

Volunteer and Staff Travel Policy FAQs

AIR AND RAIL TRAVEL

- **How do newly hired staff get access to Concur Travel and Expense?**
All newly hired staff will have access to Concur Travel & Expense the day after their official hire date. Access to Concur Travel & Expense can be found under the Quick Links tab on Society Source.
- **How does a traveler making a reservation on Concur Travel know if an exception to the travel policy has been made?**
Concur Travel will indicate a policy exception when a selection is made. A screen will appear, and the traveler must select a prepopulated reason code before the reservation process can continue.
- **Is there a fee charged when calling the Travel Management Company (TMC) for assistance?**
A fee will be assessed when a traveler makes a new reservation by calling the TMC. Staff must use Concur Travel to book all travel needs unless certain situations warrant a call to the TMC (ticket changes). Visit the iTravel section on the Meetings and Travel Management tab on Society Source for travel service fee information.
- **How is travel booked for non-employees?**
A non-employee is defined as a volunteer, consultant, vendor, interview applicant etc. Staff partners must book non-employee travel on Concur using the 'Guest Traveler' option. To request Guest Traveler booking access, email meetingsandtravelmanagement@cancer.org. Visit the iTravel section on the Meetings and Travel Management tab on Society Source for additional information.
- **When is flying appropriate over driving?**
Taking into consideration a traveler's time, the cost of driving should not exceed the cost of flying and vice versa.

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- **If a traveler's personal credit card company offers an airline promotion (e.g., obtain a free companion ticket), can a traveler pay for a business trip and then request reimbursement?**

No. Air travel must be booked on Concur Travel. The cost of the airline ticket will be charged to a centralized ACS credit card which offers insurance coverage. Exceptions for personal gain are not allowed.

- **After confirming an airline or rail reservation, can a travel itinerary be changed on Concur Travel?**

Changes to airline or rail reservations may be made in Concur Travel for individual business travel for staff. Information on this process can be found [here](#). Any guest travel will need to be changed by the TMC.

Changes to airline or rail reservations that were made through a *meeting registration site for a meeting* cannot be changed through Concur Travel. Staff will need to contact the TMC to make changes.

Important: Calls to the TMC's Emergency After-hours service for staff travel (those who have a Concur Travel profile), which includes changes to existing reservations or new reservations will be booked & ticketed with no manager approval. This allows for shorter hold-times for emergency calls. However, to minimize the risk of fraudulent charges, volunteers, and staff (without an active Concur Travel profile) calling the TMC's After-hours service will be required to provide a personal credit card for ticket changes to existing reservations or booking new reservations.

- **After confirming a hotel or car reservation, how are changes handled?**

Changes to hotel and car bookings must be made on Concur Travel. A service fee will apply for changes made by calling the TMC.

- **What is economy comfort class of service?**

Economy comfort class is a coach class of service that allows individuals more leg and reclining room on select domestic routes and international flights.

- **Is there a cost for economy comfort class of service?**

There is an additional cost to reserve economy comfort class seats unless the traveler is an elite member with the airline's frequent traveler program. **Note:** Each airline has its own name for economy comfort class.

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- **How do I obtain an economy comfort seat?**

Individuals who are elite members with an airlines frequent flyer program should contact the respective airline to review the rules and requirements for economy comfort seats. It is the traveler's responsibility to contact the appropriate airline to request an economy comfort seat after reservations have been secured on Concur Travel. The status of the traveler with the airline dictates the amount of time that must pass to receive an economy comfort seat.

Note: Additional costs associated with economy comfort seating are a non-reimbursable expense.

INTERNATIONAL TRAVEL

- **How should International Travel be booked?**

All international transient travel must be requested using the International Travel Request Form. This form must be submitted before the TMC can book your trip. Staff partners are responsible for completing this form for volunteers and guests traveling on behalf of ACS. **Note:** Gather all necessary travel information prior to accessing the form. Visit the iTravel section on the Meetings and Travel Management tab on Society Source to complete the form.

- **Who has ACS partnered with to provide medical and security assistance while traveling internationally?**

ACS has partnered with Chubb Executive Services.

- **What are staff and volunteers required to do prior to their international travel?**

Staff and volunteers should (1) download the Chubb travel app (2) register with Chubb's Executive Assistance Services (3) sign-up to receive emails to stay abreast of developing news and information that is specific to the country they are visiting. Visit the iTravel section on the Meetings and Travel Management tab on Society Source for additional resources for international travel.

- **What if I have pre-trip questions about my travel destination?**

Contact Chubb Executive Services for pre-trip questions. They will be able to assist you with providing both medical and general travel advice, such as information on the standard of health care, the availability of medications, safety of the blood supply, embassy/visa information, dialing code information, cultural etiquette, financial, and voltage/plug information. Visit the iTravel section on the Meetings and Travel Management tab on Society Source for additional resources.

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- **How can volunteers obtain access to the Chubb Executive Services?**
Staff partners are responsible for providing volunteers with the Chubb Executive Travel information.
- **What should I do if I am concerned about my security or in the event of a security emergency while I am traveling internationally?**
Staff and volunteers must contact Chubb's Executive Assistance Services for both emergency and non-emergency situations when traveling internationally. Staff and volunteers should contact Chubb for guidance if they are already in a country when a US Department of State travel warning has been issued and non-urgent situations.
- **Does Chubb Executive Services provide security evacuation assistance and coordination?**
Chubb Executive Services will assist ACS individuals in the event of threatening situations such as civil and political unrest, insurrections, revolution, and similar situations by providing information, guidance, and resources in the event personal safety and security can no longer be assured.
- **Where can I find more information about Chubb Executive Services and the benefits for staff and volunteers traveling overseas?**
Staff should visit the iTravel section on the Meetings and Travel Management tab on Society Source for additional resources.
- **For international travel, what is the definition of 8 consecutive hours of flight time?**
The definition of 8 consecutive flight hours is a flight time for a single trip leg not to exceed 8 hours – excluding layovers. Example: The flight time from Hartsfield–Jackson Atlanta International Airport to Heathrow Airport in London is 6.15 hours and would not qualify, but the flight time from Atlanta, GA to Narita, Japan is 14.15 hours and would qualify for an exception to book a logical, upgradeable fare.
- **What are the mobile phone options for international travelers?**
When traveling outside of the United States, staff must activate temporary international voice, text, and data service to personal mobile devices. Reference ACS Mobile Policy.

LODGING

- **If I cannot find a hotel on Concur Travel, what do I do?**

In situations where certain geographical areas limit coverage of hotels (preferred/non-preferred) from participating in the booking tool inventory, individuals may not find a particular hotel displayed in Concur Travel. In such situations, individuals should select an alternate hotel or contact meetingsandtravelmanagement@cancer.org for additional guidance.

- **What are the preferred hotel properties?**

The nationwide preferred hotel suppliers are Hilton Hotels Worldwide and Best Western (Hilton and Best Western brands are listed in the iTravel section on the Meetings and Travel Management tab on Society Source).

- **When is it permissible to book an overnight guest room for an event held in the traveler's home city?**

Individuals should seek manager approval prior to securing an overnight guest room and should use good judgment in relation to safety, time beyond the regular business day, and the number of miles traveled.

- **May I book my hotel using a hotel website or other online travel booking options such as Travelocity?**

No. All individuals must book air, rail, lodging, and car rentals through Concur Travel.

- **When attending a non-ACS conference, may I book the hotel directly as instructed by the conference guidelines?**

Yes, employees are permitted to book their hotel through the conference. However, for Risk Management purposes, individuals are required to manually upload their hotel into Concur Travel when booking their airfare. Instructions on this process can be found [here](#). This document is only for conferences that will require airfare or rail ticket. If the conference travel requires no airfare or rail ticket, individuals will **not** be able to add the hotel into Concur Travel. Instead, individuals will need to email BCD Travel at americancancer@bcdtravel.com to have the hotel reservation added into Concur Travel. You are required to provide a copy of your hotel reservation, purpose of trip, Society Key and Restriction.

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- **May I book a pre-paid hotel reservation?**

Due to the financial liability and risk to ACS, pre-paid hotels are not reimbursable.

- **May I reserve rental properties (i.e., homes or condominiums) for business lodging to save ACS money?**

While saving ACS money is an objective of our travel management program, the number one concern is the safety of our individuals. The responsibility of Duty of Care to our individuals and their loved ones drives decisions within our Volunteer and Staff Travel Policy, negotiations, operations, communications, and the overall management of the program. The Volunteer and Staff Travel Policy has been developed to reduce ACS's liability as it relates to traveler lodging. Hotel chains and individual hotel properties have been selected as preferred suppliers of the organization based on location, rate, and safety. To date, rental properties present a liability to travelers and the organization, therefore these types of lodging are not reimbursable.

RENTAL CARS

- **When renting a car for business travel purposes, should insurance be purchased?**

ACS's national rental car agreements contain liability insurance covering bodily injury, property damage and collision insurance. Travelers should not purchase duplicative liability or collision coverages. ACS's agreements do not cover personal injury protection, medical payments, uninsured motorist, under-insured motorist, or no-fault coverage, unless required by state law. If available, personal injury protection, medical payments, uninsured motorist, underinsured motorist or no fault coverage may be purchased.

- **Can I reserve cargo vans and box trucks via Concur Travel?**

Cargo vans, box trucks, and 12-14 passenger vans must be booked using ACS's preferred suppliers. Staff must use the appropriate booking forms/link located in the iTravel section on the Meetings and Travel Management tab on Society Source.

- **Where is the Rental Car Calculator located?**

The Rental Car Calculator can be found in the iTravel section on the Meetings and Travel Management tab on Society Source.

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- **When should the Rental Car Calculator be used?**

The calculator is provided to individuals to use as a tool to help determine the most cost-efficient mode of ground transportation. The calculator should be used for business travel located away from the traveler's customary office. Rental cars should be used for automobile trips when the total cost of the car rental is less than the mileage reimbursement for personal automobile use.

Individuals should determine the most cost-efficient method of automobile travel using the calculator provided on iTravel, which considers variables such as mileage rates, cost of gas, rental fees, applicable delivery charges, number of days rented, expected mileage, etc.

While cost is a major determinant of which mode of transportation to use, convenience and efficiency are also factors. Therefore, the traveler may decide if the efficiency of driving a personal car outweighs the cost savings of renting a car. Reference the iTravel section on the Meetings and Travel Management tab on Society Source for details on insurance coverages between renting a vehicle and/or driving your personal vehicle for business travel.

- **When renting a car for business purposes, are individuals allowed to purchase roadside assistance?**

Roadside assistance should only be contacted in an emergency. Associated costs are reimbursable for emergency situations only. Purchasing roadside assistance at the time of rental is not a reimbursable expense.

GROUND TRANSPORTATION

- **Can you help me understand the difference between business travel and a commute?**

The Volunteer and Staff Travel Policy states that transportation expenses incurred when using a personal automobile for business travel, beyond a normal commute from the individual's home to their designated ACS workplace, are reimbursable. The chart below illustrates whether the miles driven are considered business travel or commute miles. (A temporary worksite may include an office other than your normal workplace, a meeting location, an airport, or a volunteer's home.)

* For example, if you drive 60 miles to/from a temporary workplace and your daily round-trip commute is 40 miles; you would be eligible for reimbursement of 20 miles.

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DEPARTURE LOCATION	DESTINATION	Reimbursable Miles
Home	Normal Workplace	None. This a commute.
Home	Temporary Worksite	The total number of miles driven, less the miles of the normal commute*
Normal Workplace	Temporary Worksite	All miles.
Temporary Worksite	Temporary Worksite	All miles.

Additional Mileage Examples:

- I am a home-based worker, but I choose to visit the local ACS workplace on occasion to socialize with colleagues or work for the day as a change of scenery. Is mileage reimbursable?**
 No. This *is not considered business travel*.
- I am a home-based worker. I am required to travel to an ACS workplace that I do not work from on any regular basis. (e.g., in another state). Is mileage reimbursable?**
 Yes. This *is considered business travel* as compelled by your manager. Refer to the Volunteer and Staff Travel Policy for additional information.
- I am a home-based worker. I perform most of my work from home over the course of the year, but I am scheduled to work out of my local ACS workplace on a regular basis, such as a few days each week or month. Is mileage reimbursable?**
 No, regular travel to a local office, even for a home-based worker, *is considered a commute* to a regular place of work and *not business travel*. Refer to the Volunteer and Staff Travel Policy for additional information.

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- **I am a home-based worker. I perform most of my work from home over the course of the year, but I am scheduled to work out of my local ACS workplace on a regular basis (few days each week or month). Occasionally, I am required to increase the number of days I work from my local ACS workplace (e.g., I generally work from the ACS workplace 2 days a week, but have a business need to increase to 5 days a week for a short period of time) Are the additional days of mileage reimbursable?**

No, regular travel to a local office, even for a home-based worker, *is considered a commute* to a regular place of work and *not business travel*. Refer to the Volunteer and Staff Travel Policy for additional information.

- **I am a home-based worker. My manager requires that I travel to the local ACS workplace for a meeting. I do not work out of this office on any regular basis. Is mileage reimbursable?**
Yes. This *is considered business travel* because you do not commute to any local office on a regular basis. Refer to the Volunteer and Staff Travel Policy for additional information.

- **I am an office-based worker. I generally commute to the workplace 3 days a week. My manager comes to town and asks me to be in the office all week (5 days.) Are the additional 2 days of mileage reimbursable?**

No. Since your normal work location is a local ACS workplace, *this is considered a commute* to a regular place of work and *not business travel*. Refer to the Volunteer and Staff Travel Policy for additional information.

- **I am a home-based worker. Occasionally, I might to go the local ACS workplace to use the printers or meeting space. Is mileage reimbursable?**

Please discuss with your manager to determine if this is the best option to achieve business goals for ACS. If yes, then this is *business travel*. For example, you could submit the work to the ACS Print Center or if printing is a frequent requirement of your job, perhaps you should have a printer at home. You and your manager may determine the optimal solution to achieve business results for ACS.

- **What if I am involved in an accident in my personal vehicle while traveling on ACS business?**

Individuals should file an insurance claim with their personal automobile insurance carrier. While ACS has automobile insurance, it will only provide coverage if the traveler's personal coverage is exhausted. Reference ACS's Insurance Claims Toolkit for information on how to submit auto claims and report incidents using the General liability and Auto claims incident reporting form.

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- **What if my personal vehicle is damaged while I am using it for ACS business?**

This is another case where individuals should file an insurance claim with their personal automobile insurance carrier. ACS's insurance policy does not cover reimbursements for collision or physical damage deductibles that may apply under the traveler's personal insurance coverage. Deductibles are the sole responsibility of the traveler.

- **Are ride share services a required modes of transportation?**

Individuals are encouraged to always use their own good judgement when selecting the most cost-efficient mode of transportation, however Lyft is ACS's preferred partner. Visit the iTravel section on the Meetings and Travel Management tab on Society Source for details on how to use Lyft for business travel.

AIRPORT PARKING

- **Is airport parking a reimbursable expense?**

Yes. Airport parking is a reimbursable expense for the business traveler.

- **Should individuals use a specific airport parking facility when parking at the airport?**

Good judgment should be used in determining which lot is most economical when parking at the airport. However, a nationwide agreement has been negotiated with Park'N Fly and their affiliates.

- **Where is the list of Park'N Fly and their nationwide affiliates located?**

Park'N Fly operates facilities in markets nationwide. In addition, Park'N Fly offers a network of off-airport parking services at their affiliate locations. A list of Park'N Fly affiliates and details about the Corporate Advantage Program can be found in the iTravel section on the Meetings and Travel Management tab on Society Source.

MEALS

- **Under the minor fringe benefit section, it says on occasion, it is acceptable to reimburse modest meals to employees as de minimis fringe benefits. What does that mean?**

The IRS will only consider meal reimbursement as a minor fringe benefit if it is reasonable and occurs occasionally. Whether a reimbursement is occasional will depend on the availability of the benefit and the regularity with which the benefit is provided to the traveler. Meal reimbursement provided to an employee on a regular or routine basis is not considered occasional.

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CUSTOMARY GRATUITY CHART

What are the gratuity guidelines?

The chart below provides general gratuity guidelines for business travel.

GRATUITY GUIDELINES	
LODGING	AMOUNT
Concierge Front Desk (luggage retrieval)	\$1-2
Concierge Front Desk (luggage delivery)	\$2-3
Room Service (with gratuity included in bill)	\$2
Room Service (without gratuity included in bill)	15-20%
Hotel Parking Valet	\$1-2
Housekeeping	\$2-5/day
Room Delivery	\$2
AIRPORT	AMOUNT
Curbside check-in (Skycap)	\$1-2/bag
Concierge assistance at baggage claim	\$2-3/bag
RESTAURANTS	AMOUNT
Food & Beverage	13-20% maximum of cost, not to include tax
Takeout/Delivery	\$0-2
Gratuity jar at restaurant	\$0

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GROUND TRANSPORTATION	AMOUNT
Airport shuttle service assistant	\$2-3
Shared economy car services	10-15%

TRAVEL INSURANCE

- **Where can individuals obtain details about travel insurance?**

Travel insurance information for the American Cancer Society (“ACS”), American Cancer Society of Puerto Rico (“Puerto Rico”), and the American Cancer Society Cancer Action Network (“ACS CAN”) (collectively “ACS”) is available for review in the iTravel section on the Meetings and Travel Management tab on Society Source for additional resources.

- **Is there insurance coverage for flights booked through the TMC?**

The TMC provides flight insurance for each airline ticket holder. However, any airline changes to the original ticket made outside of the TMC may impact this coverage. Note: Volunteers should contact their staff partner for more details.

- **Does ACS provide additional travel insurance?**

Insurance coverage is provided for airline tickets when they are booked in compliance with the Volunteer and Staff Travel Policy using the online travel booking tool. Airline tickets will be charged to a centrally managed ACS credit card. **Note:** Travel should not be booked using individual ACS issued P-cards.

- **What type of rental car insurance is provided when using ACS preferred rental cars?**

When rental cars are booked using ACS’s online travel booking tool, liability insurance covering bodily and property damage is included in ACS’s national rental car agreements. Any reservations booked outside of policy will impact coverage. These agreements do not provide coverage for personal injury protection, medical payments, uninsured/underinsured motorist, or no fault coverage, except where and to the extent required by state law.

Collison insurance is also included under ACS’s nationwide car rental agreements, which applies to theft and damage to the rented autos. Individuals should decline any duplicative insurance at the time of rental.

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- **What is the insurance coverage for personal cars used for ACS business?**

When using a personal automobile for ACS business travel, the individual's personal automobile insurance policy will be considered primary. ACS's automobile insurance will be secondary and will only provide coverage once the individual's personal coverage is exhausted. ACS does not provide reimbursement for collision or physical damage deductibles under an individual's personal automobile insurance policy. Therefore, any applicable deductibles are the responsibility of the individual.

- **Who should I contact for additional travel related questions?**

Contact meetingsandtravelmanagement@cancer.org, or visit the iTravel section on the Meetings and Travel Management tab on Society Source for additional resources.