition to worldwide acceptance, it provides
• Car rental insurance under most conditions at no cost
• Cash for out-of-pocket expenses that cannot be made on the TRAVEL card
• First checks
• Insurance for accidental loss of life, limb, sight, speech, hearing while riding as a passenger in certain circumstances.

5.B Who is Eligible for a Travel Card

Full time and regular employees are eligible for Travel Cards. Department authorization is required for temporary employees, graduate students, and post doctorates.

5.C Application for a Travel Card

Use the Travel Card application to request a card.

5.D Use of the Travel Card

Corporate TRAVEL cards are for approved business expenses and University travel of the cardholder and no one else. Personal charges may not be made on the TRAVEL card. The monthly statement is due and payable in full each month. Cardholders are responsible for the charges to their cards and maintaining their accounts in good standing. The University receives information on delinquent accounts.

5.E Travel Payment Alternatives

Use the options below when the Individual Corporate TRAVEL Card is not feasible:

I. Department Corporate Credit Card
   • When the employee is taking non-employees on a trip
   • When an employee has had his/her application for an individual Citibank travel card denied you can charge transportation, lodging and conference registrations only for that employee

II. Purchase Orders

III. Out of Pocket – Some employees generate frequent flyer or reward rates when they use their personal credit cards, so they do not want to use an UMass Individual Corporate Card. The University does not make accommodations for this.
   • If an employee is willing to wait until after the trip for reimbursement he/she may make travel purchases out of pocket.

5.F Travel Card Emergency Travel Assistance

TRAVEL cardholders, immediate family members and business associates may all take advantage of the below special services as long as the cardholder is traveling more than one hundred (100) miles away from his/her primary residence.
• Lost or stolen card reporting
• Lost luggage assistance
• Pre-trip assistance
• Prescription assistance and valuable document delivery
• Emergency card replacement
• Medical and referral assistance
• Legal referral assistance
• Transportation assistance
• Ticket replacement
• Message service
• Translation services

There is no charge to TRAVEL cardholders for use of the TRAVEL Corporate Travel and Emergency Assistance. Please note that TRAVEL and Emergency Assistance provides assistance and referral only. The cardholder is responsible for the cost of any actual medical, legal, transportation, cash advance, or other services or goods provided.

5.G  Travel Card Contact

The Corporate Travel Card is managed by the Procurement department. This includes individual travel cards, department travel cards, as well as Pro Cards.

The main contact:

Hillary Osgood
ProCard/Travel Card Prog Mgr
(413)-545-1748 hosgood@umass.edu
6. AIR TRAVEL

6.A Airfare Guidelines

- Airfare will only be reimbursed for main cabin/economy/coach. A justification memo must be provided when standard commercial airfare is not used for medical reasons. The lowest available rate should be utilized when booking airfare.

- If a traveler elects a higher class they will need to obtain the standard seat cost quote on the same flight to submit with their receipts. The traveler will be responsible for paying any differences in price.

- Upgrades within main cabin/economy/coach are allowed as well as early boarding fees and seat selection fees.

- Only airfare that is necessary to conduct University business is reimbursable. This includes incurring no higher expense than the rate for the most direct and logical traveled route. Personal side airfares should be purchased separately and are not reimbursable.

- Since cancellation fees can be substantial once bookings are made, travelers are encouraged to book as far ahead of departure date as possible once travel plans are firm.

- Making airline reservations 21 days in advance and booking over a Saturday night can save up to 70%. A Saturday night stay over is encouraged if there is a net savings when additional costs for lodging and meals are factored. Travelers must document the savings for a Saturday night stay over (see Expense Reporting for further documentation requirements).

6.B Non Refundable Tickets/Cancellations

If it is necessary to cancel a trip the traveler should ask the issuing agency or airline about the terms and conditions that apply for future trips. Personal use of any portion of a University purchased/reimbursed ticket is not allowed.

Penalties imposed as a result of canceling a ticket or fees assessed for reissuing a non-refundable ticket may be reimbursed to the traveler if:
• Extenuating circumstances are documented in writing
• It is then approved by the Controller’s Office

Charges for re-issuing a non-refundable ticket are reimbursable where properly documented.

### 6.C  Airline Vouchers/Flyer Miles/Gift Certificates

The University will not reimburse an employee for the value of the ticket acquired with airline vouchers/frequent flyer miles/gift certificates. These programs should not influence the traveler’s flight selection or routing. The IRS accountable plan rules require documentary evidence that the expense was incurred such as a receipt to claim an expense.

### 6.D  Lost/Stolen Airline Tickets

Lost or stolen airline tickets are not a reimbursable expense. Travelers should contact the issuing travel agency or airline.

### 6.E  Chartered and Private Air Travel

The University strongly discourages the use of domestic chartered flights or traveling via a private or personal aircraft. **The University provides accident or aircraft insurance coverage only for travelers who utilize regularly scheduled commercial airlines.**

Should other aircrafts be used in exceptional circumstances:

- The University requires that chartered aircraft owners maintain a minimum of $1,000,000 per seat in Aviation Liability coverage and that the University is named as an additional insured.
- The same applies if a traveler pilots his/her own or privately owned plane.
- The Controller’s office should be contacted prior to finalizing plans regarding the use of personal, private or chartered aircraft.

### 6.F  Lost or Excess Baggage

Baggage Fees are a reimbursable expense

[Accident and baggage insurance](#) is provided at no charge by the University’s corporate card if travel services are purchased with the corporate card.

### 6.G  Air Travel Taxes

Taxes on airfare are allowable and reimbursable
6.H Domestic Air Travel

- Domestic air travel is defined as travel within the United States, its territories and possessions (Guam, Puerto Rico, and the U.S. Virgin Islands). For international air travel please visit the International Travel section.

6.I International Air Travel

- All international travel should adhere to the Amherst campus travel policy and Airfare Guidelines above unless a sponsor imposes greater restrictions.

- Travel using Federal funds is subject to Federal regulations including the Fly America Act (See Item (1) below) as well as specific sponsor requirements. Any cost that does not adhere to those requirements will be borne by the Principal Investigator’s department or will need to be moved to a non-federal funding source.

- Airfare will only be reimbursed for main cabin/economy/coach. The lowest available rate should be utilized when booking airfare. A justification memo must be provided when standard commercial airfare is not used for medical reasons.

- Upgrades within main cabin/economy/coach are allowed as well as early boarding fees and seat selection fees.

6.J Fly America Act

The Fly America Act mandates the use of U.S. flag carriers when traveling on funds provided by the federal government unless permitted exceptions exist. U.S. flag carriers are airlines owned by an American company. The choice to “Fly American” is made regardless of cost or convenience, travel by a foreign air carrier must be necessary, meeting the exception criteria as defined by the Fly America Act.

Federally sponsored trips must utilize U.S. flag carriers at the lowest available rates, federal regulations prohibit the charging of business class or first class air travel to federally sponsored projects. Travel should adhere to UMass travel procedures unless sponsor requirements impose greater restrictions. The act does not apply to non-federally funded awards. Travel that is federally funded is indicated by fund codes (53104-6, 53214-6, 53314-6, and 53414-6). If you are scheduling federally funded travel, unless a permitted exception exists, flights must be scheduled on U.S. flag carriers or on foreign air carriers that code share with a U.S. Flag carrier. It is necessary to present proof of U.S. flag air carrier’s designator codes for all legs of a trip when traveling on federal funds. An air carrier’s designator code is present in the area next to the flight numbers on the airline ticket, boarding pass or on the documentation for an electronic ticket (passenger receipt).
There are several resources online which provide airlines and designator codes, be sure that the airline used is a major **US airline**. The key to compliance is making sure the trip either complies or is eligible for exemption before the trip is taken. Reimbursement for foreign air carriers must be denied unless a foreign air carrier is permitted under this regulation.

Code sharing occurs when two or more airlines “code” the same flight as if it was their own. In other words, a U.S. airline may sell a seat on a plane of a foreign air carrier and this seat is considered the same as one on a plane operated by a U.S. flag carrier. Compliance with the Fly America Act is satisfied when the U.S. flag air carrier’s designator code is shown. If you believe that you were on a code share flight, but there is no documentation showing the carrier code, you cannot charge the flight to a federally sponsored project. If your travel was originally booked on a U.S. carrier and the air carrier involuntarily re-routed you to a non-U.S. air carrier, document this situation and the exceptional circumstances, your travel will be supported by federal funds. Permitted exceptions must be documented in advance with the **UMass Fly America Act Exception Form**. This form must accompany the Travel & Expense Report whenever a foreign carrier is used for any leg of a trip.

**Federal Travel Regulation Guidelines** provide exceptions to the Fly America Act as well as documentation requirements. These exceptions and documentation requirements are available on the UMass exception form for your convenience. For travel between the U.S. and another country or for travel solely outside the U.S., the same exceptions apply. A foreign carrier is deemed necessary only when the use of a U.S. carrier cannot provide the air transportation needed, will not accomplish the agency’s mission, cannot meet the medical needs of the traveler, and poses an unreasonable risk to the safety of the traveler.

### 6.K Open Skies

The biggest exception to the Fly America Act is the **Open Skies Agreement**. On October 6, 2010 the United States and European Union (EU) “Open Skies” Air Transport Agreement was published by the U.S. General Services Administration (GSA) providing full explanation of the multilateral agreement in place so that the qualifying travelers, whose travel is supported by Federal funds, may travel on European Union (EU) airlines as well as U.S. flag air carriers. There are also Open Skies agreements with Australia, Switzerland, and Japan.

When traveling to a destination serviced by a European Union airline, UMass travelers flying on a Federal grant can fly on either a **US carrier** or an EU carrier as long as they touch down in an EU Country.

- UMass travelers flying on a Federal grant can use an Australian airline if the origin/destination is either the US or Australia and no city-pair contract flight between the two points (origin and destination) exists.
- UMass travelers flying on a Federal grant can use a Swiss airline if a point of origin/destination is either the US or Switzerland and no city-pair contract flight between the two points (origin and destination) exists.
- UMass travelers flying on a Federal grant can use a Japanese airline if a point of
origin/destination is either the US or Japan and no city-pair contract flight between the two points (origin and destination) exists.

- UMass travelers on Federal Funds cannot use city-pair contracts.
- Travelers using Secretary of Defense (DOD) or Secretary of a military department such as the Air Force, Army or Navy are not permitted to take advantage of the open sky agreements. Travelers using these funds must use a U.S. flag carrier, unless they qualify for a permitted exception of the Fly America Act. If you are unsure if an exception exists, contact the responsible grant accountant for the award.

**Caution:** The costs of travel subject to the Fly America Act that do not adhere to this Federal regulation will be borne by the Principal Investigator’s department or will need to be transferred to a suitable non-federal funding source.

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### 7. LODGING

The University’s policy on lodging takes employee safety into consideration when making allowances for a choice of lodging. Travelers are entitled to accommodations that are suitably located and meet reasonable standards for safety, cleanliness and comfort.

#### 7.A Reservations

Travelers are expected to incur the least expensive amount to the University when a selection of rooms and rates are available. **For lodging on a sponsored grant see Section 7.B.**

- Travelers may stay in a standard room, single room rate, at a non-luxury hotel and are encouraged to take advantage of reduced rates by making reservations early or requesting special government/university rates.

- Travelers should request and record the hotel reservation number in case of billing disputes and to expedite the check-in process.

- When traveling to a conference, the University assumes travelers will stay at the hosting hotel even if the rate exceeds a non-luxury hotel rate. If there is a choice of hosting hotels, travelers are expected to stay at the least expensive property. **Please note that a conference recommending a hotel does not justify exceeding a lodging rate.**

#### 7.B Reservations – Sponsored Grants

If a sponsor is more restrictive than guidelines set forth in **Section 7.A** above, reimbursement over the sponsor’s allowable rate but within the University’s guidelines may be made from a different campus funding source.
7.C Hotel Upgrades

Hotel room upgrades and resort fees are NOT reimbursable expenses.

Travelers may choose to upgrade a room, but the difference in the price of the standard single room rate and the upgrade is the traveler’s responsibility. Hotel room upgrades must be explained on the Expense Report.

7.D Hotel Cancellations

Charges caused by failure to cancel guaranteed reservations are not reimbursable.

• Travelers should ask for the hotel’s cancellation policy at the time of booking.
• Travelers should request and record the reservation number for future reference such as billing disputes.

7.E Other Personal Hotel Expenses

Only the expense of lodging from a hotel receipt should be included in an expense report lodging/hotel expense line.

• Food or room service or parking should be subtracted from this expense line.

Personal expenses such as the following are NOT reimbursable:

• In-room movies and video rentals
• In-room alcoholic beverages and mini bar services
• Child care services
• Recreational activities
• If traveling with a guest and occupying a double room, the traveler must indicate the single room rate on the Expense Report. If there is a difference between the single and double room rate, the traveler is responsible for the difference.
• Hotel charges itemizing “valet parking” are reimbursable if the traveler is staying at the hotel or attending a conference at the hotel. If the traveler is not staying at the hotel and uses the valet for dinner, the expense is considered personal and is non-reimbursable.
• Expenditures for laundry, barbers and similar items are considered personal expenses and are not reimbursable.

7.F Traveling with a Guest

When traveling with a guest who is not conducting University business and occupying a double room, the University traveler must indicate the single room rate on the expense report. If there is a difference between the single and double room rate, the traveler is responsible for the difference.

7.G Lodging in a Private Residence
Occasionally, a traveler on University business may stay in a private home in lieu of commercial accommodations.

- The traveler may submit original receipts for a one-time token of appreciation costing up to $25 per day, not to exceed a total of $100 per trip.
- When traveling under a federally sponsored project, the above token of appreciation expense is NOT allowed.

### 7.H Rental of Private Residences

Rental expenses for a private residence are reimbursable when the owner, indicating the amount paid, signs an original receipt. The receipt must accompany the printed Expense Report.

Under this category online rent/lease websites such as [Airbnb](https://www.airbnb.com), [VRBO](https://www.vrbo.com), [Tripping](https://www.tripping.com), Etc. are reimbursable but these expenses cannot be charged to the corporate TRAVEL card.

International lodging expenses should not exceed the lodging per diem for one person for the same period.

### 7.I International Lodging Guideline

International lodging expenses should fall under specific nightly lodging rates set forth by the [United States Department of State](https://travel.state.gov/)

These rates are accessed the same method and on the same page as international meals per diem but use the column labeled “Maximum Lodging Rate”.

These rates are used as a guideline to determine a reasonable lodging expense and any exceptions should provide justifications in the comments field for review. Valid receipts for international lodging are still required.

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### 8. GROUND TRANSPORTATION

Travelers are expected to travel via the least expensive, most direct and efficient means available. This includes University-owned vehicles, taxis, shuttle services and rail services when the cost is reasonable as compared to the traveler’s personal car use including parking and tolls.

Employees traveling to the same destination should consider sharing ground transportation whenever possible.

### 8.A University Owned Vehicles
• University-owned vehicles shall be used for official business only.
• An operator of a University-owned vehicle shall only transport passengers traveling on official University business.
• Any operator of a University-owned vehicle must be employed by or working on behalf of the University and have a valid driver’s license to be covered by the University’s Automobile Insurance Policy.
• For accidents involving University-owned vehicles please follow Transportation Services Procedures.

8.B Personal Automobile

I. The University will reimburse travelers the standard Internal Revenue Service (IRS) mileage allowance for the most direct route to and from the destination. Mileage reimbursement should include odometer readings or a mileage log or map showing the origin, destination and amount of miles traveled in total.
   a. The Current 2019 rate is $0.580 per mile.

II. Mileage is based on the most direct route which is considered the shorter distance from the traveler’s home or Amherst to the destination point. If there is a deviation from the rate, justification must be noted on the Expense Report.

III. Mileage rate covers all automobile expenses such as fuel, maintenance, towing, repairs, tires, depreciation, and insurance.

IV. In addition to the standard mileage allowance, necessary and reasonable charges for the following automobile-related expenses are allowed:
   Tolls, parking, and fees for ferries, bridges, tunnels, etc.

V. Non-reimbursable expenses include:
   Car damage repairs, vandals, theft. Natural phoneme, towing, storage, traffic violations, fines, and/or citations.

VI. If two or more employees travel in the same vehicle, only the employee who owns the vehicle can be reimbursed.

8.C Automobile Parking

The University will reimburse the expense of parking your vehicle while on travel as long as it is a reasonable and economical rate. Contract partners should be used when available. Please consult the MHEC listing for current partners. Please note a login will be required to view.

An average reasonable rate for the two most common airport destinations is as follows:

• Bradley International Airport - $15 per day.
• Logan International Airport - $30 per day.

8.D Commuting Expenses
Commuting between an employee’s home and permanent place of work is NOT a reimbursable expense.

If an employee is temporarily relocated at the request of the University and must travel back to the University for business reasons, actual mileage will be reimbursed based upon the approved mileage rate.

8.E Personal Automobile Insurance

The University does NOT provide insurance coverage for employees operating a privately owned vehicle.

The owner/driver is solely responsible for automobile insurance coverage. The owner/driver will be responsible for any damage caused to third party property and any damage to the employee’s own vehicle, regardless of fault.

8.F Shuttles and Taxi Services

Shuttle/Taxi services are allowed as reimbursable expenses ONLY if the cost is less than, or equal to, the cost of personal car use including mileage/parking locally or other customary means at the traveler’s destination. Under this category services such as Uber and Lyft would be reimbursable under the same guidelines.

- For personal automobile mileage rates see Section 8.B
- For parking rates see Section 8.C

Service for these modes of transportation that exceed the costs of customary ground transportation charges are allowed only when justified business reasons preclude the use of more economical modes of transportation.

Receipts are required for shuttle / taxi fares. University policy for tipping a taxi driver is limited to 15% per transport. Anything above 15% is non-reimbursable and the difference comes out of the employee’s pocket.

8.G Auto Rental Services

Information about the UMass Amherst Vehicle Rental Services contract is available at https://www.umass.edu/transportation/car-rentals-0.

Travelers will be reimbursed for the rental of a compact, economy, or mid-sized car, unless a specific business, physical, or medical reason, which must be explained on the Expense Report, necessitates another class of rental.

Reimbursable items include the daily rental fee, gasoline charges, tolls, and parking.

Non-reimbursable expenses include, but are not limited to, tickets, fines, traffic violations, and car repairs.
8.H Insurance on Auto Rentals

When University employees rent vehicles for University business, if possible, the vehicle should be rented in the name of the University. Please note, the below guidelines and referenced protections only pertain to **University Employees and University sponsored groups. Non-employees and groups that are not sponsored/approved by the University are not covered under any applicable policy or protection.** Any damage costs not covered by insurance are the responsibility of the department or the traveler.

Employees renting vehicles will most likely be given the option of buying the following two types of rental insurance

- **Liability Insurance** which covers bodily injury or property damage to a third party. The University has a ‘Hired’ and ‘Non-owned’ Liability Insurance policy for vehicles rented for University business. The University's policy is only an excess policy. This policy has a $1,000,000 combined single limit for bodily injury and/or property damage to others.
- **Physical Damage Insurance**, often referred to as a Collision Damage Waiver (CDW) or a Loss Damage Waiver (LDW), which covers property damage to vehicles.

When renting cars for University business, employees should follow the following guidelines:

**Liability Insurance within Massachusetts:**
Decline the Liability Insurance offered by the rental company if you are renting the vehicle in Massachusetts and you will only be driving the vehicle Massachusetts.

**Outside of Massachusetts:**
Purchase the Liability Insurance offered by the rental company if not already included in an existing contract, if renting a vehicle outside of the State of Massachusetts or for use outside of Massachusetts.

**Physical Damage**

*Paying with University issued business credit card/travel card:*
Decline the Physical Damage Insurance (CDW/LDW) offered by the rental company. Please note that it is important for the employee to carefully review the terms of their University credit card to make sure that it does provide primary Physical Damage Insurance when renting a vehicle. The employee will also want to make sure that the type of vehicle he/she is renting is not excluded from the coverage provided by the credit card.

*Paying with a purchase order or personal credit card:*
Purchase the Physical Damage Insurance (CDW/LDW) offered by the rental company if paying with a purchase order, personal credit card, or any other means of payment that does not provide primary Physical Damage Insurance coverage. Also, purchase the physical damage insurance if renting a van that carries more than eight passengers.

**NOTE:** If in doubt as to whether or not the employee's University issued business credit card provides primary physical damage coverage, it is a good idea to purchase the coverage
from the rental company. The Physical Damage Insurance coverage offered by the rental company is good protection at a low daily rate.

8.I Rail Train Services

Travelers may use rail services as a means of transportation when convenience and financial savings are achieved.

Rail train expenses will only be reimbursed for main cabin/economy/coach. A justification memo must be provided when standard commercial seating is not used for medical reasons. The lowest available rate should be utilized when booking rail train services.

9. MEALS PER DIEM

For both Domestic and International meals per diem:

- Travelers may use the per diem rate or actual receipted expenses for meals while on travel provided they are less than the total allowable per diem rate.

- First and last days of travel are always 75% of the destination meals per diem rate. No clock times are used to determine travel date meals.

- The Value of any meals provided (including business meeting meals) should be subtracted from the daily meals per diem rate using the individual meal deductions in Section 9.B

9.A Domestic Meals Per Diem

The daily maximum per diem meal allowance rate for Amherst campus employees traveling domestically on University business will correspond with the General Services Administration (GSA) rates. Through the GSA the destination city or zip code is searched to obtain the meals per diem rate.

While domestic Hawaii, Alaska and US territories and possessions (Guam, Puerto Rico and the US Virgin Islands) will NOT use the GSA rates but instead the Department of Defense Outside CONUS rates.

9.B Meals Provided Deductions

- The Value of any meals provided (including business meeting meals) should be
subtracted from the daily meals per diem rate using the

- Domestic Meals - [GSA Meals and Incidental breakdown](based on city rate)
- International Meals –
  - Breakfast 15%
  - Lunch 25%
  - Dinner 40%
  - Incidentals 20%

### 9.C Incidentals

These are fees and tips given to porters, baggage carriers, valets, bellhops, hotel maids, stewards or stewardesses and others on ships, and hotel servants in foreign countries.

- Transportation between places of lodging or business and places where meals are taken if suitable meals cannot be obtained at the temporary site.
- Mailing cost associated with filing travel vouchers and payment of University charge card billings.
- If no meals per diem are being claimed, traveler still can get the $5.00 incidental.

### 9.D Partial Day Per Diem

Per diem may be paid up to 75% of the full day GSA rate, including the incidental portion, when:

- Approved by the department head or director.
- Travel status is at least 12 consecutive hours but less than 24 hours and no overnight stay.

**Please Note:**

- **UMass does not allow per diem when on travel for less the 12 hours.**
- **A partial per diem with no away from home overnight stay is a taxable reimbursement to the employee.**

Example: Trip to Boston with a departure on 7/1 5:00AM and a return time of 7/1 10:00PM can be reimbursed for 75% of full day per diem so $69 x 75% = $51.75 taxable reimbursement.

### 9.E International Meals Per Diem

The daily maximum per diem meal allowance rate for Amherst campus employees traveling internationally on University business will correspond with the [United States State Department rates](. Through the State Department the destination country is searched to then obtain the international city’s meals per diem rate.
10. BUSINESS EXPENSES ON TRAVEL

For the complete business expense guidelines please consult the Business Expense Policy.

Business Expense contact:

Terry Lucas
(413) 545-1409 tlucas@admin.umass.edu

10.A Business Meeting Meals

Documentation for business meals must include the original receipt, business purpose and list of attendees in order to meet University and IRS guidelines.

- Tips included on business meeting meals will be reimbursed but shot not be more than 20% of the bill.

10.B Alcoholic Beverages

The policy on alcoholic beverages can be found in full in the Business Expense Policy section 12.

- The use of alcohol for business entertainment purposes is highly discouraged and only allowed in special circumstances.
- Alcohol consumed at a business meal must be reasonable (generally not to exceed 25% of the total bill) and be served in conjunction with a meal.
- Regulations prohibit charging alcohol to Federal and State sponsored grants/contracts.

11. REIMBURSABLE EXPENSES LIST

The following items are examples of reimbursable expenses (not all inclusive):
• Air travel booked at lowest available fare and baggage fees (federal tax is reimbursable).
  o Use of University's designated travel agencies is strongly encouraged.
• Lodging for approved business travel in a standard room, single room rate, at a non-luxury hotel including all taxes.
  o AirBnB and the like are acceptable but NOT on the travel card.
• Meals while on travel status at current per diem rate.
• Mileage for private vehicle use using the shortest most direct route.
• Rental of a compact, economy, or mid-sized automobile with insurance.
• Gas for rental/state vehicles.
• Reasonable tips for business meals - 20% maximum.
• Tips for taxis up to a maximum $8.00 per work related transport.
• Business related telephone calls and faxes. Two personal calls, limited to $10.00 each, to communicate arrival and departure arrangements. Use of the University issued telephone credit card is recommended.
• Parking and tolls.
• Ground transportation (taxi, bus, subway, airport shuttle, Uber, Lyft, train etc.).
• Conference registration fees/ Abstract Submission Fees.
• Reasonable trip cancellation insurance.
• Passport, passport photos, VISA fees, and immunization for international business travel.
• ATM transaction fees for university Travel Card expenses (within established limits).

12. NON REIMBURSABLE EXPENSES LIST

The following items are examples of non-reimbursable expenses (not all-inclusive):

• Airfare upgrades to 1st or Business class.
• Airline stopover charges or additional rerouting of air flight when made for personal convenience/personal time.
• Air travel life insurance.
• Car rental charge over the mid-sized rate unless noted by a specific physical or medical reason or research need.

• Actual operating expenses for personal vehicles and driver’s license or renewal fees.

• Traffic or parking violations and fines; court fees.

• Transportation/commute between home and work location.

• Personal expenses i.e., laundry/dry cleaning, toiletries, salons/barbers, city tours, golf fees, country club dues, health and fitness fees, pet care, shoe shine, souvenirs, personal entertainment, baby-sitting, hotel in-room movies and mini-bar services, newspapers, damaged luggage or attaché.

• Prescriptions or over the counter medication.

• Articles and/or cash stolen or lost.

• Air phone usage.

• Traveler’s check fees.

• Fees for personal credit cards.

• Unauthorized trips or expenses

• Meals and meals per-diem when travel is less than 12 hours.

13. REPORTING & CERTIFICATION

13.A Report Completion and Submission

• The University strongly recommends that travelers submit their receipts to the travel preparer within twenty-four hours of a trip completion.

• If charges have been made against your Citibank corporate card prior to your trip, an Expense Report needs to be submitted for payment immediately so that late fees will not be placed against your card.

• Expense Reports are submitted on-line utilizing the PeopleSoft Travel and Expense Module.

• Travelers on extended work assignments away from campus should have monthly Expense Reports submitted at a minimum.
13.B  Traveler’s Certification

By signing on the employee’s signature line on the Expense Report (with a signature or an electronic signature), employees certify that the expenses claimed on the Expense Report are allowable reimbursable expenses made under applicable University and campus policies and procedures.

- If any claimed expenses are subsequently determined by the University to be non-reimbursable expenses, subject to appeal, travelers will be personally liable for the repayment.

- Travelers must repay improper reimbursements within fifteen (15) calendar days after receipt of a written notice from the University. Travelers agree to these terms by signing the printed Expense Report.

- Should repayment not be received by the Controller’s Office within the designated time period, the outstanding amount can be deducted from the employee’s paycheck.

13.C  Travel Preparer’s Certification

By the travel preparer submitting an expense report they are certifying that the expenses meet all policy and procedures outlined in this manual. They should not submit a report for reimbursement when it is conflict with this manual.

13.D  Travel Approver’s Certification

- By the approver clicking the approve button for a Terradotta Travel Registry they are confirming:

  - The trip is university-related and sanctioned travel.
  - Correct funds are being used and available
  - The traveler has authorization to be away from campus
  - The traveler’s duties are covered in their absence.

- By the approver signing the expense report they are ensuring:

  - The expenses were incurred while conducting University business.
  - The information contained in the expense report and attached documentation is accurate and in accordance with policies and guidelines.
  - The expenditure is charged in the proper amount to the proper account having adequate funds available.

13.E  Travel Payment Processing Certification
In order to gain access to the travel and expense module in PeopleSoft to create employee expense reports to reimburse employee travel and employee business expenses you need to have:

I. Completed the Travel Payment Processing Class via Workplace Learning & Development
   II. Submitted the Finance Access Request form to Whitmore 151, afs-secadmin@admin.umass.edu

13.F Report & Documentation Requirements

The following information is required for an expense report submission:

I. The signed expense cover sheet.
II. The report description be completed:
   - If travel - location and dates. Example: Tampa, Florida 10/1/17-10/5/17
   - If a business expense - NTE. Example: NTE Candidate Interview
III. Pre-Travel Authorization - The Terradotta field be completed:
   - If travel then the Terradotta Travel Registry TA #: Example: 12345
   - If blanket travel the Terradotta Travel Registry TA # with a B. Example: B12345
   - If travel in MA with no overnight – MASSNO
   - If business expense non travel – NTE
IV. The comments field be completed with the business purpose and any info of note.
V. Original receipts for expenses in excess of $25.00 which include the vendor name, location, date and dollar amount.

14. RECEIPTS

14.A What is a Valid Receipt
A valid receipt is an acknowledgement from the vendor that they have been paid.

To be valid, the receipt must show:

- The vendor’s name. (Generic or hand written receipts should be supported by a canceled Check / credit card or bank statement).
- When the specific expenses were incurred.
- The unit price/itemization of charges
  - For airfare the class, seating and the traveler’s name should be identified.
  - For lodging the room type, per night amount and traveler’s name should be
identified.
  o For restaurant receipts the total consumed, the tip and the tax should be itemized. Sponsored Grants should include the items consumed in detail.
  • The final amount due and acknowledgement that it was paid.

Note 1: If a receipt does not indicate full payment was made an additional proof of payment is required.
The following are acceptable proof of payment only when accompanied with supporting documentation:
  • Canceled checks
  • Credit Card or Bank statements showing the transaction(s)

Note 2: A missing receipt for $25.00 or less does not require a Missing Receipt Affidavit.

14.B Credit Card Statements as Receipts

A credit card statement is good support documentation for invalid/incomplete receipts. However by itself in most cases is not a valid receipt. This is because a credit card statement cannot always verify required travel details such as but not limited to:
  • Locations, Dates and times, Passengers/occupants, Class/Room type, Extraneous charges, Tips.

14.C Missing Receipts

If a receipt is lost and a copy is unattainable then the Missing Receipt Affidavit form must be completed and signed (with a signature or an electronic signature) by the traveler and the approving authority. It must include a complete explanation of the expense and the reason for the missing receipt

Note on Airfare: If the traveler is unable to obtain a copy of the airline receipt, a copy of the itinerary and one of the following must be included with the Missing Receipt Affidavit:
  • Credit card charge slip, cancelled check, card statement or other record of payment.
15. TAXABLE REIMBURSEMENTS

15.A IRS Requirements

To ensure that reimbursements for travel do not become reportable taxable income to travelers, the following procedures are in effect:

The IRS requires employees to adequately account for their own expenses within a reasonable amount of time after the expenses were either paid for or incurred. If reimbursement is not made in a reasonable amount of time, the expense will become a taxable reimbursement. The expense will be reported as income on their W-2.

The campus guidelines state that the reimbursements should be submitted within 24 hours, but no later than 60 days from the date of return, by the employee to the travel preparer. The UMass President’s Office has mandated 120 days as the cutoff date as a reasonable time to get the reports to the Travel Office to be approved. The 120 days starts at the return date of travel. All expenses must be electronically submitted within the 120 days from return date of travel or it will be sent back to the travel preparer to be changed to a taxable reimbursement.

15.B When Are Expenses Taxed

There are two scenarios when expenses are taxable reimbursements:

I. Due to the traveler’s fault the travel return date is now 120+ days old.
II. A partial day meal/meal per diem is being awarded for 12+ hour travel.

Items that are never taxed and will override the above:

I. Student expenses.
II. Expenses charged to the Travel Card.

Please note: All expenses that are taxed are done so due to IRS Publication 5137.

16. CASH ADVANCES

Travelers are expected to utilize university-issued corporate travel cards for all business travel charges, including cash advances. Using corporate travel cards, cash may be obtained via Automatic Teller Machines (ATM), writing checks issued with corporate
travel cards or you can obtain cash by having the bank teller swipe your card. Travelers are allowed 3 transactions a day at the ATM or $500 limit whatever comes first. After that, you must go to the bank teller to withdraw up to their cash limit. Please see the Transaction fee information on the Procurement web site for cash withdrawal fees.

17. THE TERRADOTTA TRAVEL REGISTRY

The Terradotta Travel Registry can be found at https://travelregistry.umasscs.net/index.cfm?FuseAction=Security.ExistingUserLogin

17.A Terradotta Travel Registry Outline

The goal of the Terradotta Travel Registry is to ensure the health, safety and security of UMass students, faculty and staff while traveling. The International Programs Office utilizes the registry to achieve these goals.

The Terradotta Travel Registry also became the one method to submit pre-travel authorizations for out of state and overnight travel as of January 1, 2018. This directive was set forth by the UMass Office of the President.

The Terradotta Travel Registry is used by all UMass campuses. At UMass Amherst it is managed by a partnership between The International Programs Office, Controller’s Office, And A&F Administrative Systems.

17.B International Emergency Travel Insurance

UMass students, faculty and staff traveling abroad on university-related travel are covered by the International Emergency Travel Insurance Policy purchased by the UMass system. This coverage is intended to provide the first line of service and protection to the university’s travelers but prior to traveling, employees should still contact their personal health insurance company to make certain they understand what additional coverage they may need and to maintain their primary insurance coverage.

17.C Terradotta Travel Registry Contacts

- Insurance policy or international travel on the Terradotta Travel Registry Andrea Drake
  Director International Health, Safety and Security
  (413) 545-4350 andreadrake@ipo.umass.edu
• Domestic and general travel issues on the Terradotta Travel Registry
  Jayne Krause
  Travel Reimbursement Specialist
  (413) 545-1405 travel02@umass.edu

• Obtaining login permissions & Adding access to people (departments)
  Whitmore A&F
  (413) 545-2119 afs-secadmin@admin.umass.edu

17.D Terradotta Travel Registry Job Aids
Job aids for the Terradotta Travel Registry can be found on the Controller’s website.

They cover the topics of How to Register Your Own Travel, How to Register Proxy Travel, How to Search for Registries, How to Set Up Blanket Travel Authorizations, How to Approve Travel, and How to Generate/Resend Approvals.

17.E Terradotta Travel Registry Blanket Travel Authorizations

To create a blanket travel authorization (Job Aid):
I. You must be a designated travel preparer.
II. The travel can only cover domestic areas.
III. You must upload a document signed off by a department head or equivalent.

17.F Connecting Terradotta Travel Registry to Expense Reports

To connect the two the Terradotta field of expense report must be completed.
  o If travel then the 5 digit Terradotta Travel Registry TA #.
    ▪ Example: “12345”
  o If blanket travel the Terradotta Travel Registry 5 digit TA # with a B.
    ▪ Example: “B12345”
  o If travel in MA with no overnight
    ▪ “MASSNO”
  o If business expense non travel
    ▪ “NTE”
18. INTERNATIONAL TRAVEL

18.A Foreign Currencies

- Expense Reports must be submitted in U.S. dollars with an explanation and translation of international receipts and the conversions.
- Travelers must use the currency rates that were in effect the date the travel took place.
- Currency receipts should be saved and used for conversion to U.S. dollars on the Expense Report.
- Use of the University’s corporate travel card eliminates the need to calculate international currency conversions and usually reflects favorable exchange rates.

To convert international currencies the following online calculator is used:
OANDA Currency Converter: https://www.oanda.com/currency/convert/

International Airfare see Section 6.I

International Lodging see Section 7.I

International Meals Per Diem see Section 9.D