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LARGE SYNOPTIC SURVEY TELESCOPE

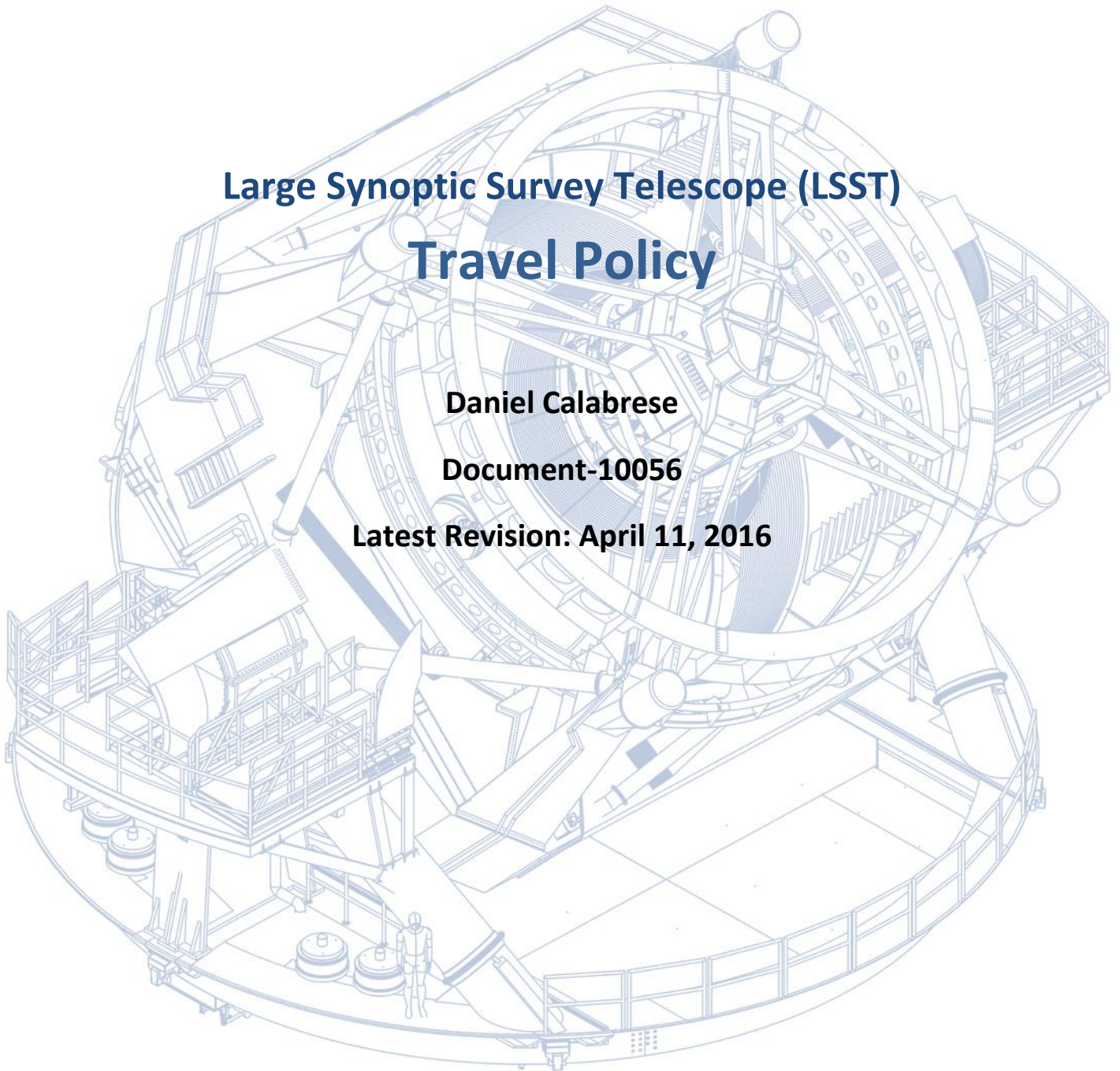
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# Large Synoptic Survey Telescope (LSST) Travel Policy

**Daniel Calabrese**

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## Change Record

Version	Date	Description	Owner name
1	10/6/2010	Initial version	Daniel Calabrese
2	10/1/2012	Updated with Travel Summary Report requirement.	D. Calabrese
3	7/15/2013	Changed from LSSTC policy to LSSTPO policy.	R. McKercher
3.1	7/25/2013	Added taxi and shuttle service section. Added "alcohol" to section 2.7 Non-Allowable Expenses. Removed sentence "Also included are transportation costs between places of lodging or business to places where meals are taken." From section 2.1 Meals and Incidentals.	R. McKercher
4	1/22/2015	Substantial expansion following consultation with newly hired LSST Travel Administrator. Added section 1.1 LSST Authorized Travelers. Added 1.2 Reasonable. Expanded explanation of required travel Authorization. Added section 2.3 Supplies and Materials. Expanded description of Fly America Act in section 2.5 Commercial Transportation. Added guidance in Section 2.7 Car Rentals regarding preference for using shuttle services, public transportation, and ride sharing when available. Added rationale behind Non-Allowable Expenses (Section 2.9) list and expanded the list. Added language in Section 2.10 Travel Reimbursement explicitly stating scanned receipt copies are acceptable. Expanded explanation of Travel Advance policies in Section 2.11. Added sections 3-8: Deviations for Personal Travel, Travel Insurance, Vendor Resources, TER Submission Deadlines, Contacting the Travel Administrator During Travel.	D. Calabrese
4.1	2/12/2015	Added a sentence to Summary stating the LSST Director may make policy exceptions on a case-by-case basis. Added reference to a Trip Calculator in Section 2.8 Personal Automobile Expense	D. Calabrese
4.2	4/11/2016	Updated with name of new Travel Administrator.	R. McKercher



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# The LSST Travel Policy

## Summary

The LSST Travel Policy describes policies and procedures governing business-related travel paid for by LSST. LSST only will pay for travel expenses of LSST-authorized travelers. All travelers, whose travel is being paid for by AURA must follow the same process; a Travel Requisition must be submitted online through REQLESS, and the traveler must submit a Travel Expense Report (TER). Online Travel Request forms must be filled out and approved **before** any travel reservations are made. When determining allowable expenses, LSST complies with the definition of “reasonableness” provided in the Executive Office of the President of the United States’ Office of Management and Budget Omni Circular (2 CFR Part 230). LSST reimburses approved business-related travel using the federal per diem rates. The LSST Director, or their designee, may make an exception to a particular policy on a case-by-case basis with documentation as to why the exception is necessary.

## Definitions of Terms

Glossary of Abbreviations ([Document-11921](#))

Glossary of Definitions ([Document-14412](#))



# The LSST Travel Policy

## 1 Policy

### 1.1 LSST-Authorized Travelers

LSST is dedicated to promoting research and continually advancing in knowledge and expertise through active involvement that benefits the astronomical community. LSST recognizes these contributions and is committed to supporting opportunities for professional development and participation from their employees and affiliates. LSST has identified these individuals by their affiliation:

- a) AURA-Employees
- b) LSST Partner Institution Employees
- c) Committee Members
- d) Invited Guests

**NOTE:** All travelers, whose travel is being paid for by AURA must follow the same process; a Travel Requisition must be submitted through REQLISS, and the traveler must submit a Travel Expense Report (TER) upon return. Online Travel Request forms must be filled out and approved before any travel reservations are made.

### 1.2 Authorization

All travel must be approved **in advance** by the supervisor or Project Manager. Once the travel request has been approved, the traveler shall coordinate their travel plans with the Travel Administrator.

**NOTE:** Travelers should NOT make their own travel arrangements. The Travel Administrator will make all travel arrangements for all LSST travelers. Travelers will have the opportunity to provide final approval of arrangements made on their behalf. See Section 1.4 below for details.

All staff shall submit their online Travel Requests for approval **at least 21 days** before their outward journey. This affords a small "cushion" for manager approval and the traveler's final acceptance of the itinerary generated by the Travel Administrator. In addition, the cost savings from this policy will be significant. While 21 days prior is the requirement, LSST encourages even earlier Travel Request submission when possible – for example, when the date for a conference or a scheduled meeting activity is known well in advance – as the [Airlines Reporting Corporation](#) indicates the lowest fares for domestic US flights are usually available when buying six weeks in advance. To facilitate policy enforcement, the Travel Administrator will submit a monthly report to the Business Office listing those Travel Requests submitted with less than 21 days' notice.

**No later than 60 business days** after the traveler's return, a Travel Expense Report (TER) shall be submitted to the Travel Administrator for review in order to ensure compliance with LSST and AURA policy. Then, the LSST Business Manager (or his/her designee) will approval all travel costs. TERs only will be submitted for reimbursement after Travel Administrator review and Business Manager costs approval.



### 1.3 Reasonableness

In order for LSST to be able to reimburse travel expenses, they must be **reimbursable**, as explained below, and the amount must be **reasonable** under the circumstances. LSST will reimburse approved reasonable business-related travel using the federal per diem rates.

Although the word **reasonable** has what most would call a commonsense definition, LSST is bound to observe the specific definition provided in the Executive Office of the President of the United States' Office of Management and Budget Omni Circular (2 CFR Part 230). Any travel costs paid for by LSST must be, in the words of the Circular, those that would be considered "normal" costs of LSST's "regular operations," be "ordinary" and "necessary" for the performance of LSST's work, and be "prudent" in the sense that:

"A cost is reasonable if, in its nature or amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the costs."

Note that while some costs might be considered "reasonable" in a commonsense definition by many people, in order to be paid for by LSST, the cost must be **allowable**. Therefore, LSST is obliged by the same Circular referred to above to treat costs such as "personal expenses, alcoholic beverages, entertainment, amusement, and diversion" as **unallowable**, i.e. non-reimbursable.

### 1.4 Making Travel Arrangements

Travelers should **NOT** make their own travel arrangements. The Travel Administrator will make all travel arrangements for all LSST travelers. The Travel Administrator will research flight options in order to secure the most reasonable and best route for the requested travel dates. The chosen itinerary will be forwarded to the traveler for acceptance. Upon the traveler's confirmation of the flight schedule, tickets will be reserved. The Travel Administrator will then proceed to make the necessary hotel and car rental reservations. When travel arrangements have been completed, final flight itinerary, hotel and car rental confirmations will be e-mailed to the traveler.

### 1.5 Alcoholic Beverages

The use of federal funds for the purchase of alcoholic beverages is prohibited (2 CFR 200). Reimbursement with unrestricted funds will be determined on a case-by-case basis.

## 2 Travel Expenses Reimbursement

### 2.1 Meals and Incidentals

Meals and incidentals expenses (M&IE) will be reimbursed on per diem basis in accordance with the Government Federal Travel Regulation M&IE amount for the travel location. All per diem reimbursement requests should be reported daily when completing the TER.

**Meals** are defined as expenses for breakfast, lunch, dinner and related tips and taxes. They exclude alcoholic beverage and entertainment expenses, as well as expenses incurred for another person.



**Incidentals** are fees and tips to porters, baggage carriers, hotel maids or bellhops. For current GSA regulations please visit the Federal Travel Regulation site: <http://www.gsa.gov>.

### 2.1.1 Per Diem Allowance

The Meals & Incidental per diem allowance is a daily payment based on government calculated rates instead of reimbursement for actual expenses. It is separate from transportation (except as noted below, under “Incidentals”), lodging and other miscellaneous expenses, and it covers taxes and service charges where applicable.

For Continental U.S. per diem rates, see [www.gsa.gov/perdiem](http://www.gsa.gov/perdiem) or <http://www.defensetravel.dod.mil/perdiem/perdiemrates.html>. The breakdown of these rates for breakfast, lunch, dinner and incidentals is found at [www.gsa.gov/mie](http://www.gsa.gov/mie).

Non-Continental U.S. (e.g., Hawaii) and foreign meals expenses also will be reimbursed on per diem basis. Rates may be found at: <http://www.defensetravel.dod.mie>.

#### Exceptions

1. Any meal provided by anyone other than the traveler, including meals provided by a host or included in conference/seminar fees, must be excluded from the daily per diem request. The per diem amount for that meal must be excluded from the travel reimbursement request.
2. Only 75% of the per diem rate is allowed for the first and last day of travel. Except as noted in this section it is applied as follows
  - One day of travel – more than 12 hours but less than 24 hours – the per diem allowance is 75% of the applicable M&IE rate.
  - When travel is 24 hours or more:
    - The day of departure is 75% of the applicable M&IE rate.
    - Full day of travel 100% of the applicable M&IE rate.
    - Last day of travel 75% of the applicable M&IE rate.

**NOTE:** *It does not matter what time you depart or return.*

3. Typically, meals will not be reimbursed for local travel [less than 50 miles from the employee’s place of employment].
4. Upon LSST approval, adjustments to per diem rates may be allowable for specific locations. However, no per diem rate may be adjusted higher than the current federally published GSA or federal rate.

LSST may allow for other exceptions to this policy on a case-by-case basis as long as the exception a) is approved in advance by the Director or Project Manager, b) is allowable under federal guidelines and LSST policy, and c) is supported by a well-documented reason why the exception is necessary.

## 2.2 Conference and Registration Fees

Conference and registration fees must be approved by the employee’s supervisor and demonstrated to





be necessary and relevant to attendee's position. For all conferences, workshops, etc., the agenda and/or brochure must be attached as part of the original Travel Request (TR).

### 2.3 Supplies and Materials

Reimbursement for supplies or materials purchased by the traveler for LSST activities should NOT be claimed on the TER. Depending on the amount, either a petty cash fund or a Reimbursement Request via Reqlless should be used for claiming reimbursement. The traveler should have receipts for all such purchases.

### 2.4 Lodging

Reasonable lodging expenses are an allowable cost, subject to the specific rules and regulations of the sponsoring agencies and deemed reasonable by Center management. LSST allows a conference participant to stay in the "conference headquarters" hotel even if other, less expensive, hotels are available.

Unless a lodging per diem is authorized by LSST in advance, all lodging expenses must be substantiated with an original receipt from the lodging establishment. The receipt must provide sufficient detail to allow LSST to determine the cost of the room and any other charges included on the bill.

### 2.5 Commercial Transportation

All LSST travel should be procured at the lowest coach or tourist class services available to meet the specific needs of the traveler. The airfare chosen does not necessarily have to be the lowest cost but should show the flight chosen was reasonable and logical. The Travel Administrator's use of LSST's Concur Travel Platform will ensure travelers fulfill this requirement.

The difference in cost between first-class air accommodations and less than first-class air accommodations is unallowable except when less than first-class air accommodations are not reasonably available to meet necessary mission requirements, such as where less than first-class accommodations would a) require circuitous routing, b) require travel during unreasonable hours, c) greatly increase the duration of the flight, or d) result in additional cost that would offset those reasonably adequate for the medical needs of the traveler. First or business class rail or air service must be pre-approved by Center management.

The U.S. government has regulations in place for federally funded International Travel, referred to as the Fly America Act. The Fly America Act has implemented certain rules, regulations and exceptions by which all travelers traveling outside of the United States must comply, including the use of U.S. Flag Air Carriers – otherwise known as American-owned airline carriers – who hold a certificate under section 401 of the Federal Aviation Act of 1958 (49 U.S.C. App.1371). All travelers/travel coordinators should be advised that some online travel websites may not comply with the Fly America Act and should purchase airfare with companies that abide by these regulations whenever possible. There are however, some exceptions that allow the traveler to use non-compliant airline vendors.

For detailed information regarding the Fly America Act and exceptions, refer to the LSST Travel Website: [Fly America Act](#).



## 2.6 Taxis, Shuttle Services, or Other Courtesy Transportation

Expenses in the performance of official travel are reimbursable for the usual fare plus tip for use of a taxi, shuttle service, or other courtesy transportation (if charges result) in the following circumstances

1. At your official station
  - a. From your residence or other authorized point of departure, e.g. residence to airport; or
  - b. To your residence or other authorized point of return, e.g. airport to residence
2. At your Temporary Duty Location (TDY)
  - a. From the TDY transit system station to your place of lodging or place of official business and return;
  - b. To, from, and between your places of lodging and official business;
  - c. Between places of official business; or
  - d. To obtain meals at the nearest available place when the nature and location of the official business or the lodging at a TDY location are such that **meals cannot be obtained there**. You must attach a statement or include electronic remarks with your travel voucher explaining why such transportation was necessary.

## 2.7 Car Rental

Car rental must be approved in advance as part of the travel request. A cost assessment will be conducted to determine whether the request is reasonable given the circumstances of travel. Documentation must be included in the TER to show the rental was approved in advance and necessary for the purpose of the trip.

Making the best use of local transport, shuttle services and car-pooling:

- If you are lodging at or close to a training, conference or other work location where inexpensive but reasonable transport options are available, your use of a rental car might not be considered "necessary" or "prudent" under the guidance that governs the use of federal funds. The Travel Administrator will discuss such cases with you.
- When rental cars are going to be used, consider whether you'll need one for your entire trip.
- Where several members of staff are attending the same event on travel, the expectation is that car-pooling will take place if the circumstances suggest it will be practical to do so. The Travel Administrator will mention this to the travelers and managers involved. A prompt response, taking into account the business need, will be requested in order to establish the necessary arrangements.
- Free, or inexpensive but convenient, shuttles between airports and hotels should be used whenever it is practical. Likewise, airport to downtown/hotel rail or coach links should be used wherever taxi expenses would be significantly higher. Again, the Travel Administrator will provide

advice, but if you are traveling and can research these options beforehand that will be appreciated.

As guidance, here are some real examples of the decision-making process that has been used previously to decide whether or not rental car use was “necessary” and “prudent” (i.e. “allowable”):

- Rental car not approved - An employee was to attend a two-day conference at a downtown Dallas hotel, where he would be lodged. The Travel Administrator researched the options and informed him that no courtesy (free) shuttle was available to the downtown hotel. The car rental cost for two days was \$92 plus approximately \$25 in gas and tolls; in addition there was a \$21/day hotel car-parking fee. Unless he was going to spend more than \$160 in taxi fares during the two days, there would be little justification for the use of a rental car. He agreed he would use taxis, as it would be more cost efficient.
- Rental car not approved - An employee was to attend a meeting with LSST and other AURA center personnel in Tucson and was staying at a hotel within walking distance of the LSST offices. The total rental car cost would have been \$165.47 plus an \$11/day hotel car- parking fee (\$187.47). The cost of a taxi each way from the airport was \$35. It was decided that a rental car wasn't required on this trip.

**NOTE:** Insurance on cars rented in the US is NOT allowable. Coverage should always be declined unless the traveler intends to pay out-of-pocket. Insurance coverage on cars rented outside the US must be accepted.

## 2.8 Personal Automobile Expense

LSST will reimburse the traveler for actual miles traveled in his/her personal automobile, provided that it is associated with a pre-approved travel request and the actual cost does not exceed the lowest tourist or coach commercial airfare or exceed the cost of a rental vehicle.

The LSST Trip Calculator (located on the LSST Travel Page) allows the traveler to determine the cost of personal mileage reimbursement vs. the cost of a rental vehicle. This documentation needs to be included when processing a TR if the use of a personal vehicle is being requested.

Mileage will be reimbursed from the point of origin at the federally approved rate that can be found at <http://www.gsa.gov/portal/content/100715>.

If mileage is being claimed (such as from home to the airport), a MapQuest map or similar printout showing the miles traveled must be attached as part of the claim.

LSST may periodically revise its mileage reimbursement rate. In no case will this rate exceed the mileage reimbursement rate set by the Internal Revenue Service.

## 2.9 Non-Allowable Expenses

The Federal Government has clearly defined rules concerning allowable and unallowable costs when using federal funds to cover M&IE, conference/registration fees, and personal mileage expenses. Although hotel and auto rental expenses are allowable under per diem, there are restrictions for items that cannot be claimed for reimbursement that fall under “unallowable” expenses, these include:



- 1) Personal expenses not related to official business
- 2) Travel insurance
- 3) Rental car insurance (except for international travel)
- 4) Rental car upgrades
  - GPS (unless pre-approved in the TR with manager approval and justification)
  - Satellite Radio
- 5) Towing for circumstances of the traveler's negligence
- 6) Personal telephone calls and non-business Internet service
- 7) Travel costs between the home and the official place of work
- 8) Fines for parking or traffic violations
- 9) Fees incurred to cover property damage
- 10) Loss of personal property
- 11) Seat upgrades—unless medical record is on file with Human Resources
- 12) Hotel incidentals to include:
  - Movie rentals
  - Mini bar charges

**NOTE:** All questions regarding allowable vs. unallowable purchases should be directed to the Travel Administrator or Business Manager prior to submitting a TER.

## 2.10 Other Documentation Required for Travel Reimbursement

Receipts must be submitted for all travel expenses reimbursed on an actual basis. These include, but are not limited to airfare, car rental, lodging, parking fees, and taxis to and from the airport. Additionally, if claiming mileage for the use of a personal vehicle, the traveler must provide to/from locations, purpose of trip, rate and total number of miles traveled. An online printout from Google Maps, MapQuest, or similar source showing the distance traveled is required. As stated above, M&IE are reimbursed based upon per diem and do not require receipt submission.

Scanned copies of receipts are accepted for reimbursements; however, the original receipt must be available for audit purposes. The traveler is required to keep a record of the original receipt for a period of three (3) years.

**NOTE:** When submitting a TER, the traveler can either scan a copy of the receipt and email it or submit the original to the Travel Administrator. In either case, the traveler should mark it as either "scanned copy" or "original copy" and keep a copy for his/her records in order to avoid duplicate paperwork submissions.

When there is a direct bill to AURA, a receipt may not be available. In this case, the traveler must note this on the TER so accounting is aware that a bill will follow for the expense.

When traveling to conferences, workshops, or meetings, inclusion of the agenda with your Travel Request will support the purpose and dates of the trip.

For those traveling internationally, inclusion of documentation for the rate used to convert expenses from foreign denominations to US dollars will support the amounts being requested for reimbursement. A useful site is [www.oanda.com](http://www.oanda.com) (Historical Rates).

The traveler is required to submit all TERs in U.S. dollars (Chilean employees may submit their TERs in pesos).

A **Travel Summary Report**, found on the Travel page of the LSST Project website, must be completed and turned in order for reimbursement to be made. This report will highlight the purpose and justification of the trip.

## 2.11 Travel Advance

AURA provides Travel Advances for the daily per diem scheduled rate. All travel advances must be requested no earlier than 30 days prior to the expected travel date. An agenda should be included when requesting a travel advance. Travel advances should not exceed expected per diem expenses.

- Travel Advance Payments
  - Domestic travel advances are paid one (1) week prior to departure date.
  - Foreign travel advances are paid two (2) weeks prior to the departure date.
- Repayment of Travel Advances

If a Travel Advance is received, a TER must be submitted within 10 days of the traveler's return date. If the travel advance amount exceeds the traveler's actual expense, the amount due back to AURA should be paid upon submission of the TER. If for any reason the travel is canceled or postponed, the Travel Advance should be reimbursed to AURA immediately.

## 3 Travel Safety

Travel safety is a concern for all travelers, regardless of the method of travel. Important precautions and considerations should be taken while traveling abroad. Awareness of enhanced national security screening measures related to air travel and heightened security can be helpful in trip preparation and can save time and frustration at airport checkpoints and screening stations.

Prior to traveling, travelers should be aware of health precautions and travel alerts. For detailed information, click on the links below:

- Center for Disease Control: <http://wwwnc.cdc.gov/travel/destinations/list>
- Travel alerts and warnings: <http://travel.state.gov/content/passports/english/alertswarnings.html>

## 4 Deviations for Personal Travel

Occasionally, the traveler (employee) may deviate from the business-authorized location or add personal days to his or her trip. All personal travel deviations require authorization from the employee's supervisor.



The traveler must complete the Travel Requisition in REQLESS and follow the same procedures to get authorization for the trip. Once the trip is approved, the traveler is required to disclose all of the details related to the trip in the Travel Summary Report for insurance and time keeping purposes. The following steps must be followed in order to receive proper reimbursement of travel expenses:

- The traveler is responsible for providing comparable airfare and/or hotel rates.
- The traveler must calculate the costs that are comparable and must include the documented cost difference for the deviation of the trip.
- The traveler is required to deduct the difference for the deviation and provide an explanation and documentation prior to submitting the TER to the Travel Administrator.

## 5 Travel Insurance

All travelers whose travel is funded by federal funds and who travel on behalf of AURA are covered under various travel insurance and auto insurance policies while traveling domestically or internationally.

- 1) AURA's Hartford Executive Assistance Live Services travel insurance coverage applies when the traveler travels more than 100 miles from their home. It covers unexpected expenses and also provides the following services during a travel emergency:
  - a) Assistance and specific travel information prior to traveling
  - b) Emergency travel arrangements; emergency vehicles and return of traveling companion/dependents
  - c) Emergency medical assistance including medical prescription replacement, medical referrals and hospitalization
  - d) Language translation assistance
  - e) Critical travel document replacement
  - f) Political emergencies
  - g) Identity theft
  - h) Legal referrals

**NOTE:** AURA employees who purchase Cigna's Accidental Death and Dismemberment Insurance Plan are covered for additional services—see below.

- 2) Cigna coverage is available to employees who are covered under Cigna's Accidental Death and Dismemberment Plan. Program services are available when traveling 100 miles away from home on company business or vacation.
  - a) Transportation to a hospital or medical facility
  - b) Emergency medical evacuation
  - c) Repatriation of remains
  - d) Referrals to physicians, dentists and medical facilities



- e) Prescription refill services – two (2)
  - f) New travel plans for a companion who lost existing arrangements due to delays caused by your emergency
  - g) Travel of a dependent child (under age 16) who is left unattended as a result of your illness or injury
  - h) Round-trip (economy class) transportation for a family member in the event that you are to be hospitalized for more than 10 days
- 3) Auto Rental Coverage

AURA carries separate policies with Hartford Casualty Insurance Company, which covers travelers who travel in the United States (except for Hawaii) and those who travel internationally.

- a) Domestic Coverage
- b) International Coverage
- c) Hawaii Coverage
- d) Use of personal vehicles—see additional information in the Vendor Resources section
- e) Initiating an insurance claim (Include instructions)

## 6 Vendor Resources

LSST and AURA have established relationships with certain airline and hotel vendors for the benefit of obtaining the best pricing, value and service. Using these vendors also will allow the traveler easier access to account and insurance information. Booking travel through the Travel Administrator ensures these cost savings are secured.

## 7 Travel Expense Report (TER) Submission Deadlines

Travel expenses should be carefully documented upon return from the trip using the Travel Expense Report (TER). All TERs must be signed by the traveler prior to submission to the Travel Administrator for review. The Travel Administrator will carefully review travel expenses to ensure that costs were reasonable and allowable. Only after Travel Administrator review and the Business Manager's costs approval will the TER be submitted for reimbursement. The traveler should be aware of deadlines for TERs and remittance to accounting of excess travel advance amounts, if applicable.

### a) Deadlines

Upon return from the trip, there are certain deadlines the traveler should know in order to receive reimbursement of expenses in a timely manner.

- 10 Day Deadline: If the traveler received a Travel Advance, return of unused funds.
- 60 Day Deadline: Reporting out-of-pocket expenses for which the traveler is expensing. Expenses recorded after the 60 day deadline will be treated as taxable income. After the 60 days, the Travel Request will be closed; if the traveler wishes to be reimbursed, a new Travel Requisition must be approved by the time card approver.

## b) Travel Notice

- A Travel Notice is a report generated by AURA CAS Business Services pending Travel Expense Reports. After 20 days from the trip return date (5 days if an advance was issued), CAS will generate a weekly email reminder for missing or incomplete TERs for up to 60 days in order to remind the traveler of the TER deadline.
- At 20 days (5 days if an advance was issued), the first email is generated to notify the traveler that CAS has not received their final TER for a specific TR. This email will be sent each week thereafter until the TER has been received and paid.
- At 60 days, CAS initiates another email that notifies the traveler that their expenses are subject to being reported as taxable income and the TR will be closed.

***NOTE: If a traveler wishes to submit a TER after 60 days, they must initiate a new Travel Request and follow the same process in obtaining signature authority and a budget approval, then fill out a new TER and resubmit a request for reimbursement. The reimbursement will be processed through payroll as taxable income.***

## c) Reimbursement Checks

- Deadlines for check reimbursements are every Tuesday by 12:00 PM to receive a check on Thursday. Please be aware that these deadlines may be affected during holidays.
- The traveler can receive a paper check or he/she can receive the funds through payroll by requesting this when arranging travel through the Travel Administrator.

## 8 Contacting the Travel Administrator during Travel

The traveler's first point of contact for assistance at airports should be an airline representative. All commercial airlines have published customer service programs that explain what they will do to help in different situations. If the traveler experiences difficulties with the airline's representative and needs help, or would like a second opinion, or believes he or she is likely to begin incurring significant additional travel charges, he or she should call the Travel Administrator as soon as possible.

LSST's Travel Office is open from 8:00 AM to 5:00 PM MST for routine business during each business day. The Travel Administrator can quickly check the status of employee's tickets and flights wherever they have been issued provided your flight has been booked through the LSST Concur Travel Platform.

For a travel emergency outside of routine business hours contact Teplis (Concur) at **1-800-367-1637** and provide the identification code of **P61i** when calling. Teplis (Concur) provides around the clock support.

If your issue is not resolved you may contact the LSST Travel Administrator, Erin Carlson, at her cell phone number (520) 490-9831 and explain the circumstances. Please include the travel itinerary number which may be found on the travel itinerary in the top portion of the summary. Also, provide a point of contact (telephone number/email) at which a return call can be received.

The Travel Administrator is likely to need some time to consult the travel booking software, contact the





agency, etc., before calling back.