

General Guidelines

All consultants should exercise the same care in incurring travel related expense as an individual would when traveling for personal reasons. All expense amounts **must** be entered into the CA Concur Expense entry system in accordance with CA Technologies current expense entry policy and procedures.

Please refer to the *Time & Expenses section* located on the website for services partners: www.ca.com/us/services-support/ca-services/services-partner-management.html for more detailed information around how to use the CA Concur Expense system.

All receipts must be included with each individual expense item in Concur. Receipts can be captured either via mobile device or emailed to Concur for use.

Exorbitant expenses, altered receipts and/or discrepancies between the information listed on the report and the receipt indicates a problem and leads to a request for additional information and explanations, subsequently delaying reimbursement.

CA will not be obligated to pay for any Vendor expenses in which the Vendor fails to enter expenses into the CA Concur expense entry system or if Vendor fails to provide all expense receipts electronically attached to individual expense items in Concur within sixty (60) days, provided such delays are not solely caused by CA.

CA reserves the right to require additional supporting documentation before reimbursement of expenses and all vendors are required to retain copies of all expense receipts in accordance with their audit requirements.

Hotel

The actual cost of a hotel room plus applicable taxes is reimbursable. Extended Stay Lodging and Property Rentals – Proper documentation is required. This would include the commercial establishment, a federal tax identification, and payment verification. All hotel costs are required to be itemized showing the daily rate as one item and applicable taxes / extras as additional itemizations.

Air Travel

The lowest logical airfare should be accepted whenever possible. Only coach or Tourist Class is reimbursable. When expensing air travel, you must provide your e-ticket receipt accompanied by your boarding pass. Both e-ticket and boarding passes are required for expense reimbursement. Itineraries are not acceptable forms for reimbursement. If you make a change to your original ticket, which requires an additional collection, you will need to provide both the original passenger receipt and the new passenger receipt with the additional amount to be properly reimbursed.

Transport to and from Airport and Hotel

Evaluate the trade-offs from both economic and convenience points of view before using taxi, limousine or rental car. A car service should not be used if the cost exceeds the total cost of parking and mileage to/from the airport.

Rental Cars

Compact or intermediate class cars are to be rented. If more than two people are traveling together, a full size 4 door class may be used. As a general rule luxury, premium, sports cars, trucks or vans are not to be rented for company business. Rental car cellular telephone charges are not reimbursable. Be sure to refuel the rental car before returning it.

Mileage

Mileage will be reimbursed based on the geography applicable industry and income tax allowances. (For North America this is the current Internal Revenue Service (IRS) rate or IRS Runzheimer plan rate in the US and Canada.): <https://www.irs.gov/Tax-Professionals/Standard-Mileage-Rates>. Vendor resource should calculate totals based on mileage and the current IRS rate.

Meals

All receipts for meals will be required unless CA's PM and/or client explicitly states per diem acceptance. When consultants are traveling out-of-town, reasonable expenses for meals will be reimbursed up to a maximum of \$85 USD or CAD per person per day. Only with prior CA PM and Customer approvals, when traveling out-of-town, expenses for meals will be reimbursed per Diem at \$85 USD or CAD per person per day. This amount includes taxes and tips.

Dry Cleaning and Laundry



Dry cleaning and Laundry bills are not reimbursable without written pre-approval.

Tips

Although tips for chamber maids and sky caps are at your individual discretion, good judgment should govern your decision. Generally, tips should not exceed \$2/night and \$1/bag. Tipping is permitted but should not exceed the standard 15% of the totals. Excessive tipping will not be reimbursed.

Tolls

Receipts for tolls of less than \$15.00 per day are not required. Toll charges, as with other charges, must be broken out on an expense report on a daily basis.

Telephone Calls

CA will not reimburse for cellular phone bills or telephone calls.

Receipts

Copies of hotel and airfare receipts must be submitted electronically and attached to each applicable item in the CA Concur Expense system. All expenses need to be itemized in CA's Concur expense entry system when applicable.

Non-Reimbursable Expense Items include, but are not limited to:

- Alcoholic beverages/smoking items, i.e. cigarettes
- Personal toiletries
- Memberships/subscriptions
- Mini bar refreshments
- Movies
- In flight telephone
- Traffic tickets
- Dry cleaning and laundry – (unless pre-approval in writing and requires extended stay)
- "No show" charges for hotel or car service
- Delinquent fees on late credit card payments
- Excessive limits over that approved
- Client entertainment
- Telephone
- Optional additional or supplemental car rental insurance fees