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| Travel Policy Development Template | |
| Statewide Travel Program |

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**STATE AGENCY TRAVEL POLICY DEVELOPMENT TEMPLATE**

**Insert agency memoranda, policy or other applicable header**

**Purpose**

The purpose of this template is to advise employees traveling on official business, travel approvers, travel arrangers, and travel coordinators of their general departmental travel expectations and procedures.

This Travel and Reimbursement Procedure is in accordance with all state Bargaining Unit Contracts and Memoranda of Understanding (MOU), State Administrative Manual (SAM) policies, and California Department of Human Resources (CalHR) policies within the online Human Resources (HR) Manual. If any of the information herein conflicts with the most recent provisions set forth by the bargaining contract or Government Code sections, or CalHR's current policies as outlined in the online HR Manual cited above, then those provisions will supersede this procedure. Department/Agency employees or users of this directive are responsible for ensuring they have the most current version and information therein.

Insert additional introduction language. Recommended language could include:

• Overview of the offices/divisions that developed the document.

• Overview of the agency’s authority to publish the document.

• Explanation of agency’s relation/coordination with applicable bargaining units/MOUs.

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**Definitions**

*Approver:* The traveling employee’s immediate supervisor or a designated individual authorized to approve travel reservations and/or reimbursements. An approver must serve in a supervisor or managerial role.

*Headquarters:* An employee's work headquarters is consistent with the location/county specified in the job posting approved by the Office of Human Resources (OHR) by which the employee was hired. Supervisors are not authorized to make headquarters changes.

*Short-term rental:* A commercial vehicle rental for up to 29 consecutive days to travelers conducting [official state](https://govt.westlaw.com/calregs/Document/IB10A13B05D9711E4A9828577DD5F1BF2?originationContext=document&transitionType=StatuteNavigator&needToInjectTerms=False&viewType=FullText&contextData=%28sc.Default%29) [business.](https://govt.westlaw.com/calregs/Document/IB10A13B05D9711E4A9828577DD5F1BF2?originationContext=document&transitionType=StatuteNavigator&needToInjectTerms=False&viewType=FullText&contextData=%28sc.Default%29)

*Long-term rental:* A commercial vehicle leased for 30 or more consecutive days to travelers conducting [official state](https://govt.westlaw.com/calregs/Document/IB10A13B05D9711E4A9828577DD5F1BF2?originationContext=document&transitionType=StatuteNavigator&needToInjectTerms=False&viewType=FullText&contextData=%28sc.Default%29) [business.](https://govt.westlaw.com/calregs/Document/IB10A13B05D9711E4A9828577DD5F1BF2?originationContext=document&transitionType=StatuteNavigator&needToInjectTerms=False&viewType=FullText&contextData=%28sc.Default%29)

*Reasonable accommodation:* Any modification or adjustment to a job and/or the work environment that enables a qualified individual with a disability to have equal employment opportunity.

*Transportation Network Companies*: Provide pre-arranged transportation services (also known as a rideshare) for compensation using an online-enabled application or platform to connect passengers with drivers using a personal vehicle.

*Travelers:* Employees, committee members, and all who travel on behalf of their department for official state business.

*Travel arranger:* A person authorized to make travel arrangements on behalf of a traveler.

**Procedure**

All travel shall be performed in the most economical and efficient manner that meets the state's business needs. State employees authorized to travel for official state business must adhere to the following general guidelines and requirements, regardless of funding source or trip sponsorship. All travel must be approved by an employee’s supervisor or designated approver.

Exceptions may apply for travelers who require reasonable accommodation (RA). Each RA request is unique and will be evaluated individually on a case-by-case basis. Insert your agency‘s process and policy for RA-related information.

Travelers shall submit a travel expense claim (TEC) for all expenses incurred while on official travel status, including those directly paid for by the agency (such as airline or rental car costs). Payment type for each line of expense shall be noted on the TEC, either ‘Department paid’ for direct-billed expenses or ‘Cash’ for out-of-pocket expenses (e.g., allowable meals and/or incidentals).

Insert your agency’s policies regarding TEC submission, including the CalATERS registration process, if applicable.

**Travel Expenses**

Allowable costs for transportation expenses will be based on the method of transportation that is in the best interest of the state, considering both direct expenses and the employee's time.

For travel that is not the most economical and/or not in the best interest of the state, the traveler must prepare and submit a justification and cost comparison with the TEC. The traveler will only be reimbursed for the least costly method.

Concur Account

Insert your agency’s specific policy or procedure for creating a Concur profile.

**Pre-Trip Approvals by Supervisor/Manager**

(NOTE: The Pre-Trip Approval section here is optional and contingent on your agency having Concur Pre-Trip Approval active.)

Travelers must receive prior (pre-trip) approval for all travel from their approver before making travel arrangements in the authorized online booking tool or with the state’s contracted travel agency. For reservations booked via the authorized online booking tool, the traveler’s approver will automatically receive a system-generated email to review and approve the travel reservation. For agent-assisted reservations, the travel agent will email the traveler’s approver to obtain approval before the travel is booked/ticketed.

Travel Booking Method

Pursuant to [SAM Section 4117](https://www.dgs.ca.gov/Resources/SAM/TOC/4100/4117), all business travel except for hotel rooms with negotiated rates for conferences must be booked through the Department of General Services (DGS) Statewide Travel Program (STP) and their contracted travel vendors. Comprehensive travel services are offered via STP's authorized online booking tool, which is the primary means for booking travel. Call-in service is also available through the state's contracted travel agency.

Travel Related Loyalty/Reward Programs

Travelers may retain frequent flyer miles and points when traveling on official state business; however, participation in these programs must not result in any of the following:

* Booking a higher cost flight or class of service.
* Booking a flight outside of the authorized online booking tool.
* Using a non-preferred, non-contracted provider in lieu of available preferred or contracted providers.
* Incurring any incremental costs beyond the lowest fares.

Air/Rail Travel Reservation/Cancellation

Pursuant to [SAM Section 4117.1](https://www.dgs.ca.gov/Resources/SAM/TOC/4100/4117-1) and in accordance with the California Code of Regulations [Section 599.628](https://govt.westlaw.com/calregs/Document/I1AE300A35A0A11EC8227000D3A7C4BC3?viewType=FullText&listSource=Search&originationContext=Search%2BResult&transitionType=SearchItem&contextData=(sc.Search)&navigationPath=Search%2fv1%2fresults%2fnavigation%2fi0ad62d330000018d52786e9e1307dd92%3fppcid%3d1e0da360da91465ca6449db31862130a%26Nav%3dREGULATION_PUBLICVIEW%26fragmentIdentifier%3dI1AE300A35A0A11EC8227000D3A7C4BC3%26startIndex%3d1%26transitionType%3dSearchItem%26contextData%3d%2528sc.Default%2529%26originationContext%3dSearch%2520Result&list=REGULATION_PUBLICVIEW&rank=1&t_T2=599.628&t_S1=CA%2BADC%2Bs), state agencies and employees must follow airfare purchasing and use requirements, which ensure that state employees traveling by air on official state business are using the most economical fares possible. Travelers must reserve airfares that are non-refundable.

Domestic airfare(s) must be booked at least seven days prior to the anticipated travel date(s), and international airfare(s) must be booked at least 30 days prior to the anticipated travel date(s).

Travelers must use the state's contracted air carrier(s) unless seats or flights are not available in an approved fare class (coach) to accomplish the purpose of the travel. Information on the state's contracted air carriers, along with other air travel resources, can be found on the [STP website](https://www.dgs.ca.gov/en/OFAM/Travel).

Travelers must provide justification during the reservation process by selecting appropriate reason code(s) in the online booking tool or during a telephonic reservation request for any of the following airfare reservations:

* Use of any non-contracted carrier
* Use of any refundable airfare
* Use of any airfare that is not reserved within seven days from travel date for domestic travel, or 30 days for international travel

Any upgrades added to a business flight will be at the employee’s personal expense and are not reimbursable. Examples of non-reimbursable upgrades that must be charged to a personal credit card after the business reservation is booked include, but are not limited to: **Business Select, First Class, Business Class, Premium Economy Class, Early-Bird Check-In/Pre-Boarding, CLEAR, or TSA Precheck.**

State employees must choose the most economical options (air, lodging, car rental, etc.) that meet their business needs when making travel arrangements internationally. Preferential or other luxury upgrades are not reimbursable.

Travelers may accept denied boarding compensation in situations where a flight is oversold, or the employee is ‘bumped’ from the flight for reasons beyond the employee’s control. The disruption must not impact business effectiveness or incur additional costs to the state.

Travelers will be reimbursed for extra seat charges imposed on employees that cannot be accommodated in a single cabin seat in coach class.

Travelers may be reimbursed for reasonable baggage fees imposed and required by the carrier.

Travelers may be able to change their return flight if an earlier flight constitutes quantifiable monetary savings, i.e., staff time and reimbursable costs such as meals or incidentals.

Changes must be pre-approved either verbally or in writing by the employee’s travel approver. Flight changes must be made via the online booking tool and/or by calling the state's contracted travel agency.

Coach rail service may be used when necessary and economically practical compared to air or ground transportation. Rail service must be booked through STP via the online booking tool and/or the state’s contracted travel agency.

Travelers are responsible for cancelling airline reservations via the online booking tool or by calling the state’s contracted travel agency at least 10 minutes prior to the departure time. If funds are lost due to the employee failing to cancel the reservation timely, the employee will be responsible for reimbursing the state.

Airline Unused Ticket Credits

When a traveler’s non-refundable flight is cancelled, the airfare amount becomes an Unused Ticket Credit (UTC). UTCs must be applied to the traveler’s next business flight to utilize the charges previously incurred instead of making new charges.

If a UTC will not be utilized prior to expiration, travelers and managers must inform their Travel Coordinator. This includes current employees that will not be traveling, as well as employees that have separated or will separate from the agency. Insert your agency’s specific process for managing UTCs that will not be used here.

Short-term Commercial Car Rental Reservation/Cancellation

A short-term rental is defined as a commercial car rental for up to 29 consecutive days. Prior to making a reservation, the short-term commercial car rental must be determined the most economical means of transportation. Other means of transportation such as a state vehicle, transportation network company, bus, shuttle, or rapid transit may be used if that mode of travel is more cost-effective and practical. Travelers must be 21 years of age or older to rent a vehicle and shall adhere to the following expectations when using short-term commercial car rentals:

* All travelers must complete the defensive driving training. Typically this is completed through their department training portal and travelers must receive a valid completion certificate prior to using short-term commercial car rentals.
  + Insert your agency’s specific policy or procedure for travelers completing defensive driving training here.
* The state's contracted car rental company should be used except in cases when the contracted car rental company is unavailable (i.e., contracted car rental company does not operate in the location where the vehicle is needed).
* Car rental reservations must be booked by using the online booking tool. Complex car rental reservations may be booked through telephone reservations.
* All commercial car rentals must be charged to the Travel Payment Services (TPS) direct bill account to receive the contracted rates, insurance, and other benefits.
* Travelers may book up to an intermediate sedan class of vehicle. If a larger vehicle is needed for business use, a [Short-Term Vehicle Justification Form - OFAM 100](https://www.documents.dgs.ca.gov/dgs/fmc/dgs/ofam100.pdf) must be completed, approved prior to the trip and included with the TEC.
  + Insert your agency’s specific policy or procedure for routing a Short-Term Vehicle Justification Form - OFAM 100.
* Unused reservations must be cancelled as soon as possible via the online booking tool or by calling the state’s contracted travel agency.
* Travelers are strongly encouraged to use the most fuel-efficient vehicle for their travel, such as hybrid electric vehicles, plug-in hybrid electric vehicles, and zero-emission vehicles.
* State employees must not pre-pay for fuel under any circumstances. Travelers are not required to refuel rental vehicles prior to returning to the rental branch. If the employee chooses to refuel the rental vehicle prior to return, an itemized receipt is required for claiming reimbursement via TEC.
* State employees may not combine using a rental vehicle for both state business and personal business. Before state business commences, any personal rental contract must be extinguished. Conversely, once state business concludes, the traveler must return the rental vehicle to fulfill the terms of the car rental contract or agreement and extinguish the employee’s obligations and liabilities for purposes of state business therein.
* Travelers are responsible for anticipating tolls while traveling for business, and for timely toll payments. Late fees assessed after the due date are not reimbursable.

Non-moving violations such as parking tickets and at-fault moving violations incurred while on official state business are not the responsibility of the state and are not reimbursable travel expenses. Travelers are responsible for all non-moving and at-fault moving violations.

Long-Term Vehicle Rental Reservation

The DGS Office of Fleet and Asset Management (OFAM) leases vehicles on a long-term basis (30 or more consecutive days) basis to travelers conducting [official state](https://govt.westlaw.com/calregs/Document/IB10A13B05D9711E4A9828577DD5F1BF2?originationContext=document&transitionType=StatuteNavigator&needToInjectTerms=False&viewType=FullText&contextData=%28sc.Default%29) [business. Travelers must](https://govt.westlaw.com/calregs/Document/IB10A13B05D9711E4A9828577DD5F1BF2?originationContext=document&transitionType=StatuteNavigator&needToInjectTerms=False&viewType=FullText&contextData=%28sc.Default%29) adhere to [the following expectations](https://govt.westlaw.com/calregs/Document/IB16441A05D9711E4A9828577DD5F1BF2?originationContext=document&transitionType=StatuteNavigator&needToInjectTerms=False&viewType=FullText&contextData=%28sc.Default%29) [when using](https://govt.westlaw.com/calregs/Document/IB16441A05D9711E4A9828577DD5F1BF2?originationContext=document&transitionType=StatuteNavigator&needToInjectTerms=False&viewType=FullText&contextData=%28sc.Default%29) [long-term vehicle rentals:](https://govt.westlaw.com/calregs/Document/IB16441A05D9711E4A9828577DD5F1BF2?originationContext=document&transitionType=StatuteNavigator&needToInjectTerms=False&viewType=FullText&contextData=%28sc.Default%29)

* A long-term rental (30 or more consecutive days) may never be booked through Concur or with a travel agent. Agencies are required to secure long-term vehicle approvals through the DGS Fleet Asset Management System (FAMS) Unit before making any long-term vehicle rental reservations.
* Insert your agency’s specific policy or procedure for long-term vehicle rental coordination.

Car Rental Insurance

When traveling within the 50 U.S. states (including Washington, D.C.), travelers must decline all optional additional insurance. When traveling to the U.S. territories and outside of the U.S., travelers must accept [the damage waiver](https://www.documents.dgs.ca.gov/dgs/fmc/dgs/OFS2044.pdf) [option](https://www.documents.dgs.ca.gov/dgs/fmc/dgs/OFS2044.pdf) [and may be](https://www.documents.dgs.ca.gov/dgs/fmc/dgs/OFS2044.pdf) required to purchase

additional insurance coverage in some countries. State agencies will reimburse for any coverage required by [law for approved rentals](https://cadgs.sharepoint.com/sites/OFS-Accounting/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FOFS%2DAccounting%2FShared%20Documents%2FACCT%201016%20Prepayment%20Request%5FSupplier%2Epdf&parent=%2Fsites%2FOFS%2DAccounting%2FShared%20Documents) outside [of](https://cadgs.sharepoint.com/sites/OFS-Accounting/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FOFS%2DAccounting%2FShared%20Documents%2FACCT%201016%20Prepayment%20Request%5FSupplier%2Epdf&parent=%2Fsites%2FOFS%2DAccounting%2FShared%20Documents) [the U.S.](https://cadgs.sharepoint.com/sites/OFS-Accounting/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FOFS%2DAccounting%2FShared%20Documents%2FACCT%201016%20Prepayment%20Request%5FSupplier%2Epdf&parent=%2Fsites%2FOFS%2DAccounting%2FShared%20Documents)

Private Vehicle Use

A private/personal vehicle may be used in lieu of a car rental if it is the most economical method of travel and is in the best interest of the state. When determining whether to use a personal vehicle or rent a vehicle, travelers should utilize the [Trip Optimizer (enterprise.com)](https://legacy.enterprise.com/car_rental/deeplinkmap.do?bid=046&mcid=DBCA) to ensure the mode of ground transportation selected is the least costly option and in the best interest of the state. The following policies apply to the use of a personal vehicle for state business:

* Travelers must have advance approval to drive a personal vehicle on state business. Form [Authorization to Use Privately Owned Vehicle on State Business - STD 261](https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std261.pdf) is the required approval method. Insert STD 261 routing process and any training details here.
* Reimbursement will be issued for mileage expenses within state guidelines per current [CalHR Manual Section 2202 - Mileage Reimbursement](https://hrmanual.calhr.ca.gov/Home/ManualItem/1/2202#%3A~%3Atext%3DMileage%20reimbursement%20expenses%20cover%20the%2Cthat%20may%20be%20incurred%20by).
* Mileage reimbursement expenses cover the maintenance and use of the private vehicle, including but not limited to gasoline, upkeep, wear-and-tear, tires, all insurance including liability, collision, and comprehensive coverage, breakdowns, towing, any repairs, and any additional personal expenses that may be incurred by employees because of mechanical breakdown or collision.
* Fuel costs for private vehicles will not be separately reimbursed.

Use of Transportation Network Companies

Transportation Network Companies (TNCs) provide pre-arranged transportation services for compensation using an online-enabled application or platform to connect passengers with drivers using a personal vehicle. Lyft and Uber are two examples of TNCs, and are commonly referred to as “rideshare.”

The following expectations apply to the use of TNCs for official state business:

* Reservations may be made on the TNC’s website or through discretionary use of the TNC’s proprietary mobile application. NOTE: the choice to use a TNC application on a personal cell phone is voluntary and at the traveler’s discretion.
* TNC services may be used for travel for authorized business reasons in lieu of a personal vehicle, rental car, or traditional taxi if deemed the most cost-effective method and in the best interest of the state.
* Tip reimbursement is only allowed in accordance with [CalHR Manual Section 2203](https://hrmanual.calhr.ca.gov/Home/ManualItem/1/2203)

[- Allowances and Travel Reimbursement](https://hrmanual.calhr.ca.gov/Home/ManualItem/1/2203) (see "Tips for Allowable Transportation Expenses").

* Travelers must use the lowest cost ride/car class available:
  + Acceptable classes are UberX, UberX Share, Lyft Standard or Lyft Wait and Save.
  + Uber Green and Lyft Green are acceptable classes as long as the costs are equal to or less than the aforementioned classes.
  + Any vehicle in excess (size and price) of these classes requires a justification and approval by the employee's immediate supervisor/manager prior to booking. Luxury classes are never allowed for any reason.
* Employees are required to avoid surge/peak pricing whenever possible. Surge/peak pricing can be avoided by waiting a few minutes for the application to update and ride demand to change; or by moving to a different pick up location outside of the surge/peak area.
* TNC services billed to the state may never be used for commuting and/or personal trips under any circumstance.
* Travelers will be required to reimburse the state for any non-compliant TNC direct charges.
* Insert additional policies and processes related to TNC use here. If your agency utilizes a direct-bill TNC program (such as Uber for Business), outline the registration process and related policies.

Commercial Lodging (Hotels, Inns, Motels, etc.)

Travelers must utilize the least expensive lodging accommodations that are within a reasonable distance of their state business. Refer to the [CalHR Maximum Lodging](https://hrmanual.calhr.ca.gov/Home/ManualItem/1/2203) [Reimbursement Rates](https://hrmanual.calhr.ca.gov/Home/ManualItem/1/2203) for the most up-to-date lodging rate information.

If a traveler is unable to secure lodging within the maximum lodging reimbursement rates set forth in the bargaining unit contracts, an [Excess Lodging Rate Request/Approval Form - STD 255C](https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std255C.pdf) is required. Insert your agency’s process and policy for STD 255C completion and submission. Travelers must know who needs to sign the STD 255C form and where to send it within your agency after signature.

Travelers must complete a STD 255C and follow the form’s instructions, including a good- faith effort to obtain a minimum of three quotes. The list of quotes must be dated and include screenshots from Concur Travel that display the travel dates, hotel names, locations, and state government (if available) rates. The list of quotes must be attached to the request and must be approved before the trip begins. The traveler’s approver shall not approve the STD 255C without the required quotes.

The following applies to the use of lodging while traveling for official state business:

* All lodging arrangements must be made through Concur or a travel agent, except when attending a conference where a "room block' has been negotiated by the host entity or when the hotel/motel does not participate in the state’s online booking tool and is the only property in the immediate area.
* Travelers utilizing an available "room block" should do a cost comparison to determine if it is in the best interest of the state and if to be so, direct contact with the hotel to book the room is permissible.
* Lodging arrangements (arrival and departure dates) must be within a reasonable time before or after the business event. "Reasonable time" is defined as allowing enough time for travel and check-in but not as to incur additional costs.
* State employees are responsible for knowing the hotel's cancellation policy and for cancelling hotel rooms in accordance with that policy. When cancellation policies are
* broken and fees are incurred without justification, travelers may be held responsible for resulting charges.
* Travelers are responsible for their personal charges and must make proper payment arrangements upon check-in or check-out. This includes providing a personal credit card upon check-in even if the hotel is direct billed, so that business and personal costs remain separate on the folio(s).
* Personal charges may include, but are not limited to: use of mini bars, room service in excess of meal allowances, movie rentals, personal phone calls and porter charges.

**Virtual Card Numbers Payments for Hotels**

* **\***Please Note**\*** Not all agencies utilize Virtual Card Numbers (VCN), only review this section if it applies to your agency.
* VCNs are single use 16-digit card numbers issued under the terms of the Travel Payment Services (TPS) contract that are used to pay for hotel room charges, taxes, resort fees (if applicable), and hotel parking (if applicable).
* VCN accounts are a payment mechanism provided through the TPS contract. The state can now directly bill the three highest cost components of a trip, thus alleviating a significant financial burden on the traveler.
* Eliminates the need for corporate or individual travel cards issued directly to the employee/traveler.
* There is a mobile application called Conferma Pay you can use to help make the check-in process easier.  It will allow you to manage the VCN process for your hotel reservations. It will show the unique, 16-digit credit card number in the mobile app 24 hours prior to check-in and 24 hours after check-out (in the event you need to provide this card number to the front desk).
* Please take a moment to read the [Virtual Card Program Benefits](https://www.dgs.ca.gov/-/media/Divisions/OFAM/Statewide-Travel-Program/Forms/Miscellaneous/VCN-Resources-Docs/VCN-Flyer-2024.pdf)
* Further information for VCN can be found here: [Virtual Payment and Virtual Card Number VCN Resources](https://www.dgs.ca.gov/OFAM/Travel/Resources/Page-Content/Resources-List-Folder/Virtual-Payment-and-Virtual-Card-Number)
* Insert your agency’s specific policy for VCN use, including where to send hotel receipts.

Short-Term Lodging Rentals

Short-term lodging rentals are defined as residential properties that are rented to a traveler for fewer than 30 days through a centralized online platform whereby the rental is advertised, and payments for the rental are securely processed. Airbnb and VRBO are examples of short-term rentals.

Short-term rentals may be used in lieu of traditional lodging arrangements; however, employees are required to adhere to all existing travel and reimbursement policies found in existing codes, employee bargaining [MOUs](https://www.calhr.ca.gov/state-hr-professionals/Pages/bargaining-contracts.aspx) (for represented employees) and/or current [CalHR Travel Reimbursements](https://hrmanual.calhr.ca.gov/Home/ManualItem/1/2203).

The [following policies apply to the use of](https://www.documents.dgs.ca.gov/dgs/fmc/dgs/ofam100.pdf) short-term rentals while traveling for official state business:

* Short-term rental reservations may be arranged using the proprietary [application or](mailto:OFSTravelDocs@dgs.ca.gov) [website of the](mailto:OFSTravelDocs@dgs.ca.gov) service provider if their inventory is not visible in the online booking tool. Use of a short-term rental mobile application on a personal cell phone is voluntary and at the traveler’s discretion.
* As with standard commercial lodging, employees are to utilize the least expensive lodging accommodations that are within a reasonable distance of their state business.
* Short-term rental charges must be paid using a personal payment method. The TPS direct bill account and CAL-Card are not authorized forms of payment.

Travel Advances

If necessary, travelers can submit a Travel Advance request.

Insert your agency’s specific contacts and directives regarding Travel Advances.

Travelers seeking a Travel Advance should be aware of the following:

* The Travel Advance amount requested should not exceed the minimum amount necessary to cover anticipated reasonable out-of-pocket expenses.
* If a trip is cancelled or postponed indefinitely, the trip request must be cancelled, and the Travel Advance must be returned immediately.
* A traveler may only have one Travel Advance outstanding per trip. Failure to clear a prior Travel Advance may result in the denial of any future requests for additional Travel Advances.

**Traveler’s Responsibilities**

Travelers have a collective responsibility to prevent waste of taxpayer dollars. All travelers involved in the travel and expense process have a fiduciary duty to the general public and clients to control costs by complying with rules and regulations.

Expenses incurred while on official travel status (50 miles or more from home or headquarters), whether direct billed, reimbursed or at no cost to the state, must be supported by a TEC pursuant to [CalHR Manual Section 2201 – Travel and Relocation](https://hrmanual.calhr.ca.gov/Home/ManualItem/1/2201) [Policy](https://hrmanual.calhr.ca.gov/Home/ManualItem/1/2201). Travel expenses paid for by the state will be categorized as direct charges on the TEC and not reimbursable costs, as the employee did not incur out-of-pocket expenses. Pursuant to CalHR, all TECs must be submitted immediately after each trip has concluded (within seven to 10 business days).

Travelers

* Travelers must receive prior approval from their manager before making travel arrangements in Concur or with the state’s contracted travel agency.
  + Travelers must have a Concur account/profile to make travel arrangements.
* State employees must know the most current lodging reimbursement rates before booking travel. Refer to [CalHR Manual Section 2201 – Travel and Relocation Policy](https://hrmanual.calhr.ca.gov/Home/ManualItem/1/2201) for the most current rates.
* Use of Concur or the contracted travel agency for booking personal travel arrangements is strictly prohibited, even if the intention is to pay for the travel personally.
* Travelers are required to use direct-bill payment methods with the TPS when available for business [travel](http://hrmanual.calhr.ca.gov/Home/ManualItem/1/2201) [expenses, including but not](http://hrmanual.calhr.ca.gov/Home/ManualItem/1/2201) limited to airfare, rail, car rental, lodging, ground transportation, meeting and conference-related expenses, and travel agency transaction fees.
* Travelers will be responsible for reimbursing the state for unauthorized or personal travel expenses, including but not limited to any expenses resulting from upgrades or personal itinerary additions charged to the TPS direct-bill account.

Approvers (Supervisors)

* List the responsibilities your agency requires for supervisors regarding their employee’s travel. If your agency utilizes Concur pre-trip approval workflows, the following language can be used: Travel reservations booked via Concur and/or call-in service through the state's contracted travel agency must be approved by the employee's supervisor within the ticketing time frame to avoid cancellation.

**Travel Expense Claims**

Travelers shall follow the training and guides to book travel online or directly through the state's contracted travel agency.

Reimbursement to non-department employees (contractors, consultants, volunteers, board and commission members, etc.) must be for actual and necessary out-of-pocket expenses, consistent with applicable reimbursement rates for non-represented employees.

Insert your agency’s specific policy or procedure for the non-employee travel expense process here.

Travel Expense Verification and Reimbursement

In addition to providing pre-trip approval to travelers, authorized travel approvers such as a manager who has knowledge of the employee's travel and associated expenses incurred must provide post-trip approval by:

* Validating the TPS direct-bill account monthly statement.
* Insert your agency’s specific policy or procedure for accounting directives associated with travel expense claims.

Any unauthorized or personal expenses charged to the TPS direct-bill account must be reported immediately to your supervisor.

Typically, travelers will submit a TEC via [CalATERS](https://sco.ca.gov/calaters_global.html) for all business travel expenses, including expenses paid by the state through the TPS direct-bill account, which shall be noted as direct charges on the TEC and not an employee-incurred cost. State employees must substantiate the TEC with all necessary supporting documents/receipts, which generally include the itinerary (such as air, car rental, rail, lodging and virtual payment information).

The travel reimbursement program is subject to Internal Revenue Service (IRS) requirements. There are no flat reimbursement rates. All items claimed should be for the actual amounts of the expenses, up to the maximum rates allowed.

Generally, expenses arising from travel between home and a traveler’s headquarters are not allowed. Insert your agency’s telework policy here, if applicable.

**Recoupment of Unused Travel Advances, Unused Ticket Funds, Direct-Billed Hotel No-Show Penalties, and Travel Transaction Fees**

State employees must adhere to the provisions of [Government Code Section 19838](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=GOV&sectionNum=19838), [SAM Section 8293.2,](https://www.dgs.ca.gov/Resources/SAM/TOC/8200/8293-2) and any applicable Collective Bargaining Unit contract provisions regarding notification and collection of overpayments from employees.

For the purpose of this directive, overpayments include, but are not limited to: any unused Travel Advances, unused ticket funds, hotel and airline no-show penalties, and travel transaction fees.

Unused Travel Advance funds must be returned immediately to the agency. If reimbursement is not received, the amount of the outstanding advance is collected from the employee's payroll. For unresolved overpayments, DGS will follow [SAM Section 8293.2](https://www.dgs.ca.gov/Resources/SAM/TOC/8200/8293-2) for recoupment. Any payroll deduction will not exceed the employee's net monthly salary unless otherwise agreed to by the employee (reference [Government Code Section 19838[C]](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=GOV&sectionNum=19838)).

Unused ticket funds, hotel and airline no-show penalties and travel transaction fees must be recovered before an employee leaves their agency or at a mutually agreed-upon time when that employee is no longer required to travel on behalf of the state. If the unused ticket funds are identified before an employee separates, STP will work with its travel industry partners to recoup the funds for the employee’s department to use for future travel.

**Resources**

[State Administrative Manual (SAM)](https://www.dgs.ca.gov/Resources/SAM?search=SAM)

[CalHR Manual Section 2201 – Travel and Relocation Policy](https://hrmanual.calhr.ca.gov/Home/ManualItem/1/2201)

[CalHR Manual Section 2202 – Mileage Reimbursement](https://hrmanual.calhr.ca.gov/Home/ManualItem/1/2202)

[CalHR Manual Section 2203 – Allowances and Travel Reimbursements](https://hrmanual.calhr.ca.gov/Home/ManualItem/1/2203)

[CA Government Code § 11032: Traveling Expenses](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=GOV&sectionNum=11032)

[CA Government Code § 11033: Traveling Expenses](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=11033.&lawCode=GOV)

[CA Government Code § 19838: Salary Classification (Overpayments)](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=19838.&lawCode=GOV)

**Questions**

For questions in the following areas, please email:

* CalATERS: Insert your agency’s contact for CalATERS assistance.
* Direct Bill (air, rental car, etc.): Insert your agency’s contact for direct bill assistance.
* Travel Advance: Insert your agency’s contact for travel advance assistance.
* General Travel Questions: Insert your agency’s contact for general travel questions.
* For Concur Registration and Related Questions: Insert your agency’s contact for Concur support.

Employees shall utilize the resources provided in this document and submit related questions to the resources noted above.