

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 know if their selection is within policy when booking with Concur Travel?**
Concur Travel indicates that an option is out of policy with a small orange triangle and a “Book out of Policy” button.
- **Can I book a travel option that is out of policy.**
Per policy, travelers should book the lowest cost of travel. Concur cannot factor all scenarios. If a traveler knows that a flagged option is the lowest cost of travel, they may proceed with booking and document the choice. A screen will appear, and the traveler must select a prepopulated reason code along with a note that explains the reasoning with enough detail to pass audit.
- **May I book outside of Concur if I found a better airfare through an online website or with the airline directly?**
No. The fares offered in Concur apply ACS negotiated discounts and ensure that ACS retains as much value of the ticket as possible if an exchange or cancellation takes place. Lower airfares are often more restrictive than the fares offered in Concur.
- **The lowest fare offered requires a 6-hour layover. Do I have to accept that flight?**
No. ACS policy does not require travelers to choose an option that has more than 1 stop or a layover or more than 2 hours in any direction. These fares may still be offered if the traveler chooses the option, but it is not required. The lowest fare within policy will be marked in Concur with a purple star.
- **How is travel booked for non-employees?**

Volunteer and Staff Travel Policy FAQ

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.

- **When is flying appropriate over driving?**

Considering a traveler's time, driving should not exceed the cost of flying and vice versa.

- **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 with 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.

- **What should I do if I cannot see my Society Key in Concur?**

Do a Society Key search [Society Key Search](#) to ensure you are choosing correct Pillar in Concur.

- **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 with Concur Travel for individual business travel for staff. Information on this process can be found [here](#). Changes to airline or rail reservations made through a meeting registration site 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 based on the Society Key provided in the reservation. This allows for shorter hold-times for emergency calls. However, to minimize the risk of fraudulent charges, volunteers, and staff calling the TMC's After-hours service without an active Concur Travel profile will be required to provide a personal credit card for ticket changes to existing reservations.

- **For International and Domestic travel, what is the definition of 7 consecutive hours of flight time?**

Any flight segment of a trip that is more than 7 hours excluding layovers. Example: The flight time from Atlanta to London is 6.15 hours and would not qualify, but the flight time from Atlanta to Narita, Japan is 14.15 hours and would qualify. Total travel time from Chicago to Honolulu is 10 hours and is done in two segments. Chicago to Los Angeles is 4 hours and Los Angeles to Honolulu is 4 hours. Neither segment qualifies.

Volunteer and Staff Travel Policy FAQ

- **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.

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

Concur allows individuals to book the highest seat class allowed based on their elite status with an airline's frequent flyer program. If a traveler chooses to purchase an economy comfort seat, it is the traveler's responsibility to book the economy comfort seat directly with the airline 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?**

Straightforward round-trip international flights, such as from Atlanta to London and back to Atlanta, can be made through Concur. Complicated itineraries should be booked by the TMC to ensure they are reviewed by the TMC's international rate desk for optimal routing and fare options.

- **What is considered a complicated international itinerary?**

Complicated itineraries are itineraries that originate outside of the United States, have multiple stops in multiple countries or require airline options that are not available in Concur.

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

ACS has partnered with Chubb Executive Services. This service will give the traveler guidance during an incident.

- **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 International Travel section on the [Meetings and Travel Management](#) for additional resources for international travel.

Volunteer and Staff Travel Policy FAQ

- **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 International Travel section on the [Meetings and Travel Management](#) for additional resources.

- **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 International Travel section on the [Meetings and Travel Management](#) for additional resources.

- **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 Mobile Access 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. Both hotel chains are listed as preferred in Concur.

- **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 add their hotel into Concur Travel. Instructions on this process can be found here: [How to Book Guest Travel on Concur](#).

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

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

- **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.

Volunteer and Staff Travel Policy FAQ

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

Rental properties present a liability to travelers and the organization; therefore, these types of lodging are prohibited.

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 under the car rental 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 here [Rental Car Calculator](#) on the Meetings and Travel Management tab on Society Source.

Volunteer and Staff Travel Policy FAQ

- **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 [Rental Car Calculator](#), which considers variables such as mileage rates, cost of gas, rental fees, applicable delivery charges, number of days rented, expected mileage, etc.

- **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.

- **I've returned from my trip and have received notification that there has been a damage claim on my rental. I was not aware of any damage. What do I do?**

Travelers should examine the vehicle prior to taking possession and again when dropping off. It is recommended that travelers do not accept a vehicle with prior damage. If it is the only option, travelers must document the damage on the rental agreement and take photos. When returning a vehicle, travelers should carefully examine the car to ensure there is no damage, including cracks in the windshield.

- **The rental car was damaged during my rental. What do I do?**

Travelers should follow the instructions found in the [Rental car accident or damage](#) document found under the car rental section on the [Meetings and Travel Management](#) tab on Society Source. ACS will be contacted by the rental car company to verify employment of the driver involved in an accident or damage claim. It is important for the Meetings and Travel team to have accurate information from the driver prior to receiving the claim verification.

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.)

Volunteer and Staff Travel Policy FAQ

* 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.

DEPARTURE LOCATION	DESTINATION	Reimbursable Miles
Home	Normal Workplace	None. This is 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 and parking 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 and parking 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 required to work out of my local ACS workplace on a regular basis, such as a few days each week or month. Is mileage and parking 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.

Volunteer and Staff Travel Policy FAQ

- **I am a home-based worker. I perform most of my work from home over the course of the year, but I am required 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 and parking 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 and parking 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 and parking 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 need to go the local ACS workplace to use the printers or meeting space. Is mileage and parking 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 Insurance Claims Toolkit](#) for information on how to submit auto claims and report incidents using the General liability and Auto claims incident reporting form.

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

Volunteer and Staff Travel Policy FAQ

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 mode 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 Ground Transportation and Rideshare 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 The Parking Spot and their affiliates.

- **Where is the list of The Parking Spot and their nationwide affiliates located?**

You can view a list of locations here [Parking Spot Locations](#) and you can sign up for their corporate membership here [Corporate](#).

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.

CUSTOMARY GRATUITY CHART

What are the gratuity guidelines?

The chart below provides general gratuity guidelines for business travel.

Volunteer and Staff Travel Policy FAQ

GRATUITY GUIDELINES (Updated: February 2025)	
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
GROUND TRANSPORTATION	AMOUNT
Airport shuttle service assistant	\$3 - 5

Volunteer and Staff Travel Policy FAQ

Shared economy car services	10-15%
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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”), BrightEdge (“BrightEdge”) and the American Cancer Society Cancer Action Network (“ACS CAN”) (collectively “ACS”) is available here [Business Travel Insurance Guide](#)

- **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.

Collision 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.

- **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.

- **What should I do if I have an expense question?**

Review [Concur Travel and Expense FAQ](#) For additional support visit the Service Desk via helpme.cancer.org and raise a request.

Volunteer and Staff Travel Policy FAQ

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

Contact meetingsandtravelmanagement@cancer.org, or visit [Meetings and Travel Management](#) on Society Source for additional resources.