



BUSINESS TRAVEL SERVICES

PROCEDURE MANUAL

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INTRODUCTION

Business Travel Services Policies & Procedures

Business Travel Services provides support to university employees and students by providing travel policy clarification, pre-travel planning and resources, information regarding preferred service providers and discounts, and expense reconciliation processing.

Travel by university personnel, students and guests must be in support of a specific program of instruction, research or public service. Travel regulations and reimbursement rates apply to all university travel regardless of source of funds.

Eligibility:

Employees and Non-Employees of Towson University (e.g. job applicants, lecturers, consultants, researchers and students).

Definitions:

Business Travel

A trip taken for Towson University business purposes or Towson University Employee work-related business. Business travel includes travel of faculty and other Towson University Employees who participate in academic travel as part of their job functions. Business travel excludes an Employee's regular commute between home and the workplace.

Employee

Includes (but is not limited to) all types (regular, contingent I and contingent II) and classes (faculty, staff, students) of individuals who receive compensation from Towson University through the State of Maryland Central Payroll Bureau.

Non-Employee

An individual who does not receive wages through the Towson University payroll system. Examples include job applicants, consultants, researchers, and students.

Limitations and Exceptions:

When spouses, family members or companions travel with Towson University employees but are not themselves serving as agents of the institution, travelers should be careful to maintain a record of individual expenses. Towson will not reimburse any expenses incurred on behalf of the spouse, family members or companions. Likewise, airfare or any other travel expense that is directly billed to Towson should not include expenses for the spouse, family members or companions. Any additional cost incurred due to stopovers or route modifications made for the convenience of the traveler will be borne entirely by the traveler.

When recruiting Student Athletes, reimbursement for the Student Athlete, the Student Athlete's parents or responsible parties and the Towson University coaches will be allowed per the current NCAA regulations. The Office of Athletic Compliance will approve all reimbursement requests for expenses incurred during the recruiting process before they are submitted to the Business Travel Office.

This policy is written pursuant to the [University Of Maryland System Board Of Regents Policy VIII-11.00](#).

Business Travel Office Contacts

Tiger Travel Help Line: 410-704-5421

Email: travel@towson.edu

Travel Support Station Appointments: 410-704-5421

Business Travel Office Service Counter Hours:

Monday – Friday 8:30 a.m. to 4:00 p.m.

Note: Afternoon advance requests must be presented before 3:30 p.m. to allow time for same day processing.

PRE-TRAVEL AUTHORIZATION REQUIREMENTS

All official, over-night university travel, (travel dates, purpose, and estimated costs,) must be documented electronically using the Travel Authorization e-form located in the [Tiger Travel](#) system.

Approvals

The automated e-form workflow will obtain an employee's home department chair and college dean approvals, as well as Business Travel Office's documentation review. Travel funded by specialized funding sources, such as, but not limited to, Study Abroad, OSPR or URG, will be routed for approvals by the specialized unit providing the funding, through the addition of those department numbers to the form's funding source grid.

Travel authorizations should be completed prior to undertaking any official university travel as travelers who fail to obtain prior authorization may be liable for the expenses incurred. Travel authorization e-forms for over-night travel must be completed prior to creation of a travel expense e-form.

Documentation

Financial Services requires travel authorizations to have supporting documentation demonstrating event information or for grant related travel, an itinerary of planned research. Examples of acceptable documentation include event brochures, invitations, or images of webpages advertising event. Travelers should refer to their specific departmental and college level reporting requirements for additional travel documentation requirements, if any.

Exceptions

Some areas on campus have been identified as qualifying for an exception to the over-night travel authorization requirement. Departments qualifying for the authorization exception have been identified by Financial Services and notified of the exemption.

All day trips, business meals, or event food reimbursements are excluded from the travel authorization form requirement. However, the Tiger Travel system will allow the travel authorization form to be created optionally for those departments that wish to make this part of their day travel and event planning approval process.

Timeframe

It is preferred, whenever possible, the required travel authorizations be requested thirty (30) days in advance of trip departure to allow time for university approvals to be completed, and for university payment resources to be made available. This will enable travelers to have better access to the least expensive travel arrangements and discounts. There is no limitation on how far in advance a travel authorization may be filed.

PAYMENT OPTIONS FOR UNIVERSITY TRAVEL EXPENSES

During a typical business trip or event, a student or employee may use one or multiple payment options that best meets the needs of their individual travel planning. The following information presents six different options that can be used to pay for business meal and travel expenses.

VISA Procurement Card - limited to registration fees

While the University's Individual Business Travel Card is the preferred method for payment of travel expenses, the VISA Procurement Card can be used to pay for registration fees. The VISA Card cannot be used to pay for other travel expenses such as Airlines, Hotels, or Restaurants. These vendor categories are blocked and the transaction will be rejected.

Business Travel Office Credit Card

The Business Travel Office can assist with many travel purchases where credit card payments are accepted. All required travel authorizations must be completed before assistance/appointments using this resource may be requested.

To request a Business Travel Office payment for hotels, please contact the hotel to make your reservation. Then request the hotel send a quote, along with a credit card authorization form to travel@towson.edu and the travel office will complete the payment.

For all other travel items using online payment arrangements, such as Airfare, Rail, Rental Car, Discount travel sites, or Registration, travelers should make an appointment to use the Business Travel Office Support Station.

Individual Business Travel Card Program

The University offers an individual travel credit card through BMO Financial Group's Diners Club MasterCard to all Towson University faculty and staff business travelers. This optional program offers a means for simplifying travel record keeping and paying most travel costs.

Features of the Individual Business Travel Card Program include:

Individual, Personal Credit Card: An individual credit card issued in the employee's name and billed to the employee's address.

Strip Billing: Airfare, Train fare, and baggage fees charged to the card will be "strip-billed" directly to the university and charged to the cardholder's designated department. Only a "memo item" reference to the charge will appear on the cardholder's statement.

Extra thirty (30) days to pay: The cardholder is personally liable for payment and has an additional time period to make payment of current charges, up to thirty (30) days from the due date printed on the statement the charges first occurred.

Travel Insurance: Comprehensive travel insurance that includes up to \$500K of travel accident insurance, Rental

Car Collision and Loss Damage, and Excess, Lost or Stolen Baggage Insurance

To obtain more information regarding the university travel credit card program, please refer to: Special Topics – Business Travel Card.

Personal Funds Use

Travelers are encouraged to use personal funds to pay for nominal travel costs associated with day trips and university event meal expenses. Employees are reimbursed for these expenses after the trip or event is completed and a request for reimbursement is received by the Business Travel Office.

Advance Requests from the Business Travel Office/General Working Fund

The Business Travel Office has limited funds available in the General Working Fund to assist university travelers who would like to request an advance before traveling. Advances are generally limited to money to pay for meals, ground transportation, tolls, and parking. Travel advances may be requested through the Tiger Travel system utilizing the Travel Advance e-form.

Travel advances may only be extended to Towson University employees. Towson University student advance requests may also be considered on a case by case basis, for small advances to support meal per diems while on research travel status.

Travelers who receive advances must return any unused portion of advance monies to the Business Travel Office within three business days of the return date of their trip. Unused monies must be returned to the Business Travel Office in the form of cash or personal check made payable to Towson University. Personal checks returned for insufficient funds are subject to a \$50.00 returned check fee.

Travelers must also complete and submit the appropriate settlement documents with the Business Travel Office within seven calendar days of their trip return date. Failure to complete an expense form timely, including original receipts and return of unused monies, may result in the obligation being referred to State of Maryland Central Collection unit for payment recovery.

Travel advances are temporary loans to University travelers to support their personal cash funds resources. When completing a Tiger Travel Advance or Expense e-form, travelers should select "personal funds" as the payment method option. All advance monies will be subtracted from the employee's reimbursement at the time of final settlement.

Invoice from Vendor

Some vendors will agree to invoice the University for Travel related expenses such as registration, training fees, lodging, or transportation expenses. Invoices should be coded, signed, and forwarded to Business Travel for review, which will then be forwarded to Accounts Payable for payment.

GUIDELINES FOR SELECTING UNIVERSITY TRAVEL ARRANGEMENTS

When travelers are planning and selecting their travel, the following information should be taken into consideration. This information will also be referred to by the Business Travel Office during their review of allowable travel expense reimbursements.

Prohibited Expenses

During all phases of travel planning, careful records must be maintained to ensure separation of expenses of any travel companions from reimbursable expenses of official travelers, as expenses incurred on behalf of a travel companion, spouse or family members are not reimbursable.

Travelers are expected to select the least expensive, most reasonable arrangements available.

Any additional costs incurred due to stopovers or route modifications made for the convenience of the traveler will be borne entirely by the traveler. Travelers not selecting the least expensive, most reasonable arrangements must provide examples of these possible arrangements in their authorization and expense forms, and will only be reimbursed to these limits.

Travelers should refer to the Procurement Office's prohibited expense listing for additional items that are not reimbursable to university employees.

Conference & Event Registrations

Travelers should apply for travel authorization as soon as possible to be able to request early bird registration discounts. Visa Procurement cards may be utilized to pay this type of expense as it falls within the educational expense category.

Additional items requested at time of registration, such as donations, additional excursions, or any item of a personal nature, should be not be included in the travel authorization form.

Airline Reservations

Travelers are encouraged to make airline reservations in advance via the most direct route and to choose the least expensive, logical fare. First class fare is not permitted. Direct, federally sponsored foreign travel must comply with the Fly America Act and be booked on U.S. Flag Airlines. Please refer to Special Topics: Foreign Travel for more information.

Be sure to consider and fully understand the airfare's applicable restrictions, change and cancellation penalties before accepting the itinerary. In the event of changed plans, cancellation and other penalties are reimbursable provided that the cancellation or change was made for the convenience of the university or was necessitated by circumstances of an emergency nature affecting the traveler.

The State of Maryland provides flight insurance for university employees' airline travel, therefore, additional insurance purchased by the traveler is not reimbursable.

Lodging and Hotels

Every effort should be made to ensure that lodging costs are reasonable and appropriate. Any overage above the single room rate, which is the result of non-official travelers utilizing the accommodations, will be the personal responsibility of the traveler. Travelers should request tax exemption, educational and government agency discounts when requesting lodging arrangements.

Cancellation of lodging reservations will be the responsibility of the traveler. Penalties incurred are reimbursable provided the cancellation was made for the convenience of the University or was necessitated by circumstances of an emergency nature affecting the traveler.

Some miscellaneous lodging expenses may be reimbursable. Examples of these type of expenses include business telephone calls charged to the room, baggage handling gratuities of \$ 1.00 per bag, and housekeeping gratuities of \$1.00 per day. Hotel charges for in-room pay-per-view movies, room service, damages, or other items of a personal nature are not reimbursable.

Fleet Vehicles & Buses

Fleet Vehicles & Buses: In addition to University fleet vehicles, Fleet Services manages coach bus rentals for employees and student groups traveling on official University business. A University vehicle may be rented for university business only. For travel involving an approved travel authorization form, employees must attach a receipt copy of their final fleet services arrangement to their expense reimbursement form. For more information on requesting a University vehicle, please refer to the TU [Facilities Management website](#).

Rental Cars & Vans

Several options are available for employees to arrange for rental car services for University business travel. Employees may request rental cars through Fleet Services, travel agencies, a University preferred vendor, or directly from rental car vendors of their choice. The following guidelines should be adhered to when requesting rental car services:

Lease arrangements should be the least expensive most reasonable vehicle that will accommodate the trip's requirements. Economy size up to Standard vehicle models meet the majority of individual business travel. If a larger vehicle is selected, but not needed for trip requirements, the employee must attach a quote for the least expensive, most reasonable arrangement available. Employees may only be reimbursed up to the least expensive, reasonable option quoted.

The University System of Maryland has discount rental car options with Enterprise Rent -A-Car. Travelers are encouraged to take advantage of these corporate discounts whenever possible. Please refer to Travel Related Services & Websites for more information.

Local Transportation

Travelers should remember to include the costs of local transportation in their travel planning budgets. Examples of local transportation include shuttles, taxi, bus, subways, parking and tolls. Parking and toll receipts or EZ pass reports must be retained for later reimbursement. Tipping for shuttle and taxi services are limited to 20% of the service expense and should include itemized receipts from vendors.

TRAVEL INSURANCE

Vehicle Insurance

Employees who drive state vehicles, rented vehicles or their privately owned vehicle for state business may want to refer to the Department of Environmental Health & Safety's (EHS) Web site for Insurance Information regarding collision damage coverage, personal liability and other insurance considerations.

Car Rental Coverage Collision Damage Waiver (CDW/LDW) is only reimbursable for car rentals outside the United States; or when a non-employee is renting a car on university business. Maryland is self-insured; therefore, CDW/LDW is not reimbursable for employees renting cars in the United States.

PRIVATELY OWNED VEHICLE MILEAGE

The following information is provided to assist employees with budgeting for privately owned vehicle (POV) mileage expenses and the University guidelines for requesting reimbursement. There are generally two types of POV mileage reimbursements: (1) Regular individual day or over-night travel, and (2) Monthly/Semester long Mileage reports. This section will address the current mileage policy as well as the current POV mileage rates. For additional information regarding monthly mileage recording keeping, please refer to Special Topic: Monthly/Semester Long Mileage Reporting.

Privately Owned Vehicle Usage & Mileage Rates

Properly insured, privately owned vehicles may be used for travel on University business. The use of a privately owned vehicle will be reimbursed in accordance with the current officially approved rate established by the State of Maryland Department of Budget & Management. Rate change announcements may be expected January and July of each calendar year. The chart below details the most recent mileage rate change history, along with effective dates.

Mileage Allowance	Effective Dates
56.0 cents per mile	January 1, 2021
57.5 cents per mile	January 1, 2020
58.0 cents per mile	January 1, 2019
54.5 cents per mile	January 1, 2018
53.5 cents per mile	January 1, 2017

Vehicle Mileage Calculator, Driving Directions, Maps

Documentation using a mapping device is required to be attached for each reimbursement request. It is only necessary to provide a screen shot of the total mileage page/results. The pages detailing step by step driving directions are not needed in the attachment requirement. Employees may obtain driving distance information from [Google Maps](#).

Reimbursable Mileage Calculation

An employee's daily commute miles from home to their regular work location are not reimbursable per State Regulations. Therefore, commute miles must be deducted from the total miles claimed for each trip with the following exceptions:

- The trip starts and ends at the regular work location
- OR the trip starts or ends on a non-duty day.

See Appendix A - Example of Mileage Calculation

MEAL PER DIEM RATES FOR DOMESTIC TRAVEL

Travelers should use the meal per diem rates listed below for all domestic travel. Foreign travel meal rates are addressed in the next section - Special Topics: Foreign Travel Planning Resources.

Contiguous United States (CONUS)

There are two schedules of meal reimbursement rates available to travelers traveling within the continental United States: standard and high cost metropolitan area rates. High cost rates may be claimed if the traveler's destination is one of the cities or counties designated as a high cost metropolitan area.

To determine if your destination is a "High Cost Metropolitan Area", refer to Appendix B – High Cost Areas.

Meal	Standard	High Cost
Breakfast	\$13.00	\$13.00
Lunch	\$15.00	\$17.00
Dinner	\$28.00	\$31.00
Total Meal Cost	\$56.00	\$61.00

Note: rates are subject to change each fiscal year.

Partial travel day meals are reimbursable following a Two Hour Rule.

Examples of the Two Hour Rule are: breakfast may be claimed if the traveler is departing for the trip two hours earlier than normal work start time; lunch is reimbursable if the traveler is departing two hours earlier than their regular lunch period, or dinner may be claimed if the traveler returning two hours later than normal work stop time at the office.

The cost of lunch is not reimbursable on day trips unless the traveler has met one of the following conditions: attending a conference where lunch is not included in the registration fee; declining to stay overnight to conserve limited travel funds; departing for the trip two hours earlier than their normal start time and/or returning two hours later than their normal stop time.

Non-Contiguous/Non-Foreign United States (OCONUS)

For non-continental travel, Towson University refers to the "Local Meals" column found on the Defense Travel Management Office website for determining reimbursable meal per diems. Examples of non-continental travel include Puerto Rico, Guam, U.S. Virgin Islands, etc.

For partial day travel, per diem should be calculated based on the total Local Meal Rate as follows: 15% Breakfast, 25% Lunch, and 60% Dinner. When using the [Defense Travel Management Office Per Diem page](#), select "Exclude Military Installations" to simplify search results.

SPECIAL TOPICS: FOREIGN TRAVEL PLANNING RESOURCES

Foreign Travel Advisories

University travelers should regularly check the [US State Department website](#) for travel restrictions and cautions.

Passports & Visas

Travelers may find more information regarding passports and visas on the [US State Department website](#).

Foreign Pre-Travel Support Documentation

All university travelers must complete a travel waiver and travel warning representation. These documents must be attached to the Travel Authorization e-form when requesting approvals for foreign travel. Information on these documents can be found on the TU [Office of the Provost website](#).

Foreign Guests

Departments wishing to invite foreign faculty, guests and advisors should first contact the Non-Resident Alien Tax Office (NRA) to initiate the foreign travel approval process prior to extending an invitation to their guest. Once the NRA manager has approved their travel funding sources and obtained required approvals, university resources may be used to assist in purchasing travel arrangements.

Foreign Meal Per Diem Schedule

Towson University refers to the [US State Department Meal Per Diems](#) as a guideline for establishing reimbursable meal per diem limitations for foreign travel.

Reimbursement rates are based on the applicable Meal and Incidental Expense (M&IE) rate of the U.S. State Department in effect at the time of travel. A partial day's per diem should be calculated based on the Total Meal and Incidental Expense Rate as follows: 15% breakfast, 25% lunch, and 60% dinner.

Foreign Travel Receipt Requirements

Travelers should record the rate of currency exchange in effect at the time of travel on each receipt and show how the reimbursement amount was calculated. Travelers should also provide brief English translations of any receipts written in a foreign language, in order to identify what the receipt is documenting.

If travelers do not have evidence of the exchange fee paid, then they should use a currency converter tool, and include screen images of the conversation results for each expense. The [Oanda website](#) is the university required site for currency conversion.

SPECIAL TOPICS: GROUP TRAVEL PLANNING

Most group travel planning has special needs and requires special University resources and instruction.

Large advance arrangements need to be arranged early as special loans may need to be requested from the State of Maryland.

Faculty and staff planning a group travel event should contact the Business Travel Office to schedule an appointment for pre-travel planning meeting(s).

TRAVEL & MEAL EXPENSE REIMBURSEMENT

The university will reimburse faculty and staff for business meals, food for events, and travel expenses on the basis of a properly prepared request for reimbursement. Travelers should complete the Travel Expense Voucher found in the Tiger Travel Expense Reporting System to request reimbursement.

When to File a Travel Expense Voucher

Travelers who received a travel advance from the Business Travel Office must submit a Travel Expense Voucher within five business days of their trip date, in order to settle their loan from the General Working Fund. Otherwise, for all other travel, the traveler should file as soon as possible to ensure prompt reimbursement. Travelers should be aware of their departmental deadlines for reporting expense reimbursement requests to ensure departmental approvals are attainable.

How to Complete a Travel Expense Voucher

Basic instructions include: itemize expenses daily, stay within published meal rates, be accurate when reporting trip start and end times as this determines meal eligibility, and include notations when clarity is needed to allow for faster review process. Take care to complete the request accurately to ensure reimbursement can be distributed to you on a timely basis. For more information on how to enter data in the Tiger Travel system, please refer to Tiger Travel Resources webpage. For information on specific to documentation required, travelers should also refer to the Business Travel Desk Top Resource guides found on the Tiger Travel Resources Web page.

How to Handle & Present Receipts

For reimbursement, travelers must obtain receipts that will document all travel and food expenses claimed, regardless of payment method or funding source, with the possible exception of meal per diems and gratuities. Credit card statements and copies of cancelled checks do not meet the needs of receipt documentation.

Hotels

Hotel receipts must be itemized daily, matching the amount the hotel charged for a given day, with meals, parking and internet fees charged to the room recorded separately from hotel charges.

Meal per Diem

Meal receipts are not needed when claiming the allowed per diem amount. When an actual meal or event food cost employee reimbursement is requested, an itemized receipt and payment slip is required. See more information regarding documentation requirements and expense limitations in the Business Meals section.

Air & Rail

If Airfare/train documentation does not show the seating class and travel details of the expense, the travelers should include the passenger copy of the ticket and boarding passes where available. If the receipt documentation demonstrates the seat class purchased, boarding passes will not be needed.

Missing Receipts

If receipts are lost or cannot be obtained (such as coin parking meters and toll coin baskets), provide a written explanation. Missing receipts will be reviewed on a case by case basis, and exceptions granted on a very limited basis. Travelers should expect review delays and Travel Office verification when missing receipts are reported.

Original Receipt Storage

Travelers will need to provide original receipts that will be scanned and attached separately by category in the attachment section of the Travel Expense voucher. Original receipts should then be given to the traveler's home department for future reference and State of Maryland Legislative audits. These receipts should then be retained by the department for a minimum of three years or until audited. Financial Services will notify departments each year what receipt dates may be destroyed.

Please refer to Special Topics: Foreign Travel Planning Resources for additional information regarding documentation requirements for foreign travel related expense vouchers.

Prohibited Expenses

During all phases of travel planning, careful records must be maintained to ensure separation of expenses of any travel companions from reimbursable expenses of official travelers, as expenses incurred on behalf of a travel companion, spouse or family members are not reimbursable.

Travelers are expected to make the least expensive, most reasonable arrangements available.

Any additional costs incurred due to stopovers or route modifications made for the convenience of the traveler will be born entirely by the traveler. Travelers not selecting the least expensive, most reasonable arrangements must provide examples of these possible arrangements in their authorization and expense forms, and will only be reimbursed to these limits.

Travelers should refer to the Procurement Office's prohibited expense listing for additional items that are not reimbursable to university employees.

HOW TRAVEL SYSTEM REIMBURSEMENTS ARE RECEIVED

The Business Travel Office is responsible for verifying that all traveler and employee food reimbursement requests are properly completed and approved as well as ensuring expenses claimed are documented in compliance with all applicable USM, Towson University, and State of Maryland travel policies, prior to submission to the State of Maryland for payment processing.

Employees and travelers will be notified by the Business Travel Office of any problems preventing the processing of a reimbursement request (incorrect form usage, missing receipt, missing approval, etc.). Reimbursement cannot be issued until all problems are resolved.

Reimbursements Methods

The method by which the traveler is reimbursed depends upon how travel and meal expenses were paid prior to and during the trip or event. All expenses should be reported regardless of payment method(s) used. The Tiger Travel system will separate pre-paid expenses and determine the amount remaining that is eligible for reimbursement.

Travel Advance Received

If the traveler received a General Working Fund advance, a reimbursement "settlement" check is issued by the Business Travel Office. Settlement checks are prepared in the Business Travel Office for the amount of expenses claimed less any advance received. The traveler will be contacted when the settlement check is available for pick-up in the Business Travel Office. Settlement checks usually take 4 - 5 working days depending on incoming voucher inventory and assuming voucher is properly completed.

State of Maryland Reimbursement

If the traveler used personal funds only to pay for their expenses and the reimbursement amount is over \$100, the traveler will be reimbursed by the State of Maryland. A reimbursement check will be mailed to the traveler's home address; or, if the traveler receives payroll funds by direct deposit, the expense reimbursement will be received through direct deposit. Check/Funds are issued by the State Treasurer's Office in Annapolis. This process takes 2 - 3 weeks, on average, from the date the Business Travel Office approves the expense form.

Petty Cash Reimbursement

If the traveler used personal funds only to pay for their expenses and the reimbursement amount is **less than \$100** (petty cash limit), the traveler has the option to choose reimbursement in cash or by check/direct deposit.

If the traveler selects a petty cash pick up option, the traveler will be notified when the petty cash is available for pick-up at their chosen site. Petty cash requests usually take 7 - 10 working days depending on incoming voucher inventory and assuming voucher is properly completed.

Petty Cash Service - Bursar's Office

The Bursar's Office Disbursement Center is in the Enrollment Services Building, Room 336.

SPECIAL TOPIC: BUSINESS MEALS & EVENT FOOD REIMBURSEMENTS

Business meals (meals that are not a part of a conference, meeting, or entertaining of candidates) are allowable only to university administrators who have prior approval by the President's Office.

Business meals are meals taken with students, colleagues, donors, individuals, or entities doing business with the university or seeking to do business with the university where specific business discussions take place. For business meals, each attendee's name, his/her title or affiliation, and the business purpose must be included in the reimbursement request.

Non-Travel related employee and student meal or food expense reimbursements should be submitted via miscellaneous expense voucher. Original, itemized receipts and payment slips are required documentation for these type of expenditures.

Employees should refer to the State of Maryland's Meal Per Diem schedule for per capita reimbursable meal expense limitations. For meals exceeding these limitations, an approved Promotional Expense Form must also be included in the request.

Tipping notation may be included on receipt documentation. Amount tipped may not exceed 20% of the food cost, should be recorded with the meal expense, not separately, and should be included in the per capita reimbursable meal expense limitation calculation.

For group functions, additional supporting documentation such as a copy of the announcement, the invitation list, or the final list of attendees must be provided when submitting the transaction on an expense report. Should the function be open to public attendance, the business purpose with the date and name of the function and a copy of the announcement must be provided when submitting the transaction on an expense report.

Cost of food service provided for conferences, receptions, or meetings must comply with the following guidelines:

1. Lunch or two breaks allowed for a minimum 4 hour meeting.
2. One break is allowed for a minimum 2 hour meeting. The allowable cost for one break is half of the USM lunch allowance.
3. Dinner is allowed for sanctioned or pre-approved meetings that begin or extend beyond 5 p.m.
4. Breakfast is allowed for sanctioned meetings that begin before 9 a.m.
5. The cost of alcoholic beverages is not allowable under any circumstances.

For further discussion on allowable food catering and event food reimbursements, departments should also refer to Accounts Payable's Food Catering Policy.

SPECIAL TOPIC: MONTHLY/SEMESTER LONG MILEAGE EXPENSE REPORTING

There are instances in an employee's duties and responsibilities, where a significant or frequent amount of privately owned vehicle mileage expense occurs. Rather than submit a travel expense voucher for each one of these events, identified employees are required to submit monthly, mid-semester, or semester long mileage logs, attached to one travel expense voucher.

Using the Standard Monthly Mileage Log

The Standard Mileage Log is a customized attachment for use by faculty and staff members who keep mileage journals by month or semester. The log is not part of the Tiger Travel software directly, but rather, a separate form to be attached within a Tiger Travel expense reimbursement request. Individuals who request mileage reimbursement for a day or overnight trip do not need to submit a separate Standard Mileage Log. They may use the Tiger Travel Personal Vehicle mileage grid as designed.

A Standard Monthly Mileage Log form is available on the [Tiger Travel Resources page](#) along with complete directions on how to attach and submit a monthly mileage log on a Travel Expense form.

For employees with extremely varied POV activity, given their circumstances and point of view, it can be very helpful for these individuals to come in to the Travel office for assistance and customized examples on how to set up their mileage log history. Appointments take about 30 to 45 minutes.

BUSINESS TRAVEL CARD PROGRAM FOR INDIVIDUALS FREQUENTLY ASKED QUESTIONS

Who is eligible to participate in Towson University's business travel card program?

Any Towson University faculty or staff member, full or part time, regular or contingent, is eligible to apply for a travel card. Student employees are not eligible at this time.

Which company provides credit card services to Towson University's business travel card program?

Towson University's Business Travel Services currently works with Bank of Montreal's BMO Financial Group Diners Club MasterCard Corporate Travel Card.

How do I request my travel card?

Application packets are obtained by contacting Business Travel Services at travel@towson.edu. Departmental approval is required on page two of the application form. The second approval signature is reserved for the Travel Card Program Administrator.

Complete the application form and return it in person, not electronically, to Business Travel Services located on the fourth floor of the Administration Building. You will receive your card at the home address indicated on your application. Allow 10-14 business days for processing. Urgent card delivery can occur within 72 hours, with a \$36.00 over-night delivery fee.

How will this application impact my credit history?

This application process will not appear on your credit history, and will not build or determine credit worthiness, as it is a sponsored credit card program. CAUTION: If you fail to pay your statement within 90 days of the statement due date, negative comments WILL begin to appear on your credit history as a delinquent account. These comments are placed by Bank of Montreal, and you would have to work directly with them to resolve delinquent accounts.

Once I receive my card, what do I do if a vendor does not accept my travel card?

Double check you are advising your vendor that your travel card is a MasterCard. If you are selecting a card type during an online purchase transaction, make sure you are selecting MasterCard as your credit card option.

If the vendor does not accept credit card payments, request the vendor make arrangements to invoice the University. Please contact the Financial Services Help Line, 410-704-5599, Option 1, if further assistance is needed.

What is the difference between my travel card and the VISA Procurement Card?

Your travel card is for your individual business travel expenses only. Airfare, rail and most baggage handling fees charged to this card are billed directly to the University and all other expenses are billed to the home address of the cardholder. If you are an Athletic coach, airfare, rail and handling fees will not be strip-billed.

The VISA Procurement Card's primary use is to buy goods and services for the University (except those that are travel related such as airlines, hotels, and restaurants); and is billed directly to the State of Maryland, where the University, not the cardholder, pays the bill.

Can I use my travel card to pay for registration fees for conferences/training etc.?

Travelers should use the VISA Procurement Card for registration fees (an educational expense) whenever possible. If credit cards are not accepted, then the traveler should request an invoice be sent to Accounts Payable. Please be aware you will only be reimbursed for your business travel expenses AFTER the conclusion of your trip. Depending on how far in advance you register, using your travel card for registration fees could result in not being reimbursed for this expense until long after your statement payment will be due.

What type of expenses can I charge to my travel card?

Your travel card is intended to assist you in paying for your business travel expenses only. Allowable travel expenses include airfare, ground transportation, parking, lodging and meals. Please be aware that all overnight travel requires an approved Travel Authorization Form be on file in Financial Services prior to making any purchases using your travel card. We recommend you do not use your travel card for personal or non-TU business expenses.

My family member is accompanying me on my business trip. Can I charge airfare for this person to my travel card?

Since this would be a personal expense, travel expenses for a family member, spouse or companions should not be charged to your travel card.

Can I charge someone else's business travel expenses on my travel card?

Vendors will allow this, but this practice is NOT recommended because the travel accident, rental car & lost luggage insurance tied to the Diners MasterCard ONLY applies to the cardholder and not to others whose expenses are charged to the card. If you are sponsoring student travel or group travel, please contact the Financial Services Help Line at 410- 704-5599, option 1 to discuss other payment options.

Will Towson University pay my travel card bill?

The cardholder is responsible for paying the balance due on their travel card statement.

Unless you are coaching an athletic program, major transportation expenses such as airfare, rail, and most baggage handling fees purchased using your travel card will appear under the heading "Memo" and are "strip-billed" from your account and charged directly to the University. Because of this feature, be sure you have completed a Travel Authorization Form for each of your over-night trips before you make any purchases regarding the trip with your travel card.

All other business expense types (registration fees, restaurant, hotel, etc.) will appear under the heading "Purchases" and are your responsibility, as the cardholder, and should be paid directly to BMO Financial Diners Club MasterCard.

Can I manage purchasing information and make payments on my travel card account on-line?

Yes! Once you have received your credit card, visit the [Diner's Club International website](#) for more information

about setting up your account access and password for managing your travel card online. Diners Club MasterCard's statement closing date is around the 22nd of each month.

How do I receive paper statements instead?

As of August 2014, Paper statements will incur a \$3.00/month handling fee. If you select paper statements on your application, or change your selection to paper statements on-line, you, the cardholder are responsible for this expense. Statements close on the 22nd of each month and are placed in the mail a day or so after each closing date.

How and when am I reimbursed for my business travel expenses charged to my travel card so I can pay my statement?

Upon return from your trip, file for reimbursement of ALL Towson University business travel/trip related expenses along with receipts to document expenses claimed.

Assuming documents and receipts are in good order; the Working Fund will process your voucher and issue you a reimbursement check within 7-10 business days from the day the travel office receives your voucher. You will be connected via email when your check is available for pickup.

I have used a travel agent to book my airfare and their service fee is appearing on my bill. How am I reimbursed?

Include the fee as part of your reimbursement request.

What if there is a mistake on my travel card bill?

Contact a Customer Service Representative at Diners Club MasterCard (1-800-2Diners) as soon as you can for assistance. Please also notify Business Travel Services, at 410-704-5421.

When do I have to pay my travel card bill?

You are strongly encouraged to pay by the due date on your statement. However, because the card is sponsored by Towson University, you do have up to 30 days from the billing statement date to pay without penalties or late fees.

What happens if I am late paying my travel card bill?

If the bill has not been paid within the 30-day floating period from the billing statement due date, your account is then considered delinquent. A non-reimbursable late fee and interest penalties on the outstanding balance will be assessed for each 30-day period the balance remains outstanding. Late fees and penalties are the responsibility of the cardholder and are non-reimbursable items.

What if my employment at Towson University has ended?

Your travel card account must be cancelled upon separation from the University. Please contact Towson University's Business Travel Office, in Financial Services at 410-704-5421 who will notify Diners MasterCard to cancel your card. Then you can destroy your travel card for your own security.

What do I do if my travel credit card is lost or stolen?

Notify Diners Club MasterCard immediately by calling 1-800-2DINERS to cancel your card and request a new card be re- issued. Then, please notify the Business Travel Office, in Financial Services by calling 410-704-5421. This way we can monitor for invalid charges being strip-billed to the University as well.

APPENDIX A - EXAMPLE OF MILEAGE CALCULATION

Mileage Reimbursement Example

The table below illustrates various mileage reimbursement scenarios. The employee in this example has a regular work location at the main campus. Their one way commute miles from home is 10 miles. Their regular duty days are Monday through Friday.

Travel Day	Example Purpose	Trip Type	Starting Point	Destination	Ending Point	Miles Traveled	Commute Miles	Reimbursed Miles
Monday	Instruct Class	Round Trip	Home	TUNE	Home	81.2	(20)	61.2
Tuesday	Meeting	Round Trip	TU	UMCP	TU	93.4	0	93.4
Wednesday	Meeting	Round Trip	Home	UMCP	Home	113.4	(20)	93.4
Thursday	Meeting	One Way	TU		UMCP	46.7	0	46.7
Thursday	Meeting	One Way	UMCP		Home	56.7	(10)	46.7
Friday	Meeting	One Way	Home	UMCP	TU	103.4	(10)	93.4
Saturday	Depart for Conference	One Way	Home		BWI	30	0	30
Sunday	Away at conference							
Monday	Return from Conference	One Way	BWI		Home	30	(10)	20

Explanation:

- The first Monday and the Wednesday trips are from home to destination, then return home. Deduct round trip commute miles = 20.
- Tuesday's example is from campus to destination, then return to campus. No commute miles involved.
- Thursday is an example of an employee's work day traveling from campus to UMCP and then home.
 - Two entries are used here – each expressed one way.
 - For the first half, enter TU to College Park. No commute miles involved.
 - For the second half, enter College Park to home. Subtract one way commute miles = 10.
- Friday is an example of an employee going to a meeting before coming to the office. Commute miles = 10.
- Saturday is an example of an employee leaving for a conference. This is a non-duty day for this employee, so no commute miles.
- The second Monday is the employee returning from their conference. This is a regular duty day, subtract commute miles = 10.

APPENDIX B - Quick Reference of Miscellaneous Travel Expenses

Expense Allowed?	Type of Expense
No	Airline or hotel cancellation fees.
No	Alcoholic beverages.
No	Age waiver/employee traveler.
Yes	Collision damage waiver/non-employee traveler
No	Check cashing or Traveler's Checks.
Yes	Excess baggage – university equipment and supplies.
Yes	Exchange rate fees.
No	Flight insurance.
Yes	Foreign car rental.
Yes	Gratuities - \$1.00 per bag & \$1.00 per day for Housekeeping.
Yes	Ground Transportation – taxi, buses, etc.
Yes	Laundry – after the first week.
Yes	Mileage driving to/from local airports.
Yes	Parking
Yes	Passport/Visa for official travel.
No	Personal Accident Insurance (PAI)
No	Personal Effects Insurance (PEI)
Yes	Registration fees – conference related.
Yes	Registration fees – airline related (under \$30/trip).
Yes	Telecommunication – business related.
Yes	Toll charges.
No	Any expenses incurred on the behalf of a spouse, family member or companion

APPENDIX C - PREFERRED TRAVEL VENDORS

Travel Agencies

- Town & Country Travel - 410-825-4535
- Globe Trotters - 301-570-0800; ext. 116

Airport Flight & Parking

- [BWI Airport](#)
- [Airport Fast Park](#)
- [The Parking Spot](#)

Discounted Airfare & Lodging

- [Smarter Travel](#)
- [Kayak](#)

Rental Cars

- [Towson University Fleet Services](#)
- [Enterprise Rental Cars](#)

APPENDIX D - TIGER TRAVEL RESOURCES

Towson University's employee business travel, meal and entertainment expense e-form reporting system is located on the [My TU homepage](#) under Tiger Travel. The benefits of the automated TU employee/student reimbursement system are: easy to complete forms, faster reimbursements, electronic signatures and form routing, as well as automated budget checking. The system also allows users to track how far along they are in each approval process.

Tiger Travel training resources are accessible in various formats below to assist travelers, travel coordinators, and travel expense approvers in utilizing this automated system. All self-help documents are in a PDF format. To open, read and print a publication, simply click on its title. If your browser does not properly display the publication, you may need to download and install a free copy of Adobe Reader.

Desk Top Resource Guides

- [Business Travel Fast Facts](#)
- [Tiger Travel Desktop Resource Guide](#)

Traveler/Travel Coordinators

- [How to complete an Authorization eForm](#)
- [How to complete an Expense Voucher eForm](#)
- [How to Add a Student Traveler to a Department](#)

Special Reimbursements

- [How to Submit a Monthly Mileage Reimbursement Log](#)
- [TU Mileage Log](#)

For Approvers

- [Approving an Authorization eForm](#)
- [Approving an Expense Voucher eForm](#)

Movie Tutorials

Movie tutorials use Flash to play a movie. If your browser does not properly display the movie, you may need to download and install a free copy of Adobe flash Player. All of the movie tutorials include audio content.

- [Travel Authorization eForm Demonstration](#)
- [Travel Expense Voucher eForm Demonstration](#)

Live Support

Business Travel Support Line: 410-704-5421

Email: travel@towson.edu

Travel Support Station Appointment: 410-704-5421

Departmental Training Requests: 410-704-5421

APPENDIX E - BUSINESS TRAVEL WORKSHOPS

Business Travel for the TU Employee

This workshop will walk you through Towson University's business travel process including policies and procedures for business travel, planning the trip, choosing payment options, and obtaining reimbursement. This workshop offers a small group setting that can meet everyone's needs, from a new TU employee to the experienced TU traveler wanting to brush up on their business travel process knowledge and skills.

Travel Coordinator Discussion Forum

This discussion group is intended to support advanced travel coordinator training. Business Travel will bring tips, solutions, and ideas we hear most frequently on the support line and then open the floor to hear your questions and feedback. Come learn from other coordinator questions or bring your own challenges. We are here to find the solutions together and make the travel review process easier for everyone. Please feel free to attend as often as you like to strengthen or refresh travel coordinator reviewing skills.

Mileage Reimbursement Demonstration

Come see a demonstration on how to complete a mileage reimbursement log when submitting monthly or semester mileage reports. Travelers can bring their individual mileage scenarios and we will demonstrate how your scenario fits into the standard log and input the information into Tiger Travel. This demonstration is specifically for travelers and/or coordinators who keep monthly, mid-semester, and semester long mileage detail.

To register for any of these workshops, please visit the TU [Office of Human Resources workshop page](#).

APPENDIX F - DINERS CLUB MASTERCARD MEMBER BENEFITS SUMMARY

- No Annual Fee
- No Interest Accrual
- +30 Days Payment Extension Airfare, Train, Taxi, etc. Strip Billing
- Except for Coach's cards, advanced purchases of airfare, train, most baggage handling fees, etc. costs will be centrally billed to the University. THEREFORE, ONLY TOWSON UNIVERSITY BUSINESS RELATED TRANSPORTATION COSTS SHOULD BE CHARGED TO THIS CARD.
- Global Acceptance
- The BMO Financial Group Diners Club MasterCard Corporate Travel Card IS a MasterCard and is accepted worldwide, wherever MasterCard is accepted.
- Comprehensive Travel insurance
- Travel Accident Insurance up to \$500,000 Automatic full-value primary Car Rental Collision, Loss and Damage Insurance
- 30 Day Float
- The cardholder has up to 30 days from the due date of the billing statement to pay without any penalties or late fees.