



CITY OF MODESTO
ADMINISTRATIVE
DIRECTIVE

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Approved By: Joseph Lopez
City Manager

Subject: REIMBURSEMENT OF CONFERENCE AND BUSINESS EXPENSES FOR CITY EMPLOYEES TRAVEL

SCOPE AND PURPOSE:

This Administrative Directive applies to all City of Modesto (City) employees and Council Members (hereafter referred to as “Travelers”) who travel on official business for the City of Modesto. All travel arrangements, reconciliations and reimbursements shall be performed within the scope of delegated authority and in compliance with all applicable Federal, State and City rules and regulations.

The purpose of this directive is to establish business travel guidelines for Travelers that are fair, accountable and transparent.

POLICY:

Sections 2-4.401 through 2-4.403 of the Modesto Municipal Code provide the “Policy for Expense Reimbursement of City Council and Council Appointed Members of City Commissions and Committees.”

RESPONSIBILITIES:

A. Finance Department:

- i. Assist with administering and revising the travel policy
- ii. Handles the processing of the department requests for travel advances and reimbursements
- iii. Manages any updates of the City’s financial system associated with travel reimbursement
- iv. Handles the tracking of Travelers who violate the travel policy
- v. Confirms reconciliations of travel advance requests and Travel Expense Claim
- vi. Audits individual Travel Expense Claim packages, at their discretion for compliance of this travel policy
- vii. Inform Traveler supervisor and Department Director of any incompliance of Traveler’s not submitting their Travel Expense Claims packages by the deadlines or not submitting a completed travel expense claim package

B. Department Director and Travelers Supervisor:

- i. Approves all Event Authorization pre-approval forms, Travel Advances, reconciliations and reimbursements, Travel Justification form, Lost Receipt form and Travel Expense Claim packets.
- ii. All approvers must verify the completeness and accuracy of the documentation presented.
- iii. Ensuring the appropriateness and reasonableness of travel expenses.
- iv. Accurately reviewing and verifying for compliance to the directive and other rules which govern travel expenses.
- v. The Department Director may delegate this authority, but he or she is ultimately responsible for ensuring all travel requests comply with the travel policy and all funds are available within the department's budget for the approved travel.

C. Travel Coordinator:

- i. Facilitates the travel process by making travel arrangements, submitting travel advances, travel reconciliation and reimbursements.
- ii. Assists as the resource and liaison between his or her department and the Finance Department.
- iii. The Travel Coordinator has no authority to override, bypass or otherwise change the travel policy.
- iv. Reviewing and verifying when different Travelers submit Travel Expense Claim packages for the same event, the department Travel Coordinator must compare the costs reported for the Travel Expense report. The Travel Coordinator must review, investigate, and provide justification as part of the Travel Expense report package the following:
 - a) Differences in travel time and dates
 - b) Differences in per-diem calculations
 - c) Differences in transportation cost of 10% or more
 - d) Differences in lodging cost of 10% or more.
 - e) Differences in conference registration cost of 10% or more.
 - f) Examining variances of 10% or more between estimated travel cost provided on the Event Authorization Form and the Travel Expense report.

D. Traveler:

- i. Attends mandatory training regarding travel and travel expenses.
- ii. Signs off on the Travel Expense Claim package to agree to the completeness and truthfulness of its contents.
- iii. Represents the City of Modesto at an approved event (meeting, training, conference, seminar, etc.)
- iv. Verifies the accuracy of the bills and other travel documents before accepting or paying travel expenses.
- v. Reports all expenses promptly and accurately with the required documentation.
- vi. Request reimbursement for necessary and reasonable expenses through the Travel Coordinator.
- vii. Adheres to the City's Municipal Code, directive and relevant Federal, State and City regulations.
- viii. Expenses incurred by a Traveler that do not comply with the travel policy are the responsibility of the Traveler.
- ix. Coordinates with the Travel Coordinator to explain cost variances of 10% or more between Event Authorization form and Travel Expense report.
- x. Coordinates with the Travel Coordinator to explain cost variances of 10% or more between Travel Advances and Travel Expense report.

TRAVEL PROVISIONS:

- A. Travelers are responsible for understanding and complying with travel policy and are expected to exercise good judgement with response to travel expenses.
- B. It is the policy of the City of Modesto that no Traveler shall experience personal financial loss for reasonable and necessary expenses as a result of representing the City of Modesto, as long as the expenses are within the guidelines set forth in the travel policy.
- C. Business travel starting and ending location is based on the traveler's designated place of employment for official City business when determining mileage reimbursement.
- D. If a trip includes both business and personal travel, Travelers are personally responsible for any personal travel expenses.
- E. Reimbursement of travel expenses is limited to travel by the most direct and common route and by the most economical means of transport. That portion of any travel, which is

unnecessarily done by indirect route, is not in the interest of the City, or is for personal business, will not be reimbursed.

- F. Travelers opting to travel by a means of transport which is not the most economical based on the travel cost analysis, shall only be reimbursed up to the most economical means of transportation and only for expenses related to the most economical means of transportation.
- G. Expenses which are not approved or which are not in compliance with this policy, such as delinquent submission of travel documents or outstanding balances owed to the City, will become the Traveler's personal responsibility and will result in the following consequences:
 - i. Notification to the Traveler's Department Director regarding violations of this policy.
 - ii. Reporting travel advances or expense reimbursements as taxable income to the Internal Revenue Service (IRS) and State of California taxing authority when not meeting the deadlines.
 - iii. Suspension of travel privileges at the discretion of the Department Director.
 - iv. Formal disciplinary procedures at the discretion of the Department Director.
 - v. Require the Traveler to return any travel funds that were advanced.

AUTHORIZATION FOR TRAVEL:

- A. Travelers should not commit any City funds (i.e. procurement card, purchase orders) until travel is approved in accordance with this travel policy.
- B. To be eligible for reimbursement, all Travelers must obtain approval in advance for travel and accommodations and meet the following requirements:
 - i. An Event Authorization form is required to establish pre-approval for a Traveler who plans a business trip which will generate travel expenses for the City of Modesto. The Event Authorization Form is located under Attachment link provided on page 18.
 - a. All Travelers must complete an Event Authorization form for any business travel in connection with official duties as defined in this policy whether or not the Traveler is authorized to receive a reimbursement from the City. Costs incurred from travel not related to a conference, training or event (E.g. parking fees during regular job duties) would not require the submission of an Event Authorization form.
 - b. The Event Authorization form should include an estimate of all associated cost and supporting documentation to justify the estimated cost.

- c. The Event Authorization form must be included with the Travel Expense Claim packet loaded in the City's financial system, Oracle. The absence of this form will be considered a violation of this policy.

C. Travelers must obtain Supervisor, Department Director and City Manager or authorized designee approval prior to making travel arrangements. Advanced approval for travel and accommodation must be obtained from the approving official. The approving officials are defined as the following:

- i. Mayor must obtain approval from the City Clerk, after City Manager or designee and Accounting Manager or designee have completed a review of travel request.
- ii. City Councilmembers must obtain approval from the Mayor, after City Manager or designee and Accounting Manager or designee have completed a review of travel request.
- iii. All Charter Officers must obtain approval from the Mayor.
- iv. The Department Directors and Deputy City Managers must obtain approval from the Deputy City Manager and/or City Manager.
- v. All other City employees must obtain approval from their direct supervisor, Department Director and Deputy City Manager and/or City Manager. In the absence of an employee's supervisor of record, employees must seek approval from the supervisor's superior.

D. Travelers are responsible for notifying the department Travel Coordinator of any changes or travel cancellations. Travelers are personally responsible for any changes or upgrades in transportation and/or accommodations that are not approved by the Department Director or designee.

E. Examples of types of travel which are covered by this travel policy are as follows:

- i. Attendance at City events, a department approved conference, convention, hearing, training, seminar, or other meeting.
- ii. Communicating with representatives of local, state and national government on City adopted policy positions.
- iii. Attending educational seminars designed to improve Traveler's skills and knowledge levels.
- iv. Participating in local, state and national organizations whose activities affect the City's interests.
- v. Implementing a City-approved strategy for attracting or retaining businesses.
- vi. Other such activities requiring travel which is clearly necessary and in the best interest of the City.

PUBLIC RECORDS REQUIREMENTS:

- A. All documents related to reimbursable City travel expenditures are public records and may be subject to disclosure under the California Public Records Act (Government Code §6250-6270).

The City's Records Retention Schedule requires that travel documents be retained for two (2) years unless any funding sources such as grants to fund these expenses require longer retention requirements.

TRAVEL ARRANGEMENTS:

- C. Internet-based travel resources may be used for travel arrangements. However, Travelers and Travel Coordinators are advised that changes, reimbursements for unused tickets, and other post-booking transactions are complex, and may include additional fees so it is very important you make the correct reservations.

- D. Travel Advances for estimated out-of-pocket expenses will not be issued for less than \$100. The Travel Advance form is located under Exhibit B of the travel policy. Travel Advances should only be processed if no other payment method is available such as:

- i. Conference fees and/or Lodging cost should be paid using a City Procurement card.

- E. In order to assure timely arrangements, advances, reconciliations, and reimbursements, Travelers should comply with the following timelines:

- i. **Ten (10) business days** minimum prior to the trip: Requests for Travel Advances (such as those for per diem, hotel reservation and course/conference registration) are to be submitted to Accounts Payable. These requests should be coordinated through the department Travel Coordinator. A copy of all supporting documentation to support the Travel Advance request should be included in the documentation submitted to Accounts Payable including a summary by category of each cost.
 - ii. **Within twenty-five (25) business days** following the trip: The reconciled Travel Expense Claim packet and required receipts are to be submitted in the City's financial system Oracle iExpense Travel upon return from the approved trip. This should include all receipts paid by the City via City Procurement Card and/or check directly paid to the vendor. All supporting documentation for the expense claim must be scanned in the order in which it is listed on the expense claim form. If a Travel Advance was provided, and the advance exceeded the actual travel cost, the difference should be paid to the City immediately after the travel, in the City Finance Cashiering division. The City Finance Cashiering Division will provide the Traveler a receipt of payment and this receipt should be included in your receipt packet loaded into Oracle. If the Travel Expense report package is not completed by the deadline, the Travel Justification form must be completed with all required signatures. The following table highlights acceptable types of travel documentation:

Item	Documentation Required
Meals and Incidentals	1. None unless Traveler claims actual costs which cannot exceed the GSA per-diem meal guidelines. 2. If requesting actual costs, Traveler must provide 1) actual receipts 2) written explanation requesting reimbursement of actual receipts 3) required approved for this exception
Lodging	1. Hotel receipts must be itemized. 2. Meals charged to the room should be listed separately from hotel charges with itemized receipt of food charges. 3. Credit card receipts may not be substituted for itemized hotel receipts. 4. Government lodging rates for the area. 5. If lodging rates used exceed the government rate, individuals must demonstrate good faith effort to find median-pricing lodging and obtain approval for approval authority.
Transportation (Air, Ground, Rail or Bus)	1. Itemized receipt 2. Evidence that any additional cost resulting from deviation from the most direct route or most timely flight selection are not being requested for reimbursement EXCEPT if incurred for the benefit of the City. If so, the Travel Justification form must be completed and signed by the approval authority.
Transportation (Other)	1. Itemized receipt 2. Evidence that any additional cost resulting from deviation from the most direct route or most timely flight selection are not being requested for reimbursement EXCEPT if incurred for the benefit of the City. If so, the Travel Justification form must be completed and signed by the approval authority.
Registration/Conference Fees	Receipt and copy of conference agenda. The agenda must include class times and days including meals provided.
City Vehicle	Gas receipts- unless Traveler was issued a City gas card.
Private Vehicle	1. Authorization by Department Director or authorized designee. 2. Documentation that demonstrates mileage calculation (e.g., Google maps, Mapquest, or City Clerk's Auto Mileage Reimbursement located under http://cww.modesto/ccl/mileage.asp). 3. Gas is not reimbursed as it is part of the mileage rate.

LODGING:

- A. **Lodging Requirements** – Travelers are eligible to claim for lodging for the evening prior to an out of City function if the Traveler would otherwise need to commence travel prior to 6:00 a.m. in order to arrive at the destination at the designated time.

Travelers are eligible to claim lodging for the last evening of an out of City function if the City traveler would otherwise arrive at their home after 9:00 p.m., if they left at the immediate conclusion of the function.

- B. **Lodging Reimbursement** - Reimbursement of lodging is limited to the actual cost of a single room. When making arrangements for lodging, the government, conference, or promotional rates must be requested. If lodging rates exceed the government rate for the area, actual lodging costs may be reimbursed conditioned upon performance of a good faith effort evidenced by documentation (i.e. internet search to show hotels not available) that demonstrate an attempt to find median-priced lodging. Failure to provide documentation of a good faith effort may result in reimbursement of the government rate only. The City will not reimburse the Traveler for luxury upgrades (e.g., ocean views, king-size beds, suites, etc.).

When lodging at a conference facility is full, lodging at a comparable hotel shall be acceptable.

An original, dated and itemized hotel receipt must accompany completed Travel Expense Report packet for lodging. When the hotel was paid by the Travel Coordinator, the traveler

must be informed an itemized receipt must be requested by the hotel guest counter as part of checking out of the hotel room.

It is strictly prohibited to use City business paid lodging to accrue points earned under hotel programs for personal use.

- C. **Cancellations** – Hotel cancellation penalties should be carefully monitored by the department Travel Coordinator. If cancellation occurs due to a City-related change or circumstances beyond the traveler's control, the department will pay for the penalty cost. Hotels generally require a 48-hour advance notice for cancellations, travel insurance should be considered when booking hotels and is highly recommended. Any cancellation charges incurred will be billed to the Traveler unless reasonable justification is provided and approved by the Department Director or authorized designee. The justification should be documented in writing with Department Director approval and included with the travel receipts.
- D. **Companion Travel** - When a spouse, domestic partner or other companion travels with a City Traveler on official business, reimbursement for the Traveler's lodging will be at the single occupancy rate for the accommodations. If the Traveler arranges for the lodging it is the responsibility of the Traveler to obtain the lodging rate for both single and double occupancy and inform the Travel Coordinator.
- E. **Lodging in a Private Residence** - Travelers who stay in a private residence with relatives or friends while traveling on business are not eligible for reimbursement of lodging costs.

MEALS:

- A. **Reimbursement Rates** - Reimbursement for meals shall be made only when travel extends for a minimum of twelve (12) hours. Any travel for less than twelve (12) hours should require actual receipts. Reimbursement shall be at the current per diem rate established by the U.S. Government General Services Administration (GSA) based on the location of the event (link - <https://www.gsa.gov/portal/content/104877>). If a location is not published, the M&IE per diem rate shall be the standard continental United States (CONUS) rate.

If the meal expense exceeds the per diem maximum, the Travel Cost Justification form must be completed to justify the reason for reimbursing the Traveler in excess of the GSA per diem limits which must be approved by the direct supervisor and Department Director or authorized designee. Itemized receipts are required for all meal reimbursement claims that exceed the per diem amount. Refer to Section D. Non-reimbursable expenses to identify any meal expenses not eligible for reimbursement.

- B. **Reimbursement Schedule** - In order to be reimbursed for the cost of meals, travel must begin or end as shown in the following schedule:

	Departure on Initial	Return on Final
Meals	Day of Travel	Day of Travel
Breakfast	Before 8:00 a.m.	After 10:00 am
Lunch	Before 12:00 p.m.	After 1:00 p.m.
Dinner	Before 5:00 p.m.	After 6:00 p.m.

To determine eligibility for reimbursement, travel shall be considered to begin when the Traveler departs his or her residence if the trip begins before or after normal work hours. If the trip begins during normal work hours, travel shall be considered to begin when the Traveler departs his or her office. Make sure to deduct these meals when calculating the daily meal allowance.

- C. **Meals Included with Transportation, Hotel or Registration Fees** - Meals provided by common carriers (e.g., airline, train, bus) or included in registration fees or hotel rates (i.e., if a Traveler attends a conference where lunch is provided, no GSA per-diem reimbursement will be provided for the lunch meal) are not eligible for GSA per-diem reimbursements and must be deducted from the meals. A copy of the GSA per-diem rate for the event location should be included in your Travel Expense Claim packet submitted in the City’s financial system, Oracle. A continental breakfast does not constitute a meal. If there is a reasonable justification to explain why the Traveler could not accept the meal provided during the event and the employee should be entitled to the per diem for this meal, complete the ‘Travel Cost Justification form’.

- D. **Meals of Multiple Travelers** - When traveling with other City employees, Travelers may decide that one or more meals will be paid by one Traveler. If this option is chosen, it must be so stated and cross-referenced in the reconciliation section of the Travel Expense Claim of the Traveler who paid for the meal and the travelers for whom the meal was paid.

- E. **Tips** - Gratuities for meals are included in the per diem rates and are not reimbursed separately. Gratuities should not exceed 15% of the total cost of the meal.

TRANSPORTATION:

Travel will be by the most economical means available, taking into consideration requirements for meal reimbursement, lodging, and Traveler time. If a location is not served by an airline, reimbursement will be provided for travel by the most direct route. When a private vehicle is used as the means of transportation, reimbursement will be in an amount not to exceed the lowest available airfare. The Travel Coordinator must prepare a cost/benefit analysis to justify how they derived at the lowest cost of transportation for the travel event when there are multiple traveling options.

- A. **Air Travel Arrangements** - Air travel arrangements for City Travelers are to be made by the department Travel Coordinator through the Internet, or directly through the common carrier.

The department Travel Coordinator will arrange for reservations and tickets for approved travel requests. The lowest available fare will be used for air travel. When determining the lowest fare, carryon and checked baggage fees (must meet # of day requirement) must also be taken into account. As a general rule, Travelers will be expected to accept flights departing within two (2) hours of the desired departure time.

If the airfare booked exceeds the lowest quote by more than 10%, the Travel Cost Justification form must be completed to justify the reason for the increase in cost from when the initial quote was provided.

For missing receipts, the Lost Receipt form must be completed and signed by the appropriate signature authority.

Any additional cost resulting from deviation from the most direct route or extending start or end travel date for personal reasons will not be reimbursed unless incurred for the benefit of the City, as determined in advance by the Department Director. Travelers that choose to use their personal frequent flyer miles for City business shall not be reimbursed for the value of the tickets.

It is strictly prohibited to use City paid business travel to accrue frequent flyer miles for personal use.

- B. Airline Changes, Cancellations and Unused Tickets** - Generally, tickets are non-refundable and non-transferable and fees will be incurred for any changes made once the reservations are booked. Travel insurance should be considered as an option when booking airline tickets, and is highly recommended.

Flights with cancellation penalties should be carefully monitored by the department Travel Coordinator. If cancellation occurs due to a City-related change or circumstances beyond the traveler's control, the department will pay for the penalty cost. However, if the cancellation occurs due to a Traveler's personal request, the Traveler will be required to pay the penalty. The 'Travel Cost Justification form' must be completed to explain the cancellation and whether the penalties were paid by the City or Traveler.

Unused tickets or portions of unused tickets must be returned to the department Travel Coordinator. For tickets purchased through the Internet, the Traveler should work with the Travel Coordinator to ensure credit is received for unused tickets or portions of unused tickets.

- C. Car Rental** - Travelers should use public transportation (taxis, airport shuttles, buses, etc.) whenever it is more economical than a rental car. Department Directors have discretion to approve car rentals. The 'Travel Cost Justification form' must be completed to support the justification for utilizing a car rental vs. the use of public transportation. Some examples of when a rental car might be requested include the following:

- i. Multiple business meetings require travel between locations and public transportation is impractical.
- ii. Three or more City employees are attending the same meeting and one rental car for the group would be more economical.
- iii. It is less expensive to rent a car overall compared to alternative forms of transportation.

Travelers who receive a monthly vehicle allowance may not receive a reimbursement for vehicle rentals and/or mileage reimbursement unless approved by the Department Director. The 'Travel Cost Justification form' must be completed to support the justification for the Traveler to receive additional travel reimbursement in addition to their vehicle allowance. The signed form and a copy of the rental car receipt should be included in your Travel Expense Claim packet.

- D. **Car Rental Arrangements** - Travelers should request car rental arrangements through the department Travel Coordinator. Travel Coordinators must compare current market rates with those from contracts that have been established for use by the City of Modesto and State of California, whose rates have been made available to the City. Add-on features (i.e. GPS devices, XM Satellite radio) which trigger additional fees to the rental vehicle are not reimbursable.

The following guidelines for car rentals apply unless they can document a cheaper rental vehicle:

- i. One to three people, compact or subcompact.
 - ii. Four to five people, mid-size.
- E. **Car Rental Insurance** - Because the City of Modesto assumes risk for a Traveler conducting official City business, it is not necessary for the Traveler to purchase extra insurance coverage when renting a car for City business use. Additionally, Travelers are encouraged to use rental agencies that have contracts with the City of Modesto and State of California because those rates generally include the Collision Damage Waiver and Liability Coverage. Travelers may choose to purchase additional insurance, but it will not be reimbursed by the City.
- F. **Car Rental Fuel** - Travelers must fill the gas tank before returning a rental car to avoid fuel surcharges. Receipts are necessary for reimbursement of fuel costs unless the Traveler uses a City-issued gasoline credit card.
- G. **Travel by City Vehicle** - Travelers who use City vehicles must follow the provisions of the City's Administrative Directive 4.4 City Vehicles – Maintenance and Use. The Fleet Division has a wide variety of vehicles available to City Travelers; however, advance

reservations should be made. The directive provides further instructions on how to submit your reservation request and how to accept and return the City vehicle.

- H. **Travel by Private Vehicle** - Department Director or designee approval is required when the Traveler requests to use a private vehicle. Travelers who request to use their personal vehicles must follow the provisions of the City's Administrative Directive 4.4 City Vehicles – Maintenance and Use which provides information on safety and insurance standards for operating a private vehicle on City business.
- i. Reimbursement - The City will reimburse for mileage at the current IRS standard rate per mile which includes gas, maintenance and vehicle related costs. Gas costs will not be reimbursed.
 - ii. Travelers who receive a monthly vehicle allowance may not receive a reimbursement for use of private vehicle unless approved by the Department Director. The 'Travel Cost Justification form' must be completed to support the justification for the Traveler to receive additional travel reimbursement in addition to their vehicle allowance.
 - iii. The City's maximum mileage reimbursement will not exceed the cost of the lowest available airfare.
 - iv. Mileage is based on the Auto Mileage Reimbursement located on the City intranet - <https://modgovgcc.sharepoint.com/sites/CityClerk/SitePages/Mileage-Calculator.aspx>. If the location is not available on the City intranet then Google Maps or Mapquest would be an acceptable option. The information to support your mileage must be included in your Travel Expense Claim packet with your receipts.
- I. **Carpooling Travelers** - Mileage reimbursement will be payable only to the owner of the vehicle in which the Travelers are carpooling.
- J. **Collisions/Accidents - City Owned Vehicles and Privately Owned Vehicles** - Travelers who are involved in vehicle collisions or accidents while driving a City owned vehicle or privately owned vehicle while on City business are required to file an accident report with Risk Management within 24 hours (72 hours if the accident occurs on a weekend). Please see the City's Administrative Directive 4.2 Procedure for Processing Claims for Damage to City Property.
- K. **Collisions/Accidents - Rental Cars** - Travelers who are involved in vehicle collisions while driving a rental car must report the accident to Risk Management within 24 hours (72 hours if the accident occurs on a weekend). The Traveler should keep a copy of all pertinent information and provide copies to Risk Management to assist in settling claims.
- L. **Other Transportation** - Trains, buses, ferries or other means of ground transportation may be used. Reimbursement will not exceed the cost of the lowest available airfare.

Taxicab, Uber, and Lyft type ride expenses are reimbursable as long as the cost of such fare is equal to or less than the least expense mode of travel, or when travel is necessary or for time efficiency. Reimbursement may include up to a 15 percent gratuity per fare.

ADDITIONAL REQUIREMENTS:

Multiple Staff Attending Same Travel Event –In the situation multiple Travelers are traveling to the same function, any travel cost should be minimized when reasonably possible such as carpooling, sharing the same taxi or sharing a room for lodging.

Use of personal rewards program is prohibited for use of City paid travel.

- A. **Incidental per diem** - For each day of travel, the employee will receive a reimbursement at the current GSA daily rate for incidental travel expenses. Personal telephone calls, baggage handling, and bellhop tips are examples of incidental costs covered by this per diem.
- B. **Other Reimbursable Expenses** - The following expenses are reimbursable at actual cost with receipts:
- i. Necessary taxicab, ferry, tunnel fees, shuttle, bus fare, bridge tolls, etc.
 - ii. Conference materials such as DVDs or other video/audio recordings, reports, etc.
 - iii. Parking fees
 - iv. Airline baggage fees – A Travel Cost Justification form must be completed if additional baggage fees were charged for an event which only required two or less days of travel. If the airline does not provide free carry-on bags, include documentation to provide this support as part of the submission of receipts.
 - v. Reasonable telephone/fax/internet connectivity charges associated with official City business
 - vi. Visa and passport expenses, when directly related to City travel
 - vii. BART (Bay Area Rapid Transit) and other rapid transit system fares (must include fee schedule with reimbursement request).
 - viii. Other justifiable expenses will be approved based on review of special circumstances.
- C. **Non-reimbursable Expenses**
- i. Airline-related: Airline club membership dues, air-phone usage, in-flight headsets, movie devices, preferred seating
 - ii. Alcoholic beverages

- iii. Auto-related: Rental upgrades, personal auto repairs, accident insurance, parking tickets, traffic violations, personal auto expenses other than mileage
- iv. Claims submitted for reimbursement more than twenty-five (25) working days following the Traveler's return from the approved trip
- v. Expenses associated with a non-employee who accompanies the Traveler on official City business (e.g., spouse or domestic partner's transportation, lodging, and/or meals)
- vi. Hotel-related: Health club fees, room upgrades, movie rentals, mini-bar usage, escort fees
- vii. Loss or theft of personal funds, property or luggage
- viii. Non-essential program activities associated with a conference/seminar unless approved by a Department Director, such as sports tournaments, social activities, tours, etc., that are not included with the conference registration. The 'Travel Cost Justification form' must be completed to support the justification for the Traveler to receive additional reimbursement for this non-essential program.
- ix. Per diem for meals included in the program/conference/seminar and covered by the registration fee unless approved by a Department Director. If there is a reasonable justification to explain why the Traveler could not accept the meal provided during the event and the employee should be entitled to the per diem for this meal, complete the 'Travel Cost Justification form'.
- x. Personal expenses: Personal credit card annual fees, babysitting or dependent care, pet care (including kennel and pet sitting fees), computer rental for personal use, barber, hairdresser, laundry, spa services (saunas, massages, facials, etc.), toiletries, shoe shine, etc.

EXTENDED PERSONAL TRAVEL:

- A. Travelers who combine personal travel with business travel must identify and pay for the personal segment of the trip.

The City will not reimburse a Traveler for expenses incurred when the Traveler chooses to extend his/her time at the destination for personal reasons (i.e., the traveler takes vacation or stays through the weekend). Reimbursable expenses will cease to accrue as of the expected return date and time. Reimbursement for car rental and airport parking must be prorated to allow reimbursement for only those costs associated with City business.

In situations where travelers choose to extend their stay for personal reasons before or after the business travel, it will be required to pay for the travel out of pocket and request reimbursement for all eligible expenses. Travel advance may be requested to ease the burden of the business travel expenses. Itemized receipts must be provided for all expenses claimed for reimbursement. Eligible expenses will be determined based on the time the employee would have been at the event for business reasons, such as the start and end dates of the conference/seminar/training etc. and in conformity to this administrative directive.

INTERNATIONAL TRAVEL:

- A. The most economical and practical accommodations available considering the purpose of the meeting, transportation costs, time and other relevant factors will be reimbursed. Receipts for international travel must be itemized and accompanied by an exchange rate calculation. All international travel must be approved by the City Manager utilizing the Event Authorization Form.

DOCUMENTATION:

- A. It is Travelers responsibility to document within the Travel Expense Claim packet that the expenses contained meet the requirements of this directive. Due to the volume of documents received, reviewed and audited, travel packets (both for Travel Advances and reimbursement) submitted through Oracle will be returned and payment to the Traveler will be delayed, if the documentation is not submitted completely and in the required format.
- B. A completed Travel Expense Claim packet must accompany claims for travel expenses whether or not an amount is owed to the Traveler. The claim must account for ALL travel expenses, including City paid, Traveler paid, prepaid amounts and procurement card transactions. All City procurement card transactions must comply with the City Procurement Card policies.
- C. All travel expenses, other than those covered by GSA per diem, must be supported by itemized receipts regardless of payment method. The GSA per diem receipt must be a printed copy from the GSA per diem website which supports the location per diem rate. All per diem claims must be supported by notations of travel times and dates and event times and dates.
- D. An acceptable receipt must contain all of the following information:
 - i. Vendor or business name. If not printed on the receipt, request the vendor to stamp/print the business name on the receipt or attach a business card.
 - ii. Description of what was purchased. If a description is not included on the receipt, attach an itemized description of the item(s) purchased.
 - iii. Total amount paid

- iv. Method of payment. When paid in cash, the receipt must reference 'cash'. When paid by check, include the check number and date of the check. If a credit card was used, the credit card receipt or the original vendor receipt indicating "credit card/VISA/MC etc..." must be provided. If a credit card receipt was lost, attach a copy of the credit card statement with the Lost Receipt form to support the transaction
- v. Date of the purchase
- vi. If for any reason a cash register receipt cannot be provided by the vendor, request the vendor complete a manual receipt, which needs to include all of the information stated above.

TRAINING:

- A. All Travelers, Travel Coordinators and Approvers who submit and/or approve Travel Advances and travel reimbursement will be required to complete the City's Travel training. Reach out to the Accounting Manager and Accounts Payable Financial Analyst to coordinate travel training.
- B. Any new staff who will be performing these functions should notify Accounts Payable for the next available training.
- C. If training is not completed, all Oracle responsibilities will be removed from their access authority until training is completed.

TRAVEL REIMBURSEMENT:

- A. Travelers must document all allowable and authorized travel-related expenses with itemized receipts, invoice, or other acceptable documentation. The City will not reimburse Travelers for unauthorized travel expenses. Attempts to obtain reimbursement for unauthorized travel expenses may be considered a violation of this directive and non-compliance will be addressed immediately.
- B. For missing documentation, the Traveler must complete the 'Lost Receipt form' detailing the travel expense and reason for the missing receipt to the travel expense packet. Failure to provide documentation may be considered a violation of this policy and non-compliance will be addressed immediately.
- C. For reimbursement consideration, Travelers must:
 - i. File a signed Travel Expense Claim form
 - ii. File an electronic Travel Expense claim via Oracle
 - iii. Prior to submitting the Travel Expense form packet or final settlement, reconciliation with the City Procurement card monthly statement charges made during this trip are

accounted for on the Travel Expense Claim form and approved by the appropriate approval official per the City's Procurement Card Policies and Procedures Manual.

- D. An individual may not independently approve his or her own travel or reimbursement.
- E. Approval for Travel Expense report must be obtained from the Traveler's designated approving official(s),
 - i. The Mayor must obtain approval from the City Clerk, after City Manager or designee and Accounting Manager or designee review the Travel Expense claim
 - ii. Councilmembers must obtain approval from the Mayor, after City Manager or designee and Accounting Manager or designee review the Travel Expense claim
 - iii. All Charter Officers must obtain approval from the Mayor, after City Manager or designee and Accounting Manager or designee review the Travel Expense claim
 - iv. The Department Directors and Deputy City Managers must obtain approval from the Deputy City Manager and/or City Manager.
 - v. All other City employees must obtain approval from their direct supervisor and department director. In the absence of an employee's supervisor of record, employees must seek approval from the supervisor's superior.
- F. Travel Expense report package must be submitted within 25 business days of the last date the expense was incurred. If the deadline is not met, the Travel Justification form must be completed and included in the receipt package which will be submitted in Oracle.
- G. When the Traveler received a Travel Advance against anticipated expense, the Travel Expense report must be submitted within 10 business days of the last date after the expense was incurred.
- H. An unused Travel advance must be returned to the City Cashiering Division within 10 business days of the Traveler's return, along with the Travel Expense report package being submitted to Oracle.
- I. For travel involving cash advances, in accordance with IRS guidelines, failure to comply with the submission deadlines for processing may result in a taxable reimbursement.
- J. Approval for Lost Receipt Form must be obtained from the Traveler's designated approving official(s).
 - i. City Mayor must obtain approval from the City Clerk, after the City Manager or designee and Accounting Manager or designee have completed their review.

- ii. Councilmembers must obtain approval from the Mayor, after the City Manager or designee and Accounting Manager or designee have completed their review.
- iii. All Charter Officers must obtain approval from the Mayor, after the City Manager or designee and Accounting Manager or designee have completed their review.
- iii. The Department Directors must obtain approval from the Deputy City Manager and/or City Manager.
- iv. All other City employees must obtain approval from their direct supervisor. In the absence of an employee's supervisor of record, employees must seek approval from the supervisor's superior.

CONTACTS:

- Audit of Travel Reimbursement –Accounts Payable - 571-5151
- Payment Processing for Travel Advance – Accounts Payable - 571-5151
- Payment Processing for Travel Reimbursement – Accounts Payable – 571-5151
- Travel Policy and Policy Training – Accounting Division – 577-5249
- Travel Training (Oracle) – Accounts Payable – 571-5151
- Travel Forms – Finance Administration – 577-5369

ATTACHMENTS:

1. [Event Authorization Form](#)
2. [Travel Advance Form](#)
3. [Travel Expense Claim Form](#)
4. [Lost Receipt Form](#)
5. [Travel Cost Justification Form](#)