



Travel Frequently Asked Questions

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For additional information and forms, visit the travel office website at
<https://financialservices.ecu.edu/travel-office/>

For questions, please contact the travel office via email at
ecu_chrome_river@ecu.edu or telephone at 252-737-5700

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Please note: The **ProCard is the preferred method of payment** for all university related travel costs except per diem meals while in travel status. If a ProCard is used, those transactions will be expenses using the travel expense report in Chrome River under the traveler's name. If the ProCard holder is not the traveler, those transactions must be moved to the traveler's eWallet, via a Team Dynamix ticket request.

TRANSPORTATION

General

1. Q: Can I add a tip for taxi/uber drivers?

A: Yes, you can add a tip up to 15% of the base fare and \$1 to \$2 per piece of luggage. Submit your receipt with your travel expense report in Chrome River.

2. Q: What amount is reimbursable if the traveler wants to drive, however the flight is less expensive?

A: The traveler is reimbursed the lesser amount of the two. Always refer to the [travel rates website](#) for the most up to date rates.

3. Q: Can I be reimbursed for gas when driving a rental vehicle or my personal vehicle?

A: Gas may be reimbursed when using a rental vehicle on university business. The rental agreement must be attached when submitting in Chrome River. When driving a personal vehicle, travelers may be reimbursed for mileage at the current rate or the cost of fuel with a receipt. Always refer to the [travel rates website](#) for the most up to date rates.

4. Q: How many days in advance can an airline ticket be purchased?

A: Departments should consider the time length to obtain the most cost-effective purchase and the risk of a cancellation. There are not a specific number of days. If this airline is purchased through ProCard it must be expensed within 30 days of purchase.

5. Q: Can choice seats (anything other than coach fare) be purchased?

A: Choice seats will not be reimbursed unless there is a need based on a documented disability. Approval from Disability Support Services (DSS) is required before payment for choice seating can be processed. Prior approval is strongly encouraged. Unless the traveler obtains prior approval, he/she will bear the risk that the request will not meet the requirements for choice seating. Note: Nausea is not a reason that DSS will approve.

6. Q: If someone pays for an airline ticket or hotel bill for someone else that is traveling, who is reimbursed?

A: The person who pays for the ticket or hotel will be reimbursed. If a ProCard holder is different than traveler, the ProCard Expense must be moved to the traveler's eWallet in Chrome

River. Submit a Team Dynamix ticket to have these charges moved over by filling out the ProCard Transaction Moving Worksheet.

7. Q: Someone was charged for Airline assigned seats? Will the traveler be reimbursed?

A: The assigned seats charge invoked by the airline(s) will be approved and paid. However, any seat upgrades in way of request will remain the same and these will not be paid for.

Mileage

1. Q: I am a small business counselor who resides in Fuquay-Varina, but I am assigned to an office at ECU (duty station is ECU). I have an office on campus, and I am a traditional 8 to 5 employee in my University Office. I stop off to see clients in Raleigh, Wilson, etc. on the way to the office. Can I get reimbursement for the entire mileage from home to clients to office?

A: No, employees may be reimbursed only for the extra miles driven because of the client visits. The total mileage driven less the miles from home to duty station (substantiated by Google Maps in Chrome River) mileage to be reimbursed.

2. Q: I am a retired teacher serving as an adjunct faculty member in the College of Education. My university duties are to supervise senior interns assigned to schools in my local area (e.g., Nags Head). My duty station is documented and approved as my home. I do not have an ECU office and I rarely come to campus. On a routine basis, I am reimbursed for mileage from home to various assigned schools. I am coming to the campus for a specific College of Education meeting. May I be reimbursed?

A: Yes, the reimbursement will consist of the mileage from home to campus and return. Always refer to the [travel rates website](#) for the most up to date rates.

3. Q: How is mileage paid on a roundtrip?

A: A roundtrip is measured from the duty station or point of departure (whichever is closer) to the destination and return.

4. Q: Will mileage be paid for two round trips to the airport if someone takes the traveler and picks them up? What mileage rate will be paid?

A: Yes, the reimbursement will be for two rounds trips. Always refer to the [travel rates website](#) for the most up to date rates.

Rental Vehicle

1. Q: Can collision damage insurance be paid on rental cars?

A: Insurance cannot be paid on rental cars within the United States, Canada, Puerto Rico and territories or possessions of the US. Insurance can be paid on rental cars if rented in a foreign country.

2. Q: Are rental car add-ons reimbursable?

A: No. Add-ons, including but not limited to: GPS, LDW – Loss Damage Waiver, CDW – Collision Damage Waiver, PAC – Personal Accident Coverage, PAI – Personal Accident Insurance, SLI – Supplemental Liability Insurance, RSN – Roadside Safety Net, RAP – Roadside Assistance Program, Child Safety Seats, UCA – Universal Cell Adapter – used for charging the phone, and UCH – Universal Cell Holder – used to ‘perch’ the phone making it hands free will not be paid by the University and are not reimbursable.

3. Q: How many days are allowed on a rental car?

A: There is no time limit on rental cars as it is based on the approved travel request and official business travel days.

4. Q: When should I make my rental car reservation?

A: With the current rental car market and shortage of inventory, reservations should be made well in advance to secure a vehicle.

5. Q: Should I purchase the rental agency’s physical damage coverage when I rent a vehicle for university business?

A: No. State policy does not allow reimbursement of expense for Physical Damage coverage except when driven in foreign countries, other than Canada. Instead, the state has procured comprehensive and collision coverage for commercial vehicles rented by employees for less than thirty (30) days in conjunction with the conduct of official University business. The coverage is underwritten by the Travelers Insurance Company with limits of \$40,000 per vehicle, with no annual aggregate and no deductible for comprehensive or collision coverage. Coverage is provided in the United States, its possessions and Canada. If the rental company requires a Certificate of Insurance, please use the Certificate of Insurance Request Certificate of Insurance for Rental Vehicles form, which may be obtained by calling the Risk Management and Insurance Office at 252-328-2010.

6. Q: Does the University’s policy provide coverage in foreign countries?

A: Yes, but only outside, Canada, Puerto Rico and territories or possessions of the United States of America.

7. Q: Can students drive rental vehicles under the University’s coverage?

A: Only student employees employed by the University who receive a salary, or a payroll check, may drive vehicles rented by the University while performing duties within the scope of the job for which they are being paid. Students, such as those on scholarship or fellowship, not employed by the University, are not permitted to drive vehicles rented by the University.

8. Q: How do I report an auto accident involving my rental vehicle?

A: First pull off safely to the side of the road, if possible. Call 911. Notify the police no matter how small the incident. File an accident report with the rental agency. Report the accident to the

Risk Management and Insurance Office, 252-328-2010, by noon the following day. Fax the police report, rental agency accident report, and the front and back of the rental agreement to Risk Management and Insurance 252-328-0129 and email confirmation to surlesj16@ecu.edu as soon as possible. Note: NEVER TELL THE OTHER PARTY INVOLVED THAT YOU OR THE UNIVERSITY ACCEPTS RESPONSIBILITY FOR THE ACCIDENT.

SUBSISTENCE

1. Q: Will laundry, movies, or spa treatments be reimbursed?

A: No, these are considered personal expenses and will not be reimbursed.

2. Q: Will internet usage be reimbursed?

A: Yes, internet service will be reimbursed if it is for a business purpose. The business purpose must be noted on receipt.

3. Q: Will personal phone calls be reimbursed?

A: Personal phone calls are not reimbursed unless traveling outside the continental U.S. and only up to \$5.00 every 2nd night.

4. Q: Can a traveler spend the night if he/she is leaving one conference and continuing to another one?

A: Yes, both trips should be recorded on one travel request and add a comment that there are 2 locations on the form. Normally, it is much cheaper for the University if the person were to spend the night instead of flying back to the employee's duty station and going to the next destination.

5. Q: If a meeting is in Raleigh for one day, can the traveler get a hotel room?

A: This would depend on your department and how early the conference/meeting starts. Please ask your supervisor. Reminder: the travel destination must be at least 35 miles from the employee's duty station or home, whichever is less.

6. Q: Will meals be reimbursed if they are part of the registration?

A: No, any meals that are included in the registration cannot be reimbursed unless the employee is traveling during that time.

7. Q: What funds can be used for a banquet that exceeds per diem?

A: State, auxiliary or grant funds can be used up to per diem and the difference paid on non-state funds, or the employee can pay it all on non-state funds.

8. Q: What is the gratuity max for meals? How should it be calculated?

A: The meals gratuity for state, auxiliary and grant funds is included in the per diem rate. All other funding sources have a 20% maximum that may be calculated on the total cost of the meal (food, drinks, and tax).

9. Q: A traveler headed to a conference in Atlanta has a long layover in Charlotte and has dinner at the airport. Would he/she be reimbursed at the in-state or out-of-state rate for that meal?

A: Chrome River will reimburse the Out-of-State rate based on the itinerary, but the reimbursement will be adjusted to the in-state rate.

10. Q: I will be attending a class in Chapel Hill from 8:00 am to 5:00 pm. I plan to drive to the class and return on the same day and the driving time is 2 ½ hours each way from my home, which is closer to Chapel Hill than my duty station on campus. I plan to leave home at 5:30 am and return at 7:30 pm and will be working a 13-hour day. My normal workday is 8 hours. Can I receive reimbursement for meals (breakfast, lunch, and dinner)?

A: In this situation, you qualify for breakfast only. You met both requirements for breakfast (leaving prior to 6:00 am and extending your workday by 2 hours --2 ½ hours in this case). You did not meet the requirements for dinner (returning after 8:00 pm and extending the workday by 3 hours). Lunch is not reimbursable on a one-day trip.

DOCUMENTATION

1. Q: When is a travel reimbursement request considered late?

A: A travel reimbursement request submitted 30 days after the return date of travel is considered late. Chrome River will route to the appropriate VC for the approvals addressing the late expense report automatically. No additional memos are required; however, a comment is required when the “30 Day” warning appears in Chrome River. Travel requests on state funds received beyond the 30-day deadline cannot be paid from state funds. A funding source change and appropriate signatures for that funding will be needed.

Reimbursement requests received more than 120 days late will not be paid.

2. Q: How can a traveler be reimbursed for a lost receipt?

A: If the lost receipt is for a hotel, car rental or airline, please contact the merchant to request a copy of the receipt. Anything else requires a copy of the bank or credit card statement, with account information redacted, or a copy of the front and back of a cleared check, again with account information redacted.

3. Q: What if the traveler does not have a detailed receipt?

A: For a missing meal detailed receipt, contact the restaurant directly to have them regenerate a detailed receipt. If the restaurant is unable to furnish a detailed receipt, go to the restaurant website and regenerate a detailed receipt from their menu online.

4. Q: If a person is flying and extending their business trip for personal time, what documentation is needed?

A: Steps to Follow When Combining Personal and Business Travel. (Refer to “Extended State Travel/Combining Personal and Business Travel” section of the Travel Procedures Manual for details.)

- Traveler prepares and signs a memo that no additional costs were incurred to the University.
- Traveler provides documentation (ex. an analysis of expenses breaking out business costs and personal costs to his/her supervisor).
- Supervisor and department head need to sign statement on memo that they have reviewed the documentation, and no additional costs were incurred to the University. Documentation remains on file in the department.
- Memo is attached to the Chrome River Pre-Approval.

NON-FUNDS REQUESTED TRAVEL (NFR)

1. Q: How do we document travelers not requesting reimbursement, another agency paying all costs, or traveling beyond 35 miles using a state vehicle?

A: A Pre-Approval Request is still required; however, Chrome River will not allow a request for \$0; therefore, use \$1 on the report, and in the Business Purpose, please note this is a “NON-REIMBURSABLE TRIP”. Report will still route through the approval process, when travel is complete, go back to the Pre-Approval and “EXPIRE”. Should one require the documentation, use the PDF Version in the traveler’s Pre-Approval.

BLANKET TRAVEL

1. Q: What expenses are allowed on blanket travel?

A: Blanket travel can be used to pay mileage or gas, parking, and tolls.

TRAVEL ADVANCE

1. Q: How soon before a trip does a travel advance need to be in the Travel Office?

A: At least 14 calendar days before the trip.

2. Q: Who can get a travel advance?

A: Travel advances for specific trips may be issued for employees who regularly travel each month or employees whose salary is \$50,000 or less. Exceptions are given for recruiters,

admissions, and gift officers who regularly travel each month; they may request a semi-annual travel advance. See the Travel Advance section of the Travel Procedures Manual.

3. Q: Can an individual have more than one travel advance?

A: No, a travel advance must be paid back before another one can be issued.

4. Q: Can a student be given a travel advance?

A: Travel advances are not given to a student unless they are permanent University employees. In rare instances, a travel advance may be given to a student from non-state funds with the approval of the appropriate Vice Chancellor and the Associate Vice Chancellor for Financial Services.

CHROME RIVER SYSTEM

1. Q: Can Students/Residents/Fellows travel be done within Chrome River?

A: Yes. Students/Residents/Fellows will be reimbursed within Chrome River. In order to get their profile in Chrome River, a Team Dynamics ticket must be completed and submitted. Allow 2 days to get the student in Chrome River.

2. Q: How is a Chrome River Pre-Approval cancelled?

A: If no charges have been incurred, the traveler or delegate can go to the respective Pre-Approval within Chrome River and expire the funds that were encumbered. No additional steps are required. If there are charges that occur, i.e. cancellation fees, airlines, registration fees, hotels, etc., complete a Travel Expense report for those charges and expire the remaining funds from the respective Pre-Approval.

3. Q: How can the traveler's address be changed?

A: Addresses are not kept within Chrome River. The traveler will have to change their information in My Information via PiratePort

4. Q: How is a name updated in Chrome River?

A: Names changes are pushed into Chrome River once the change is effective in Banner. If you need guidance on how to correct or change your legal name with the University, please visit <https://myname.ecu.edu/legal-name/>.

MISCELLANEOUS

1. Q: Will traveler's insurance be reimbursed?

A: No, traveler's insurance will not be reimbursed.

2. Q: If attending a conference in Greenville and only paying registration, is a travel request form necessary? Is prior approval needed? What if the Traveler is already approved for Blanket Travel?

A: Not for the registration but if the mileage expense from duty station to conference/meeting in Greenville is requested for reimbursement, a blanket travel reimbursement can be used for the reimbursement. If there is no blanket travel in place, a separate pre-approval must be completed for the mileage reimbursement. Once the conference/meeting is over, a travel expense report is completed for mileage reimbursement. If additional fees were incurred, either the ProCard holder would expense on a ProCard reconciliation or, if personally paid, a non-travel expense report can be filed within Chrome River.

3. Q: Can medical insurance be provided for someone traveling to a foreign country?

A: Yes, check with International Affairs. Medical insurance can be purchased through that office.

4. Q: How and when is a candidate's spouse/partner reimbursed for travel?

A: Approved costs of a candidate's spouse/partner can be paid for the second trip only and must be paid from a non-state fund source. See the non-state employee travel section of the Travel Procedures Manual.

5. Q: Can a membership be paid on a travel form?

A: Memberships should be paid on the ProCard when possible. If the ProCard cannot be used, memberships should be paid through Port unless it is included in the registration amount and cannot be paid separately.

6. Q: Are moving expenses paid on a travel form?

A: No. This must be done on a Manual Direct Pay form as this is a taxable item.

7. Who needs to approve the Chrome River Expense Reports?

A: Chrome River has ECU business rules built in, so expense reports will automatically route to the respective approvers. (Traveler, Supervisor, Budget Authority, Second Budget Authority, and others on special situations. See flow chart on Chrome River Website.

International Travel - Chrome River will route all International Pre-Approvals to both Global Affairs for their review, as well as the traveler's Vice Chancellor, or designee.

COVID TESTING REIMBURSEMENTS

1. Q: If I am traveling internationally and must pay for a COVID Test to return to the United States, is this reimbursable?

A: Yes. This covers ALL FUNDS, not just STATE funds. Travelers will follow this guidance from Human Resources and State Insurance guidance:

- a. If it is a rapid OTC test, it would be handled like all the others. Just submit the paper claim to CVS and it will be reimbursed at 100% for as long as that benefit is in place.
- b. If it is handled by a medical provider, then it would need to come in on a medical paper claim form. The test itself should be covered at 100% (for as long as they are covering these tests at 100%) if there are other charges with it, the reimbursement will depend on what the charge is for.

This is the link to all claim forms. <https://www.shpnc.org/retiree-benefits/important-forms>

The funds used in the travel will then cover any expense that is not covered by insurance providers. Insurance denial (partial or full) must be included as supporting documentation. Please redact all Personal Identifiable Information (PII) and Health Insurance Portability and Accountability Act (HIPAA) information.