

## Helpful Travel Numbers

### GROUND TRANSPORTATION

	YALE DISCOUNT #	
Avis	A424900	800 331 1212
Budget	T245500	800 527 0700
Enterprise	XZ24YAL	800 261 7331
Hertz	CDP#344712	800 654 3131

All domestic business rentals include damage and supplemental liability insurance coverage when above ID# is provided at the time of reservation.

GO Airport Shuttle	800 377 8745
Hy's Livery	800 255 LIMO (5466)
Premier	866 885 5466
Red Dot Airport Shuttle	800 673 3368
ZipCar	203 436 3571

### RAIL

Amtrak	800 872 7245
Metro-North Railroad	212 532 4900
Shore Line East	800 ALL RIDE (255 7433)

## Visa and Passport Processing

All international travelers must view the Yale in the World website at [world-toolkit.yale.edu/traveltracker](http://world-toolkit.yale.edu/traveltracker) to register their itinerary with the Secretary's Office and review the international travel policy.

CIBT is an expediting service for US-based passport or visa processing, international passport or visa application forms and related travel services. Access Yale discounts at [cibtvisas.com](http://cibtvisas.com) (Yale's login code is 40634) 800 577 2428.

## Travel Reimbursement

Reimbursement for travel expenses must be submitted within 2 weeks (10 business days) after return from travel. Travelers must submit receipts for all travel expenses \$75 or greater that do not have Level III data; however, no receipts are required for meal per diem reimbursement. (Business offices have the option to request additional receipts.)

## UnitedHealthcare Global Travel Assistance Program

- UHC Global provides international and domestic emergency medical, security and travel assistance services anywhere in the world.
- Multilingual assistance is available 24/7/365.
- Coverage applies to business and personal travel 100 miles or more away from your permanent residence.
- UHC Global is not health insurance and should not be confused with coverage by Yale Health or other health insurance providers.
- Visit [members.uhcglobal.com](http://members.uhcglobal.com) for more information.

## Important Yale University Numbers

Yale Health Member Services	203 432 0246
• Acute Care	203 432 0123
Yale Risk Management	
• Car Accident Claims	203 432 3571
Yale Police Department	203 432 4400

This brochure provides a general overview of Yale's travel policies and procedures. For the complete 'Travel on University Business' policies, visit [your.yale.edu/policy/3301-travel-university-business](http://your.yale.edu/policy/3301-travel-university-business).

All information in this brochure is subject to change without notice. Check listed websites or contacts for most current information.



Yale

Rev. October 2019

# Yale Travel Management

A Guide for Yale Employees  
Traveling on University Business

[your.yale.edu/travel](http://your.yale.edu/travel)  
[travel@yale.edu](mailto:travel@yale.edu)



## Egencia - An Online Booking Tool

The University’s preferred vendor for travel services is Egencia, which provides a full-service travel agency and an online booking tool. All air reservations, plus any hotel, car rental, private car, and Amtrak reservations should be made using either the full-service travel agency or the online booking tool.

- Egencia Login: [www.egencia.com](http://www.egencia.com)
- Egencia Customer Service Agent:
  - Toll free number: 877 647 1453
  - Email: [teamagents@customercare.egencia.com](mailto:teamagents@customercare.egencia.com)
- Egencia’s Mobile App is available on iPhone, Android, iPad and Smart Watch (iOS and Android) and is designed to help business travelers at any stage of their trip from planning, to booking, to traveling. If you don’t have the app already, search for Egencia in the App Store or Google Play and enter your Egencia login and password.

## Yale University Travel Policy Highlights

### AIR TRAVEL

- Travelers are expected to book the lowest available economy class airfare, consistent with business requirements.
- Business class may be used for travel if your business office confirms before purchase that appropriate funds are available, and if any of the following conditions are met:
  - Any flight segment that has a scheduled in-air flying time in excess of six hours, or
  - The total scheduled in-air flight time, including connecting legs is in excess of eight hours, or
  - A medical justification documented by a primary care provider.
  - All travel sponsored by federal funds is subject to the Fly America Act which requires using an American Flag Carrier. For detailed information on this, including the Open Skies agreement, please visit our webpage [your.yale.edu/travel](http://your.yale.edu/travel).

### TRAVEL TIPS

- We recommend confirming flight times and flight numbers with Egencia or with the carrier either by phone or online.
- If you need to cancel a trip, you must cancel your airline reservation prior to the scheduled departure to retain any value to apply toward future travel.

### UNUSED TICKETS OR CHANGES

- Penalties incurred for changes to an airline ticket for business reasons or circumstances beyond the traveler’s control will be reimbursed. If federally sponsored funds were used, contact the Office of Sponsored Projects at 203 785 4689 or email at [osp@yale.edu](mailto:osp@yale.edu).
- Unused non-refundable tickets need to be applied to the next business trip.
- Egencia automatically tracks all employees unused non-refundable tickets, provided that tickets are cancelled with Egencia prior to departure.

### AIRBNB

- Yale travelers can use Airbnb for lodging provided they use their Yale email, Yale PCard and arrange the lodging through the Yale Airbnb business platform, [airbnb.com/business-travel](http://airbnb.com/business-travel).
- For more information, check out the Airbnb Business Travel Guest Guide at [airbnb.com/business-travel](http://airbnb.com/business-travel).

### CAR RENTAL

The University has negotiated discounts with preferred car rental agencies. These discounts are available through Yale’s preferred travel supplier using their online or full-service travel agency services. Travelers should rent the most economical (compact or midsize) vehicle consistent with business needs and travel circumstances.

- **Domestic Rentals:** Do Not Purchase insurance coverage when renting in the contiguous 48 states, including the District of Columbia. It duplicates insurance already provided by Yale and will not be reimbursed.
- **International Rentals:** Do Purchase the LDW (Loss Damage Waiver; formerly called CDW or collision damage waiver) and LIS (Liability Insurance Supplement) insurance for all rentals outside of the contiguous 48

states, including Alaska, Hawaii, Canada, Puerto Rico, and the US Virgin Islands. The cost will be reimbursed.

- Yale does not permit the rental of 12 and 15 passenger vans because of the possibility of serious accidents.
- Reporting an Accident: If a rental car accident occurs, travelers must submit a written accident report to the rental car company, local authorities as required, and Yale’s Risk Management Office at 203 432 0140.

### LODGING

- Travelers should choose a reasonably priced hotel with a single occupancy rate.
- Actual hotel expenses will be reimbursed. Federal per diem rates should not be used for lodging. Please refer to [your.yale.edu/policy/3301-travel-university-business#3301.7](http://your.yale.edu/policy/3301-travel-university-business#3301.7) for information on sales tax exemptions on hotel charges.
- Travelers who stay in a private residence at no cost to the traveler will be reimbursed for a reasonable token of appreciation (not to exceed \$100 per trip) for the courtesy of staying with the host. Proper documentation must be provided with the expense report.

*Note: One-day travel, within 50 miles of a regular work location, is not eligible for lodging reimbursement.*

### MEALS & INCIDENTAL EXPENSES

- When all 3 meals fall within the same travel day, refer to the Federal Published Meals and Incidental Expenses (M&IE) rates for U.S. domestic and foreign travel at [www.gsa.gov](http://www.gsa.gov).
- When travel covers only part of a day, or if the cost of one or more meals is covered by another source, the per diem rate is prorated accordingly.
- Incidental expenses included in the per diem rate: laundry, dry cleaning, tips for services. When the per diem rate is used, such expenses are not reimbursed separately.

### PERSONAL CAR USAGE

- Mileage Allowance Rate (Effective January 1, 2017):
  - Business travel: 53.5 cents per mile
- To be reimbursed, the traveler must submit an expense report for the miles incurred.

- If an accident occurs when a traveler is using a personal vehicle for business travel, the individual’s automobile insurance is primary. Contact the Office of Risk Management at 203 432 0140.

### PRIVATE CAR SERVICES

- A private sedan or town car service may be used when the cost is reasonable and consistent with business requirements.
- Use of a private stretch limousine should be limited to situations involving multiple passengers or exceptional circumstances and must be documented on the expense report.

### TRAIN TRAVEL

- Travelers should book service on Metro-North, Amtrak or Acela consistent with their business needs.
- University policy allows business class service on Amtrak. First class service is not allowed.
- To take advantage of any University-negotiated discounts on Amtrak, travelers must make reservations through Egencia.

### YALE PURCHASING CARD

- The Yale Purchasing Card is the preferred payment method for all travel purchases. This allows the University to be billed directly for travel expenses. Contact your business office for details.
- Yale University is liable to JPMorgan Chase for all charges made against a card until reported lost or stolen. Therefore, cardholders must alert the bank by calling the numbers below as soon as they become aware of the situation. At the time the card is reported lost or stolen, the account will be closed and a new purchasing card will be sent to the cardholder.
- If the purchasing card is denied for any reason during a domestic/international business trip and there is no other form of payment available, call the appropriate number below and request that the card be enabled to facilitate the trip home.

To report a lost, stolen, or declined card, the cardholder must promptly notify JPMorgan Chase directly by calling

- Domestic: 800 316 6056
- International: 847 488 4441 (*call collect*)
- Purchasing Card Office: 203 432 3227