



# Manual

## Commonwealth of Pennsylvania Governor's Office

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### Manual 230.01 Amended– Commonwealth Travel Procedures Manual

Date: June 1, 2026

(Effective July 1, 2026)

By Direction of:

A handwritten signature in black ink, appearing to read "Zachary Reber".

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This manual is designed to assist all Commonwealth Travelers on official Commonwealth business in making informed and cost-effective travel decisions. The authority for this manual is derived from *Management Directive 230.10 Amended, Commonwealth Travel Policy*. Capitalized terms not defined herein shall have the meaning prescribed in that directive. This manual replaces, in its entirety, *Manual 230.1 Amended, Commonwealth Travel Procedures Manual*, dated December 13, 2019.

Neither this manual, nor *Management Directive 230.10 Amended, Commonwealth Travel Policy*, shall supersede the provisions of a collective bargaining agreement, memorandum of understanding, or any other agreement or practice that has been or may be developed between the Commonwealth and an Employee organization certified by the Pennsylvania Labor Relations Board to represent a unit of Employees.

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## **SECTION ONE: AIR TRAVEL**

### **1.1 Booking.**

Airfare must be reserved via SAP Concur. Those who do not have access to SAP Concur must book their airfare with the Contracted Travel Agency or have an Agency Assigned Travel Arranger make arrangements for them.

Commonwealth Travelers who are not employed by the Commonwealth must follow the same procedures as Employees if their travel is paid for by the Commonwealth. Commonwealth Travelers without an assigned SAP identification number are not permitted to arrange their own travel and instead arrangements must be made by an Agency Assigned Travel Arranger.

Commonwealth Travelers who are combining personal travel with official Commonwealth business may only do so when the personal portion does not add any cost to the Commonwealth. Travel arrangements must be made to accommodate the business requirements of the Commonwealth Traveler and not personal preference. A cost comparison showing the addition of personal travel is less than or equal to the Commonwealth business travel must be submitted to the Commonwealth Office of Travel Operations (COTO) and approved prior to making the reservation. COTO approved verification must be attached to the Travel Expense Report (TER). Strictly personal travel cannot be booked using the Commonwealth's Online Booking Tool, and violation of this policy may result in discipline, up to and including termination.

### **1.2 Lowest Logical Airfare.**

Commonwealth Travelers must book the lowest priced coach airfare that meets their business requirements.

Business and first-class tickets are prohibited. It is not permissible to confirm a higher fare for upgrade eligibility or personal reasons. Upgrades and paid seat assignments are not reimbursable.

Airfare reservations will be reviewed by COTO prior to ticket issuance. Alternative lower cost options may be offered. Business justification is required if lower cost options are declined.

### **1.3 Form of Payment.**

All airfare must be charged to Agency Airline Cards, in accordance with Section 6.1, Agency Airline Card, of this manual and Section 5.f. of *Management Directive 230.10 Amended, Commonwealth Travel Policy*. The use of an Employee's Corporate Travel Card or debit to charge airfare prohibited.

### **1.4 Cancellations.**

When a trip is cancelled after a ticket has been issued, the reservation must be cancelled via SAP Concur or the Contracted Travel Agency. Ticketed reservations must be cancelled at least one hour prior to the scheduled flight.

Cancellations will result in an unused ticket credit. Ticket credits expire one (1) year from date of purchase.

Credits must be used for the next official Commonwealth business trip if the airline serves the destination. Credits may not be used for personal travel.

### **1.5 International.**

International travel must be approved by the Governor's Office prior to booking airfare using the Commonwealth Out-of-State Travel Application (COSTA) located at <https://costa.pa.gov/>.

## SECTION TWO: GROUND TRAVEL

### 2.1 Car Rental.

When an agency pool vehicle is not available, Employees must choose the least expensive option between a rental vehicle or mileage reimbursement for use of their Privately Owned Vehicle (POV). Car rentals must be used when it is determined that renting a vehicle is the least expensive form of ground transportation; however, Employees are not required to use their POV when it is the least expensive option. The Ground Travel Worksheet (GTW) is provided to assist Employees in determining and justifying the least expensive mode of ground transportation. All reservations for rental vehicles not associated with airfare must be made through the Commonwealth's custom reservation site accessed directly from the GTW. Utilization of the GTW will result in direct billing to the agency. An Employee who does not choose the least expensive option may not be fully reimbursed in accordance with Section 2.2 Privately Owned Vehicle (POV) of this manual. The GTW is available at [www.dgs.pa.gov](http://www.dgs.pa.gov).

Commonwealth Travelers who are not employed by the Commonwealth are not eligible to reserve a rental vehicle through the Commonwealth's custom reservation site. These travelers are responsible for booking their rental directly with car rental vendor of their choice and for covering all associated costs. In addition, they are to purchase damage waiver coverage, liability insurance, and roadside assistance to ensure adequate protection during the rental period.

Car rentals made in conjunction with airfare must be reserved through SAP Concur. Those who do not have access to SAP Concur must reserve their car rental with the Contracted Travel Agency or have an Agency Assigned Travel Arranger make arrangements for them. Corporate Travel Cards must be used for payment when the Commonwealth Traveler possesses one. If the Commonwealth Traveler does not have a Corporate Travel Card, a personal credit or debit card or cash can be used.

Commonwealth Travelers without an assigned SAP identification number are not permitted to arrange their own travel and instead arrangements must be made by an Agency Assigned Travel Arranger.

Commonwealth Travelers must be at least 21 years old and possess a valid driver's license for the class of rental vehicles they will be driving. For any rental vehicle above a light duty vehicle, including 12-15 passenger vans, the minimum age is 25 years old.

Approved rental car sizes are compact, intermediate (midsize), or standard. Other vehicle types require a business justification.

Car rental rates do not include fuel, and Commonwealth Travelers must decline optional fuel offerings. The Commonwealth Traveler must refuel the rental vehicle prior to returning it to the rental car supplier with an equal amount of fuel as when it was picked up. Corporate Travel Cards must be used for refueling costs when the Commonwealth Traveler possesses one. If the Commonwealth Traveler does not have a Corporate Travel Card, a personal credit or debit card or cash can be used.

Note: Commonwealth Travelers may not use a personal credit or debit card in place of the Commonwealth Corporate Travel Card to gain benefits from their personal credit card company.

Collision damage waiver insurance and liability insurance are included in the Commonwealth rates for non-commercial rentals. For commercial rentals, vendor protection products are not included in contracted rates and should be purchased separately. Commonwealth Travelers, at their expense, may purchase personal accident and personal effects insurance coverage; however, the Commonwealth will not reimburse these expenses.

The rental receipt must be included with TER submission.

## **2.2 Privately Owned Vehicle (POV).**

A Commonwealth Traveler may use their POV only when it is the least expensive option in accordance with Section 2.1, Car Rental, of this manual. Reimbursement will be made at the higher POV Mileage Reimbursement Rate established by the United States General Services Administration (GSA) in effect on the date(s) of travel. The current rate is listed on the travel website at [www.travel.pa.gov](http://www.travel.pa.gov).

If a Commonwealth Traveler chooses to use a POV when it is not the least expensive option, reimbursement will be made at the lowest GSA POV Mileage Reimbursement Rate in effect on the date(s) of travel. The current rate is listed on the travel website at [www.travel.pa.gov](http://www.travel.pa.gov).

Mileage traveled by Commonwealth Travelers between their Residence and Headquarters is considered a commuting cost. Commuting costs are not reimbursable. Commonwealth Travelers who are required to travel from their Residence to a temporary worksite will be reimbursed either from their Residence or their Headquarters, whichever distance is shorter.

## **2.3 Shuttles and Public Transportation.**

Commonwealth Travelers may use shuttle services, ride share services, taxis, and public transportation when such options are available. Commonwealth Travelers must book the lowest cost reservations that meet the itinerary and needs of the traveler.

## **2.4 Train.**

Coach class is the only approved service when traveling by Amtrak. Amtrak tickets must be reserved directly through SAP Concur and paid for with a Corporate Travel Card when the Commonwealth Traveler possesses one or a personal credit or debit card if the Commonwealth Traveler does not have a Corporate Travel Card.

Changes and cancellations must be completed through the Amtrak website.

## **SECTION THREE: LODGING**

### **3.1 Lodging Expense.**

Commonwealth Travelers should expect services and accommodations that are safe and comfortable, not lavish or extravagant.

Subject to approval by the Employee's supervisor or other agency designee, Commonwealth Travelers may be allowed lodging expenses when their destination is located more than 50 miles from both Headquarters and Residence. Written pre-approval from an agency head or designated deputy secretary must be obtained when lodging is required within this 50-mile radius. The approval must be submitted with the Commonwealth Traveler's Itemized Receipts when requesting reimbursement in SAP Concur.

Upgraded accommodations that are an additional charge are not allowed. Commonwealth Travelers must cancel lodging arrangements in SAP Concur according to the property's cancellation policy. Cancellation, no-show, and early check-in fees are not eligible for reimbursement.

### **3.2 Booking.**

Lodging arrangements must be made through SAP Concur. Those without SAP Concur access must book their lodging with the Contracted Travel Agency or have an Agency Assigned Travel Arranger make arrangements for them.

Commonwealth Travelers who are not employed by the Commonwealth must follow the same procedures as Employees if their travel is paid for by the Commonwealth. Commonwealth Travelers without an assigned SAP identification number are not permitted to arrange their own travel and instead arrangements must be made by an Agency Assigned Travel Arranger.

When traveling within the Commonwealth of Pennsylvania, Commonwealth Travelers must choose a Preferred Hotel from the [Commonwealth of PA Preferred Hotel Guide](#). If a Preferred Hotel is not available within a reasonable distance, then a state government, unspecified government rate, or lower rate may be booked. The Maximum Allowable Lodging Rate for the destination must be adhered to in accordance with Section 3.3, Maximum Allowable Lodging Rate, of this Manual.

When traveling out-of-state, Commonwealth Travelers must choose a state government, unspecified government rate, or lower rate. The Maximum Allowable Lodging Rate for the destination must be adhered to in accordance with Section 3.3, Maximum Allowable Lodging Rate, of this Manual.

### **3.3 Maximum Allowable Lodging Rate.**

The Commonwealth follows GSA Maximum Allowable Lodging Rates, excluding taxes. Commonwealth Travelers will only be reimbursed for actual expenses incurred within the Maximum Allowable Lodging Rate. Maximum Allowable Lodging Rates are available at <https://www.gsa.gov>.

International maximum per night lodging rates can be found on the U.S. State Department website at <https://aoprals.state.gov>.

In instances where lodging is not available within the Maximum Allowable Lodging Rate, the lodging information must be submitted to COTO for verification prior to booking. COTO approved verification must be attached to the TER.

### **3.4 Tax Exemption.**

The Commonwealth is not subject to hotel occupancy or sales taxes imposed by local or county governments. *42 Pa.C.S. § 8522*. The Commonwealth is subject to the 6% state hotel occupancy tax only, *72 P.S. § 7210*, and Commonwealth Travelers will be reimbursed for payment of this 6% tax. In Philadelphia and Allegheny counties, the Commonwealth is subject to an additional 1% hotel occupancy tax and Commonwealth Travelers will be reimbursed for payment of this 1% tax.

Commonwealth Travelers must present a completed REV1220, Pennsylvania Exemption Certificate to the hotel upon check-in. This form is available at [www.travel.pa.gov](http://www.travel.pa.gov).

These tax provisions apply only to lodging in Pennsylvania. Lodging outside Pennsylvania is not tax exempt and all taxes are reimbursable.

### **3.5 Form of Payment.**

All lodging must be guaranteed at the time of booking to hold the reservation with a Corporate Travel Card when the Commonwealth Traveler possesses one and with a personal credit or debit card if they do not.

Lodging payment is made at the time of check-in. Corporate Travel Cards must be used for payment when the Commonwealth Traveler possesses one. If the Commonwealth Traveler does not have a Corporate Travel Card, other acceptable forms of payment are the Agency Lodging Card (ALC), if eligible, or personal credit card, debit card, or cash. However, Commonwealth Travelers may not use a personal credit or debit card in place of the Commonwealth Corporate Travel Card to gain benefits from their personal credit card company.

### **3.6 Conference Lodging.**

When attending a conference within Pennsylvania, Commonwealth Travelers must choose a Preferred Hotel in accordance with Section 3.2, Booking, of this manual. When a Preferred Hotel is not available within a reasonable distance of the conference site, then a state government, unspecified government rate, or lower rate must be booked. The Maximum Allowable Lodging Rate for the destination must be adhered to in accordance with Section 3.3, Maximum Allowable Lodging Rate, of this manual.

When attending a conference out-of-state, Commonwealth Travelers must choose a state government, unspecified government rate, or lower rate. For travel outside of Pennsylvania, the Maximum Allowable Lodging Rate for the destination must be adhered to in accordance with Section 3.3, Maximum Allowable Lodging Rate, in this manual. Commonwealth Travelers can confirm the conference hotel when the conference requirements specifically state it is mandatory in order to register and attend said conference. Documentation of this requirement must be included with the hotel receipt and must be attached to the TER.

In instances where conference lodging is not available within the Maximum Allowable Lodging Rate, the lodging information must be submitted to COTO for verification prior to booking. COTO approved verification must be attached to the TER.

When an agency is planning a conference, the Department of General Services' Invitation to Qualify (ITQ) contract for Conference and Event Planning must be utilized if meeting space and/or catering is required in addition to lodging.

When an agency only requires lodging within the Commonwealth of Pennsylvania, a Preferred Hotel must be utilized. Group processing and procedures are available on [www.travel.pa.gov](http://www.travel.pa.gov).

### **3.7 Extended Stay.**

Commonwealth Travelers, who are required to work away from their Residence or primary worksite for 60 days or more, may enter into an Extended Stay lodging agreement. Requests must be submitted to BCPO and approved in advance prior to entering into an Extended Stay lodging agreement.

A detailed cost comparison must be provided with the request showing the difference between continual Overnight Travel Status, including subsistence compared to the Extended Stay lodging costs.

Reimbursement for Extended Stay will be limited to lodging, necessary utilities (cable and phone are excluded), and mileage or transportation costs for a biweekly roundtrip between the worksite and the Commonwealth Traveler's Residence or Headquarters. Subsistence expenses are not allowed. Mileage is not paid between lodging and temporary worksite.

## **SECTION FOUR: SUBSISTENCE**

### **4.1 General.**

Allowances for subsistence are not flat rates and only amounts actually expended may be claimed, provided that the subsistence was purchased and consumed in the performance of the Employee's duties while in Travel Status. Reimbursement is subject to the limitations set forth in this section.

Overnight subsistence expenses require an Itemized Receipt. Itemized Receipts are to be retained by the Commonwealth Traveler for six months after the date BCPO approves the TER but are not to be submitted with the TER except for subsistence expenses incurred on behalf of others in accordance with Section 4.4, Subsistence Incurred on Behalf of Others, or for Cash Advances in accordance with Section 6.4, Cash Advance, of this manual.

Commonwealth Travelers are not eligible for reimbursement of subsistence expenses while at Headquarters or Residence.

Subsistence expense rates typically cover prepared and served meals, but groceries may be purchased and consumed during Overnight Travel Status instead of purchasing prepared and served meals.

Subsistence expenses for either prepared and served meals or groceries must be recorded by date consumed if not consumed on the date of purchase. Only the daily prorated portions of meals or groceries consumed are reimbursable. Unconsumed items are not reimbursable.

Subsistence expenses for meals or groceries purchased for anyone other than the Commonwealth Traveler are not reimbursable.

Reimbursement for alcoholic beverages, including any taxes and tips, is prohibited.

### **4.2 Reimbursement Amounts.**

Union-represented Employees, who are not in Travel Status, should refer to their collective bargaining agreements/memoranda of understanding for guidelines with regard to when and at what rates subsistence reimbursement may be available. Commonwealth Travelers who are not represented by a union may be reimbursed for a meal up to \$15.00 if they are 50 miles or more from both their Residence and Headquarters; work more than two hours past their regular shift; and the meal is purchased and consumed during the overtime schedule. Commonwealth Travelers who are less than 50 miles away may be reimbursed for a meal up to \$15.00 if they are required to work two hours past their regular shift; are given less than two-hour notice of the requirement; the meal is purchased within the two-hour notice through the overtime schedule; and consumed during this period.

Commonwealth Travelers in Overnight Travel Status may be reimbursed for meals, including tax and tips; however, the reimbursement is not to exceed the maximum M&IE Rate for the location of the travel.

On the Commonwealth Traveler's first and last day in Overnight Travel Status, subsistence reimbursement is limited to 75% of the maximum M&IE Rate for the location of the travel.

Commonwealth Travelers who are provided meals by hotels, meetings, conferences, or any other source must deduct a corresponding meal rate from the maximum daily M&IE Rate for the location of the travel for each meal provided and consumed. Meals classified as continental breakfast do not need to be deducted.

Non-paid members of boards, commissions, councils, advisory committees, and authorities in non-Overnight Travel Status will be eligible for reimbursement of the actual cost of meals up to the corresponding M&IE Rate for the location of the travel for the meal purchased.

M&IE Rates are available at <https://www.gsa.gov>.

### **4.3 Meetings.**

Luncheon or dinner meetings sponsored by the Commonwealth will be paid under contract; therefore, no claims for such expenses may be presented on the TER.

Commonwealth Travelers on official Commonwealth business attending luncheon or dinner meetings not sponsored by the Commonwealth are entitled to receive reimbursement for actual costs incurred with complete justification for incurred expenses that must be included with the submission of the TER. Justification includes matching Itemized Receipts, approved Expense Verification Methods, and explanations in the corresponding comments section in the TER that the expense meets the following criteria:

- The luncheon or dinner meeting is planned in advance and includes persons not employed by the Commonwealth.
- The meal is an integral part of the meeting.
- The meal is served at the same establishment that hosts the meeting.
- The purpose of the meeting is to discuss business and the nature of the business is stated on the TER.

### **4.4 Subsistence Expense Incurred on Behalf of Others.**

Agency heads are authorized to incur reasonable subsistence expenses on behalf of others and to approve reasonable subsistence expenses incurred by their deputies on behalf of others when the expenses are incurred as part of a business meeting under the following circumstances:

- The purpose of the meeting is to discuss official Commonwealth business.
- The meeting includes either persons not employed by the Commonwealth or Employees of other Commonwealth agencies whose attendance is relative to the official Commonwealth business being conducted.

- The meal is an integral part of the meeting.

Complete justification for incurring expenses must be included on the TER.

Justification shall include:

- A list of names, positions, and agencies of individuals for whom the expenses were incurred.
- An explanation of the circumstances requiring expenses to be incurred on behalf of others. Itemized Receipts for the expenses incurred are required.

Agency heads must request approval for additional agency personnel to incur expenses on behalf of others by submitting to BCPO a request containing full justification for the exception.

Employees transferring patients or prisoners may be required to incur expenses on behalf of the patients or prisoners during the course of their official duties. When requesting reimbursement, an explanation of the circumstances along with Itemized Receipts must be provided with the Employee's TER.

## **SECTION FIVE: TRAVEL CREDITS**

### **5.1 Ethics.**

*Executive Order 1980-18 Amended, Code of Conduct, and the Public Official and Employee Ethics Act, 65 Pa.C.S. §§ 1101–1113*, prohibit the acceptance, retention, or use of personal travel, products, or services by Commonwealth Travelers and appointed officials. This includes, but is not limited to, frequent flyer credits, discount car rentals, hotel promotions, award certificates, bonus flights, reduced fare coupons, denied boarding compensation, cash, merchandise, or gifts obtained in the course of official Commonwealth business.

Additionally, *Executive Order 2023-04, Executive Branch Employee Gift Ban* (Gift Ban) prohibits Commonwealth employees, appointees, and officials from accepting certain gifts in connection with their Commonwealth employment. Commonwealth Travelers must adhere to the Gift Ban, as well as all other applicable laws and policies. For more information on the Gift Ban, refer to the [Gift Ban FAQs](#).

### **5.2 Loyalty Programs.**

Commonwealth Travelers may open and maintain frequent flyer/guest accounts with airlines, hotels, car rental companies, train service, and other travel suppliers. Any credits, promotions, certificates, or other considerations earned in these programs while conducting Commonwealth business shall be redeemed only while on official Commonwealth business. It is the Commonwealth Traveler's responsibility to properly track and utilize those rewards only for official Commonwealth business.

Commonwealth Travelers may not select a travel supplier based on the benefits of the loyalty program.

### **5.3 Personal Credit or Debit Card.**

Commonwealth Travelers may not use a personal credit or debit card in place of the Commonwealth Corporate Travel Card to gain benefits from or with their personal credit or debit card company.

### **5.4 Other Compensation.**

Commonwealth Travelers who receive vouchers for denied boarding must use those vouchers for future official Commonwealth travel only.

Commonwealth Travelers who receive compensation for any customer-service-related issue must use that compensation in the course of conducting official Commonwealth business and may not use it for personal or non-Commonwealth purposes.

## **SECTION SIX: PAYMENT**

### **6.1 Agency Airline Card.**

Each agency has an Agency Airline Card for purchasing airfare for Commonwealth Travelers.

All airfare is billed to the Agency Airline Card automatically when reserved via SAP Concur or the Contracted Travel Agency. Commonwealth Travelers are not permitted to use their Corporate Travel Card or personal credit or debit card for purchasing airfare.

Agencies must review monthly airline billings and report discrepancies to the COTO, which works with agencies to resolve discrepancies.

Payments to the Agency Airline Card issuer will be made centrally from the purchasing fund. Agencies reimburse the purchasing fund via cost allocation in SAP at the end of each billing cycle.

### **6.2 Agency Lodging Card (ALC).**

Each agency has an ALC for purchasing overnight lodging. Employees can request to use the ALC up to three times in a calendar year before a mandated Corporate Travel Card must be obtained in accordance with Section 6.3, Corporate Travel Card, of this Manual. Commonwealth Travelers who are not employed by the Commonwealth are permitted an unlimited number of uses of the ALC when traveling for official and authorized Commonwealth business. The ALC also can be used for payment of lodging for groups of ten or more rooms at the same hotel during the same time.

Physical cards are in the possession of the COTO, who is the secondary cardholder. The use of the ALC for payment to hotels must be authorized by COTO. Instructions for requesting the use of the ALC are available on [www.travel.pa.gov](http://www.travel.pa.gov).

Each agency must designate a staff member to be the Agency Lodging Card Coordinator who will provide oversight and reconciliation of charges to the ALC. The agency is responsible for disputing any unauthorized charges with the lodging vendor. Charges on the monthly statement should be supported by the reservation confirmations and/or reports from the Contracted Travel Agency.

Monthly charges are paid through the purchasing fund and cost-allocated back to the agency. All costs charged to the ALC will default to General Ledger account "6311010, Travel – Lodging." The Agency Lodging Card Coordinator must provide default coding to be used, such as cost center, SAP fund, internal order number, or Work Breakdown Structure (WBS) element to the Office of the Budget, Office of Comptroller Operations, Bureau of Accounting & Financial Management.

### **6.3 Corporate Travel Card.**

The Commonwealth provides Corporate Travel Cards for Employees traveling on official Commonwealth business in accordance with this section.

#### **a. General:**

- (1)** Employees expected to be in Overnight Travel Status four (4) or more times in a calendar year must obtain a Corporate Travel Card.
- (2)** Any Employee expected to be in Overnight Travel Status less than four (4) times in a calendar year may obtain a Corporate Travel Card.
- (3)** Employees with Corporate Travel Cards must use their card for all business Travel Status expenses, including but not limited to lodging, subsistence, vehicle rentals associated with airfare, rental car gasoline, and parking unless the vendor does not accept credit cards.

#### **b. Misuse or Nonpayment:**

- (1)** Personal use, misuse, non-sufficient fund (NSF) payments, or late and / or nonpayment of an Employee's Corporate Travel Card balance may result in suspension or cancellation of the card, as well as discipline, up to and including termination.
- (2)** Corporate Travel Cards will be suspended or cancelled for the following:
  - (a)** When used by an Employee for personal purposes even if the Employee pays the Corporate Travel Card balance in full every month.
  - (b)** When an Employee has two (2) NSF payments to the Corporate Travel Card Issuer. The Corporate Travel Card Issuer will cancel the Corporate Travel Card, and it will not be reopened.
  - (c)** When an Employee's uncontested Corporate Travel Card charges become 60 days past due.
- (3)** When an Employee's Corporate Travel Card charges become past due, both the Employee's supervisor and the Agency HR Office will be notified.
- (4)** When an Employee's uncontested Corporate Travel Card charges become 90 days past due, the Employee's Corporate Travel Card will be cancelled, and delinquent charges and late fees will be subject to recovery procedures. Union-represented Employees will be subject to recovery procedures pursuant to the terms of their collective bargaining agreements/memorandum of understanding. BCPO will forward amounts withheld to the Corporate Travel Card Issuer until the debt is paid in full.

- (5) Employees whose cards have been cancelled are not eligible to utilize any other Commonwealth payment method. The Corporate Travel Card Issuer will not reinstate cancelled cards. Late fees are not reimbursable and must be paid by the Employee to the Corporate Travel Card Issuer.

**c. Issuance and Management of Corporate Travel Cards:**

- (1) **Office of the Budget, Deputy Secretary for Comptroller Operations** shall appoint a program administrator.
- (2) **COTO** shall:
  - (a) Act as the Corporate Travel Card program administrator.
  - (b) Approve designees as Agency Corporate Travel Card Coordinators.
  - (c) Develop, in conjunction with the Office of Administration, guidelines for actions on delinquent accounts.
  - (d) Coordinate training for agencies on use of the vendor card management system to manage their cardholders' Corporate Travel Card accounts.
  - (e) Monitor Corporate Travel Card usage, including whether the Card has been used inappropriately or for personal use, and provide reports to Agency HR Offices.
  - (f) Prepare monthly delinquency reports for distribution to Agency Corporate Travel Card Coordinators, Agency HR Offices, and when necessary, agency deputy secretaries of administration.
  - (g) Monitor actions taken by agencies on delinquent accounts and report to the Office of the Budget, Deputy Secretary for Comptroller Operations when agency actions fail to produce acceptable results.
  - (h) When an Employee's Corporate Travel Card is 90 days past due:
    - 1 Confirm the Employee has submitted a TER and check status of the reimbursement.
    - 2 Notify the Employee, the Employee's supervisor, and Agency HR Offices that the Employee's Corporate Travel Card has been cancelled.
    - 3 Initiate recovery of uncontested delinquent balances.
  - (i) Assess and report on program effectiveness.

- (3) BCPO shall:**
- (a)** Upon receipt of notification from COTO, withhold amounts as necessary from the Employee's pay, and forward payments to the Corporate Travel Card Issuer. Inform the Employee, the Employee's supervisor, and the Agency HR Office of the dates when and the appropriate amounts to be withheld.
  - (b)** Withhold outstanding travel reimbursements associated with the delinquency and forward payment to the Corporate Travel Card Issuer.
  - (c)** Upon an Employee's termination, outstanding Corporate Travel Card balances will be deducted from the Employee's final pay. If recovery cannot be made at that time, with the approval of the agency legal office, outstanding Corporate Travel Card balances will be deducted from the Employee's retirement benefits or through other means.

**(4) Agency Heads shall:**

- (a)** Establish procedures to ensure compliance with this policy.
- (b)** Appoint Agency Corporate Travel Card Coordinators.

**(5) Agency Corporate Travel Card Coordinators shall:**

- (a)** Distribute Corporate Travel Card applications and information.
- (b)** Review Corporate Travel Card applications for completeness and accuracy.
- (c)** Process Corporate Travel Card applications.
- (d)** Monitor delinquent accounts.

- 1** When an Employee's Corporate Travel Card is 30 and 60 days past due:
- 2** Notify the Employee, the Employee's supervisor and Agency HR Office that the Employee's Corporate Travel Card is past due.
- 3** Advise the Employee that payment for uncontested charges must be made at once.
- 4** Advise the Employee that card privileges will be suspended or terminated for non-payment of uncontested charges.
- 5** Advise the Employee that disciplinary action may result.

Mandated notifications referenced in the above section are available on the travel website at [www.travel.pa.gov](http://www.travel.pa.gov).

**(6) Supervisors** shall:

**(a)** Within five (5) business days of receiving notice that an Employee's Corporate Travel Card charges are past due, determine whether the past due amount is uncontested and whether the Employee has received Commonwealth reimbursements to which Employee is entitled.

**1** If eligible reimbursements have not been entered, require Employee to enter expenses immediately.

**2** If debt is uncontested and the Employee has received eligible travel expense reimbursements, consult the Agency HR Office and inform the Agency Corporate Travel Card Coordinator.

**3** If debt is contested, contact the Agency Corporate Travel Card Coordinator to ascertain the status of the adjustment due.

**4** If eligible reimbursements have not been received, check in SAP Concur to determine if reimbursement has been entered and paid.

**(7) Agency HR Offices** shall:

**(a)** Coordinate with supervisors to determine whether discipline for misuse or nonpayment of a Corporate Travel Card is appropriate.

**(b)** Recover and destroy Corporate Travel Cards from terminated Employees and notify the Agency Corporate Travel Card Coordinators to close the card.

**(8) Cardholders** shall:

**(a)** Complete the application for the Corporate Travel Card and forward the application to the Agency Corporate Travel Card Coordinator.

**(b)** Use the Corporate Travel Card only while in Travel Status and only for authorized Commonwealth business purposes.

**(c)** Use the Corporate Travel Card for all Travel Status business expenses.

**(d)** Follow the Corporate Travel Card policy and abide by the terms and conditions.

- (e) Pay uncontested bills when due in full prior to the beginning of the next billing cycle.
- (f) Safeguard the Corporate Travel Card.

#### **6.4 Cash Advance.**

A Cash Advance will be considered only after all other options of payment are explored and exhausted. A Cash Advance will not be issued to an Employee with a Corporate Travel Card or to an Employee whose Corporate Travel Card was cancelled for misuse or nonpayment. A Cash Advance will not be made for less than \$500.00. A Cash Advance will not be granted for subsistence only.

A Cash Advance may be made from an agency advancement account to an individual Employee in active pay status. Approval is requested through the BCPO and must be submitted a minimum of 10 business days prior to the Employee's travel. Justification must include a breakdown of all costs.

Upon approval by BCPO, a Cash Advance will be provided no more than 10 business days before the travel date. No more than two Cash Advances to an Employee are allowed per calendar year.

Employees must return the Cash Advance or submit a TER within 30 days after travel end date. Failure to do so will be reported to the agency, and the Employee will be subject to disciplinary action, up to and including termination. Open Cash Advances that are 180 days after the date of travel will be deducted from the Employee's pay.

Upon an Employee's termination, open Cash Advances will be deducted from the Employee's final pay. If recovery cannot be made at that time, with the approval of the agency legal office, outstanding Cash advances will be deducted from the Employee's retirement benefits or through other means.

Itemized Receipts are required for all expenses paid for with the Cash Advance. A personal check or money order made payable to the Commonwealth of Pennsylvania for amounts advanced in excess of actual expenses must be submitted to BCPO.

## **SECTION SEVEN: REIMBURSEMENT**

### **7.1 General.**

Commonwealth Travelers are expected to exercise good stewardship of funds when traveling. Commonwealth Travelers will receive reimbursement of actual expenses incurred in the performance of their duties within prescribed maximums and in accordance with this Manual and with *Management Directive 230.10 Amended, Commonwealth Travel Policy*. Complete justification for travel expenses must be included with the submission of the TER in accordance with Section 7.4, Itemized Receipts and Justification, of this Manual. Justification includes matching Itemized Receipts, approved Expense Verification Methods, and when required, explanations in the corresponding comments section in the TER. Any expenditure disallowed by BCPO is the responsibility of the Commonwealth Traveler.

Submission of expenses is limited to one TER per week.

Hotel room folios (itemized bills that list all charges incurred by a guest during their stay) must show the last four (4) digits of the card used for payment and must be in the name of the Commonwealth Traveler requesting reimbursement.

Commonwealth Travelers are not permitted to incur travel expenses on behalf of others except in accordance with Section 4.4, Subsistence Expense Incurred on Behalf of Others, of this Manual.

### **7.2 Reimbursement Claim.**

All Commonwealth Travelers seeking reimbursement of travel expenses must submit a TER in SAP Concur that includes justification. The TER is routed for agency approval and submitted to BCPO. Reimbursement is authorized once all required travel justifications are submitted to BCPO. Commonwealth Travelers who do not have an assigned SAP identification number must submit a paper TER to BCPO with complete justification.

Commonwealth Travelers are responsible for ensuring that expenses claimed in the TER are proper, accurate, and incurred in official Commonwealth business. A Commonwealth Traveler who knowingly presents a false or fraudulent claim may be subject to penalties under criminal statutes, as well as discipline, up to and including termination.

Supervisors must review and approve TERs submitted by Commonwealth Travelers to ensure the necessity, propriety, and accuracy of the travel expense. Supervisors must review all justification for TERs. Failure to exercise care in the review and approval of travel expenses may result in disciplinary action, up to and including termination.

Submission of a TER must occur within 60 calendar days of the date of travel. Generally, travel expenses are reimbursed by the Commonwealth within 15 business days of BCPO receiving an approved TER with all applicable attachments and Itemized Receipts when required.

### **7.3 Third Party Reimbursement.**

Commonwealth travel policy must be adhered to when third-party reimbursement of travel expenses is expected. A TER must be submitted in all instances and Commonwealth Travelers must indicate on the TER that a third-party reimbursement is expected. All Commonwealth Travelers must have the third party remit payment directly to BCPO. Checks received by Commonwealth Travelers or an agency are not to be cashed but must be endorsed payable to the Commonwealth of Pennsylvania and submitted to BCPO immediately. In cases where a third party reimburses the Commonwealth Traveler directly via direct deposit, verification of the deposit amount and a check or money order made payable to the Commonwealth of Pennsylvania must be submitted to BCPO immediately.

Commonwealth Travelers must include a copy of the invoice being sent to the third party or some official form of documentation showing the reimbursement agreement along with their Itemized Receipts.

When third-party reimbursement of travel expenses is expected, the Commonwealth Traveler, prior to beginning their travel, must obtain a written statement from their agency legal office confirming that acceptance of the third-party reimbursement does not violate the Gift Ban. For more information on the Gift Ban, refer to the [Gift Ban FAQs](#).

### **7.4 Itemized Receipts and Justification.**

Commonwealth Travelers must always obtain Itemized Receipts in accordance with this manual. While not all Itemized Receipts must be submitted with a TER, they may be required for verification or audit. All Itemized Receipts must be retained by the Commonwealth Traveler for six months after the date BCPO approves the TER.

Justification includes matching Itemized Receipts, approved Expense Verification Methods, and/or, when applicable, explanations provided in the corresponding comments section of the TER.

All expenses for which an Itemize Receipt is normally received must include the following information on the receipt:

- Name and address of the vendor;
- Date the expense was incurred;
- Description of the expense; and
- Amount paid for each individual item.

Credit card slips and statements are not acceptable in lieu of Itemized Receipts.

Itemized receipts must be submitted with the TER for the following:

- Hotel expenses
- Commercial transportation, public transportation, taxi and ride share services

- Rental car expenses
- Gasoline and electric vehicle charging fees for rental vehicles
- Parking and toll expenses
- Breakfast, lunch, or dinner meetings
- Overtime meals
- Baggage fees
- Expenses Incurred on behalf of others
- Business event expenses
- Miscellaneous expenses
- All expenses paid with a Cash Advance
- Any other Itemized Receipts deemed necessary by BCPO

No expense will be approved if a required Itemized Receipt is missing.

Overnight subsistence expenses do not require Itemized Receipts to be submitted with the TER. Such expenses are not flat allowances and only amounts actually expended may be claimed for reimbursement.

Expense Verification Methods are either completion of the SAP Concur Missing Receipt Declaration for Commonwealth Travelers submitting their own expenses or submission of form BCPO-3302, Declaration of Missing Receipt, for those not entering their own expenses. These Expense Verification Methods may be used for:

- Parking meter expenses or out-of-state unstaffed toll booth expenses when a receipt is not provided. A complete explanation is required.
- Situations when it is impossible to secure a required Itemized Receipt. These instances should be rare and will require the Commonwealth Traveler to first contact the vendor to obtain an Itemized Receipt. A complete explanation of the situation and follow-up efforts is required on the Expense Verification Method.

Additional information is required on the TER in these situations:

- When driving on Commonwealth business, Commonwealth Travelers must enter daily starting and ending locations or a location specific enough for an auditor to validate the distance traveled.
- When claiming miscellaneous expenses, Commonwealth Travelers must provide an explanation of the item.
- When traveling out-of-state or internationally, agency or Governor's Office approval must be attached.

## 7.5 Audits.

Travel expenses are subject to audit by BCPO. This audit will include reviewing the propriety of the expense incurred. As part of normal audit procedures, BCPO is authorized to request additional information and documentation to complete the claim.

For patterns of unusual claims, agencies and/or BCPO may require additional approvals or documentation for future claims.

Travel arrangements that are not compliant with Commonwealth travel policy will be subject to review and audit. Justification for expenses will be reviewed and may be subject to clarification.

## 7.6 Miscellaneous Expenses.

The following is a list of the different types of miscellaneous expenses that are eligible for reimbursement.

**Incidental Expenses (IE).** Includes gratuities to porters, baggage carriers, and hotel staff. A daily IE allowance rate is included in the M&IE Rate for the location of the travel. Only actual expenses paid may be claimed for reimbursement and Commonwealth Travelers must provide a description of the IE on the TER, and no receipts are required. M&IE Rates are available at <https://www.gsa.gov>.

**Airline Baggage Fees.** Fees for airline baggage will be reimbursed at the actual expense, limited to the first checked bag. Any additional baggage fees are conditional on the Commonwealth Traveler's job function. An Itemized Receipt and explanation are required with the TER.

**Inflight Wi-Fi.** Fees for inflight Wi-Fi purchased for the purpose of conducting Commonwealth business will be reimbursed for all flights scheduled for four (4) hours or more. Shorter flights are not eligible for reimbursement.

**International Travel.** With proper documentation, justification, and approval, the Commonwealth will reimburse:

- Commission for currency conversion or traveler checks when deemed necessary.
- Services of guides, interpreters, or drivers when deemed necessary.
- Fees for the issuance of passport or visa, inoculations, and affidavits when required for business international travel.

Extraordinary miscellaneous business-related expenses not addressed in this section, when necessarily incurred by a Commonwealth Traveler in connection with the transaction of official business, shall be allowed when approved by an agency head or designated deputy. Itemized Receipts are required.