

# Welcome Aboard...

## Employee Travel & Approval of Travel



Training Presented by:  
Department of Administration  
State Accounting Bureau  
February 2015



# Do you want to be a headliner on our travel cruise?

*(Headlines from other states)*

- **Senator ... repays part of questioned travel costs**
- **Prosecutor ... travel costs in question**
- **County office investigated for inappropriate travel**
- **Auditor faults ... for inappropriate travel costs**
- **... Tightening its travel and expense policies in response to embezzlement scandal**



# Objectives:

- To discuss state employee travel in general
- To discuss travel policy issues
  - What is allowed
  - What is required
  - Internal controls / documentation for agencies



# In regard to travel...

- Major budget consideration
- Always consider:
  - Efficiency of travel - Time
  - Economy of travel - Cost
  - Benefit to State
  - Number traveling should be kept to minimum



DID YOU KNOW THAT MONTANA  
AGENCIES SPENT CLOSE TO  
\$45 MILLION ON TRAVEL IN FY14?



# Selected Travel Costs FY14

Meals	In-state	\$ 3.1 million
	Out-of-state	\$ 1.1 million
Lodging	In-state	\$ 6.8 million
	Out-of-state	\$ 4.7 million
Commercial Transportation		\$ 5.1 million
Personal Vehicle		\$ 2.5 million
State Motor Pool		\$ 3.7 million
Foreign Travel		\$ 2.2 million
NonEmployee Travel		\$ 8.9 million



# Travel Policy

- Legislature
  - Establishes laws governing travel
- DOA
  - prescribes the policy
- Agencies
  - All state agencies and universities responsible for adhering to the policy and providing effective managerial control



# Policy and Rule Locations

- MCA Title 2 Chapter 18 Part 5
- MOM Policy
  - <http://mom.mt.gov>
- Travel Policy Page
  - <http://sfsd.mt.gov/SAB/EmployeeTravel>
- State Vehicle Use Administrative Rules
  - <http://www.mtrules.org/gateway/Subchapterhome.asp?scn=2%2E6%2E2>





# Director Must Approve

- All out-of-state and foreign travel must be approved prior to travel
- Lodging reimbursement at actual cost (in & out-of state & should be limited)
- Use of personal vehicle (should be limited)



# Agency Policy

- What is the request/approval policy within your agency?
- Who can approve?
- What documentation is required?
- Does in-state travel require preapproval?
- Cannot go beyond state travel statute / policy
  - For ex – paying different meal reimbursement rate



# Travel Policy does not apply to:

- **Commuting costs**
- Travel from your home/headquarters to a location within the same general vicinity
  - Mileage/meal reimbursement may apply
- Food provided at meeting or conference when not in a travel status
- Non-business related expenses



# Travel may also be affected by...

- ▶ State Human Resource policies
- ▶ RMTD/State Motor Pool policies
- ▶ Federal guidelines/policies
- ▶ Labor agreements
- ▶ Other state statutes, ARM, or agency policies



# Meals w/ No Overnight Stay

- **Taxable** to the employee per IRS



# Reimbursement - Payroll System

- More efficient for agency
- More cost-effective for agency
- Additional IRS reporting adjustments not needed
- Required by policy for all non-university employees
- Required by ARM 2.21.3103



# Travel Expense Voucher

- Per statute (MCA 2-18-511)
  - Capacity employee was engaged during day
  - Expense items each day in detail
    - Per diem allowance claimed
    - Transportation fare
    - Mileage
    - Other items
- Per policy
  - Must be filed within 3 months of travel



# ProCard/Gas Card Benefits

- Rebate is deposited in either the General Fund, MUS, or DOT
- ProCard rebate in FY14 to State/MUS was \$1.2 million
- Gas Card Rebate in FY14 to State/MUS was \$266,000





# Use of State PCard

- Required for purchase of:
  - Airline tickets
  - Lodging
  - Out-of-state vehicle rental
- Can also be used for: (at agency discretion)
  - Meals
  - Other travel expenses
  - Other agency expenses



# Lost PCard

- Lost Card
  - Cardholder immediately calls USB 1-800-344-5696
  - Let agency PCard coordinator know
  - New card issued to address on file w/ USB
- Default spending limit on cards is \$5,000



# PCard Policy

- Responsibility of agency for enforcement
- Card is property of state
- Can only be used for state purchases
- Employee responsible for security of card
- Employee responsible for obtaining receipts
  - Must be attached to monthly statement unless
    - Procurement Card Missing Receipt Report attached
- <http://gsd.mt.gov/Agency/creditcardprograms.mcp>



# PCard Employee Agreement

- Employee must sign PCard Agreement
- Personal charges could be misappropriation
- Employee must 1<sup>st</sup> contact vendor to resolve dispute then agency coordinator
  - Cardholder Dispute Form must be filed with USB within 60 days of transaction
- Supervisors must review/sign all employee monthly PCard statements



# Travel Advances

- Should be short-term
- Processed through payroll system
- Should not exceed \$200
- Agencies may use discretion to avoid financial hardships for employees



# MEAL REIMBURSEMENTS

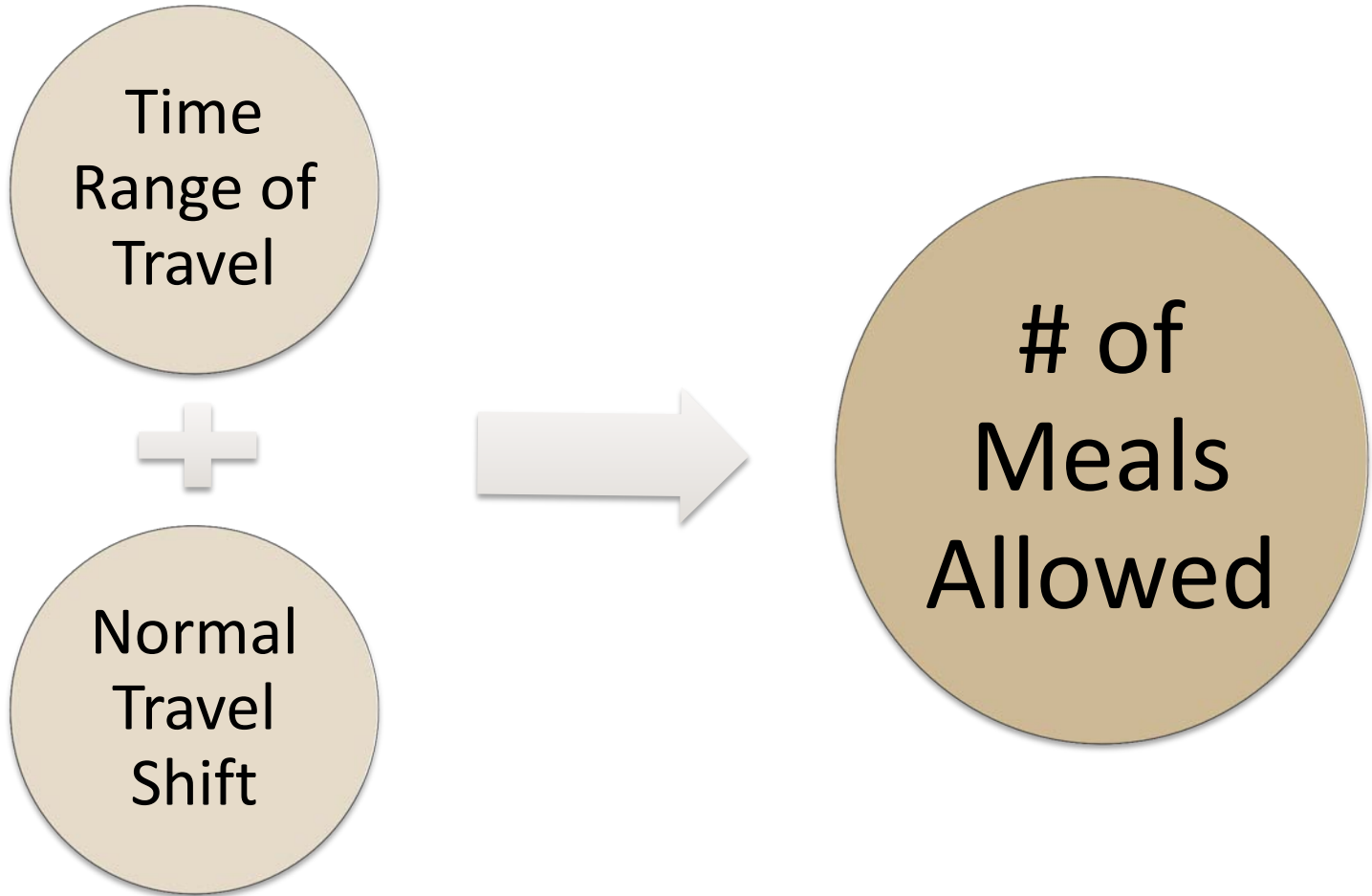


# Meal Reimbursement

- Number of meals allowed depends length and time of travel
- Rates do not vary by location for high-cost locations
  - This applies both in-state or out-of-state
- Employees are not allowed tips/taxes on top of allowed meal reimbursement

# Number of Allowable Meals ....

(Per statute)







# Meal -Travel Time Considerations

- Per statute, MUST be in travel status for **more** than 3 continuous hours within travel time range
- Consider each time range separately



# Meal Allowance Time Ranges

(Per statute)

<b>TIME RANGE</b>	<b>MEAL ALLOWED</b>
12:01 am – 10:00 am	Morning Meal
10:01 am – 3:00 pm	Midday Meal
3:01 pm – midnight	Evening Meal



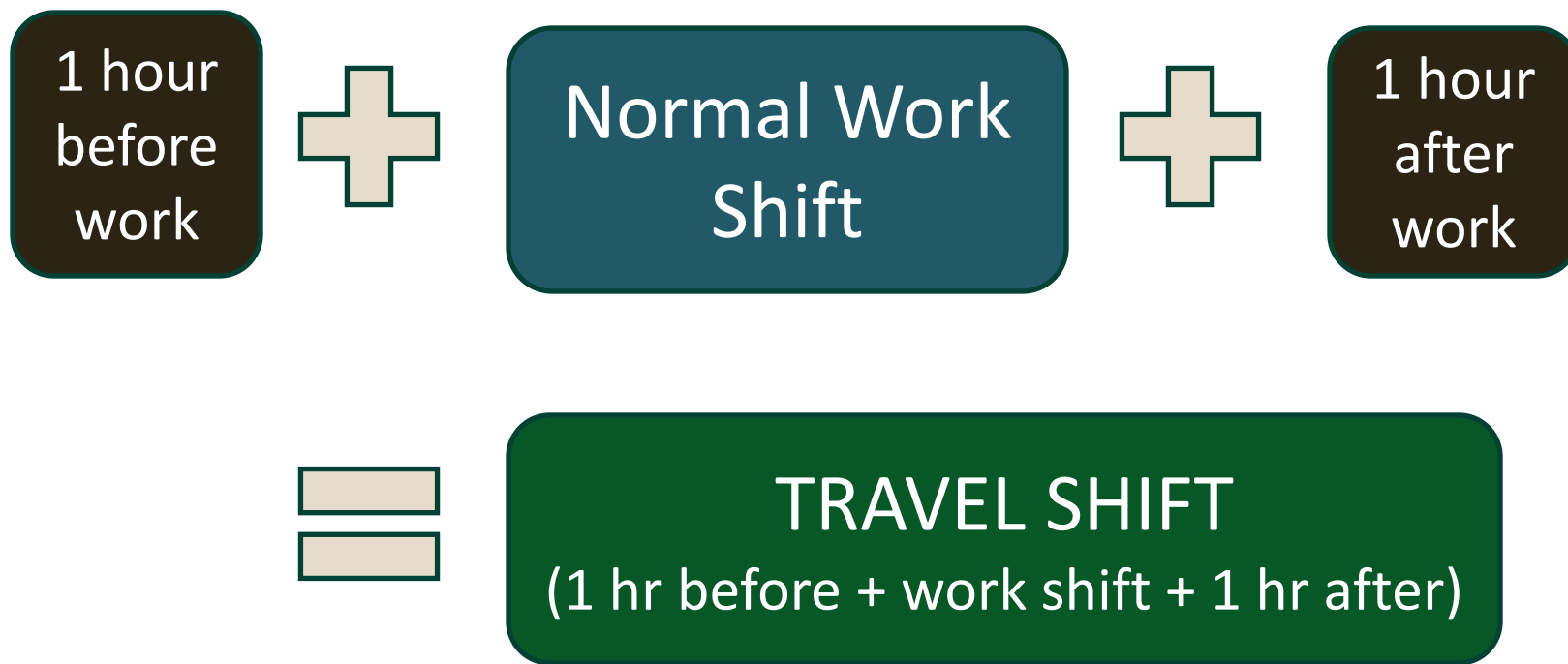
# Travel Shift – For Meals

*(Per statute)*

- Begins one hour before regularly scheduled work shift
- Ends one hour after regularly scheduled work shift
- To extent possible, travel should be within “travel shift” to reduce expenses



# TRAVEL SHIFT





# Meal - Travel Shift Considerations

*Per statute possibly ...*

## **One Meal Allowed when**

- All travel takes place within travel shift

## **Two Meals Allowed when**

- You leave w/in travel shift and return outside of travel shift

OR

- If you leave outside of travel shift and return w/in travel shift



# 3 Possible Meals May be Allowed When...

- Travel is totally outside of travel shift, and
- You are in travel status for more than 3 continuous hours in each segment of the time ranges specified





# In-State vs Out-of-State Rates

(no high-cost rates)

## **In-State** (defined in statute)

Morning	\$ 5.00
Midday	6.00
Dinner	<u>12.00</u>
Total	\$ 23.00

## **Out-of-State** (per statute follows federal standard rate – does not include incidentals)

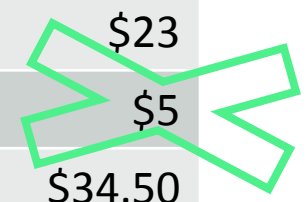
Morning	\$ 7.00
Midday	11.00
Dinner	<u>23.00</u>
Total	\$ 41.00



# GSA Meal/Incidental Exp's –

(High cost rates not allowed)

	Standard Rate
M&IE Total	\$46
Continental Breakfast/ Breakfast	\$7
Lunch	\$11
Dinner	\$23
Incidentals	\$5
First & Last Day of Travel	\$34.50







# In-State vs. Out-of-State Rates

- Generally the geographical location of the lodging facility determines the applicable reimbursement
  - If you stay in-state – in-state rates apply
  - If you stay out-of-state – out-of-state rates apply



# In-State vs. Out-of-State Meals

- When flying to location out of state –
  - You receive out-of-state rates from the time you depart until you return to Montana
    - If a layover for business occurs in Montana, then out-of-state rates do not apply until you leave Montana from the layover point
- When traveling by other means –
  - Geographical location in which you first become eligible for meal allowance determines reimbursement



# In vs. Out-of-State Meals Ex.

- Fly from Helena at 6:00 am to Billings
  - Attend Meeting in Billings
- Depart Billings at 1:45 pm to Minneapolis
- Normal work shift 8 -5 / Travel shift 7 - 6
- Meals Allowed
  - Morning            5.00 (instate)
  - Midday            6.00 (instate)
  - Dinner            23.00 (out of state)



## Meal Reimbursement not allowed when ...

- Normal travel shift was extended to eat
- Meal was included in the cost of a conference
- Meal was provided by the State or other governmental entity
- Full meal included in room rate
- Reimbursement received from 3<sup>rd</sup> party
  - For example, Delta provides meal for travel delays this may replace/reduce allowable per diem depending on amount received



# Meal Reimbursement Ex 1

- Left for meeting in Butte at 6:00 am
- Meeting 7:30 am - 5:15 pm
- Arrived at Helena Motor Pool at 6:30 pm
- Work Shift 8-5 (travel shift 7-6)
- Lunch not provided as part of meeting



# Meal Example #1

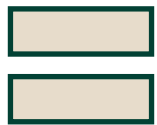
- Morning - YES
  - In travel status for more than 3 hrs. w/in 12:01 am – 10:00 am
- Lunch - YES
  - In travel status for more than 3 hrs. w/in 10:01 am - 3:00 pm
- Dinner - YES
  - In travel status for more than 3 hrs. w/in 3:01 pm – midnight
  - Eligible for all 3 meals as travel totally outside of defined travel shift

# Example 1 cont..

LEAVE

RETURN

**TRAVEL SHIFT**  
(1 hour before + work shift + 1 hour after)



OR



**3 MEALS REIMB**  
(depending on time of travel)



# Meal Reimbursement Ex 2

- Left for meeting in Butte at 7:00 am (Mtg at 8:30)
- Meeting ended at 4:45 pm
- Arrived at Helena Motor Pool at 6:00 pm
- Work Shift 8-5
- Lunch not provided as part of meeting
  - Morning - NO
    - NOT in travel status > 3 hrs w/in 12:01 am - 10:00 am
  - Lunch - YES
    - In travel status for more than 3 hrs w/in 10:01 am to 3:00 pm
  - Dinner - NO
    - NOT in travel status > 3 hrs w/in 3:01 pm to midnight
- All travel took place w/in travel shift and only one meal would be allowed

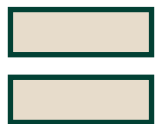


# Example 2 cont..

LEAVE

RETURN

**TRAVEL SHIFT**  
(1 hour before + work shift + 1 hour after)



OR



1 MEAL (depending on time of travel)



# Meal Reimbursement Ex 3

- Left for meeting in Butte at 7:00 am
- Meeting ended at 4:30 pm
- Arrived at Helena Motor Pool at 6:00 pm
- Work Shift 8-5
- Lunch **provided** as part of meeting
  - Morning - NO
    - NOT in travel status > 3 hrs w/in 12:01 am - 10:00 am
  - Lunch - NO
    - In travel status for more than 3 hrs w/in 10:01 am to 3:00 pm
    - However, lunch provided as part of Meeting
  - Dinner - NO
    - NOT in travel status > 3 hrs w/in 3:01 pm to midnight
- All travel took place w/in travel shift and only one meal would be allowed had it not been provided in meeting



# Meal Reimbursement Ex 4

- Left for Butte at 1:00 pm
- Worked until 10:00 pm
- Work shift 8-5
- Arrived at Helena Motor Pool at 11:30 pm
  - Morning - NO
    - NOT in travel status > 3 hrs. w/in 12:01 am - 10:00 am
  - Lunch - NO
    - Not in travel status > 3 hrs. w/in 10:01 am to 3:00 pm
  - Dinner - YES
    - In travel status > 3 hrs. w/in 3:01 pm to midnight

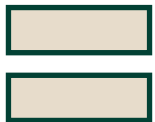
# Example 4 cont..

LEAVE

RETURN

TRAVEL SHIFT

(1 hour before + work shift + 1 hour after)



OR



2 MEALS (depending  
on time of travel)



# Meal Reimbursement Ex 5

- Left for Billings at 6:00 am (4 hrs. travel time)
- Worked until 1:30 pm (Work shift 8-5)
- Stopped to eat in Bozeman on way home
- Arrived at Helena Motor Pool at 6:30 pm
  - Morning - YES
    - In travel status > 3 hrs. w/in 12:01 am - 10:00 am
  - Lunch - YES
    - In travel status > 3 hrs. w/in 10:01 am to 3:00 pm
  - Dinner - NO
    - Would have arrived in Helena at 5:30, if you did not stop to eat and therefore would NOT be in continuous travel status > 3 hrs. w/in 3:01 pm to midnight



# Meals Not In Travel Status

- Travel policy only pertains to employees in travel status
- Meals provided at state training, conferences, or meetings are exempt
- Currently working on MOM policy dealing with non-travel meals



# Ex of Extra Meal Cost at Conference

- Conference is directly related to job
- Breakfast at conference is additional \$35 dollars
- If breakfast program directly related to job - Allowable
- If more social/entertainment – Not Allowable
- No per diem meal reimbursement allowed in either case



# LODGING REIMBURSEMENTS





# Lodging Reimbursement

- Allowable Lodging Rate is before applicable taxes (per statute)
  - In most cases, sales and/or bed taxes will be required to be paid.
  - Each taxing jurisdiction governs how and to whom an exemption is granted.
    - Always have employees ask to have sales/bed taxes waived
    - If not waived, they are allowable travel expenses
  - Utility surcharge or like fees are allowable travel expenses
  - Maid tips are not allowable travel expenses



# Actual Lodging Cost Allowed...

- If approved by Director or Designee:
  - Temp'ly unavailable due to special functions
  - Emergency travel
  - Remote location with limited accommodations w/in 15 mile radius
  - Shortage of available lodging
  - Risk to reg/undercover employee
- Must be approved prior to travel



# Montana High-Cost Areas

<i>COUNTY</i>	<i>SELECT DESTINATIONS</i>
GALLATIN	BIG SKY / W YELLOWSTONE
SILVER BOW	BUTTE
DAWSON / RICHLAND	GLENDIVE / SIDNEY
LEWIS & CLARK	HELENA
MISSOULA / LAKE / FLATHEAD	MISSOULA / POLSON / KALISPELL

# Per Diem Rates

Rates are set by fiscal year, effective October 1. Find current rates in the continental United States ("CONUS Rates") by searching below with city and state (or ZIP code), or by clicking on the map. Find previous rates by selecting year in the pulldown and clicking on the map.


**SEARCH BY CITY, STATE OR ZIP CODE (current fiscal year)**

Enter your city  OR Enter your ZIP Code  **FIND PER DIEM RATES**

Select a State

**SEARCH BY STATE**

Find Rates for: **Fiscal Year 2013 (Current Year)**



The Department of Defense sets for rates for Alaska, Hawaii, U.S. Territories, and Possessions (OCONUS rates.) [Visit DoD Site >](#)

The State Department sets Foreign rates. [Visit State Dept Site >](#)

# Lodging Reimbursement

- ALWAYS ASK FOR THE BEST RATE
  - For example:
    - The State rate is \$83 (as of October 1, 2014) unless HCA
    - However the hotel is offering their rooms at \$55 to all other travelers
    - The hotels are not required to charge the state the \$83 rate (as some claim they are)
    - The state will gladly accept a lower rate





# Original Lodging Receipt Required

- Original lodging receipt must be attached to either
  - Travel Expense Voucher
  - PCard Statement (if applicable)
- Copy can be attached to other
- Credit Card receipts not acceptable



# Non-Receiptable Lodging Reimbursement allowed....

- If an employee stays in a non-receiptable facility
  - Such as with friends or family
- Or fails to obtain a receipt
- Statutorily eligible for \$12/night lodging reimbursement
  - Not allowed if 3<sup>rd</sup> party responsible for



# Foreign Travel

- Per statute, employees must submit receipts for both foreign meals/lodging to receive reimbursement up to the daily maximum established by US Dept. of State (actual)
  - If no receipts, \$36/day for meals
- Agencies need to submit to RMTD, completed foreign insurance applications if you have employees traveling outside of US, Puerto Rico or Canada





# VEHICLE USE / REIMBURSEMENTS



# Vehicle Use

- Use State Motor Pool whenever possible
- Compare mileage reimbursement to Motor Pool charges or State car rental contracts rates
- Actual map miles are allowed



# Mileage Reimbursement Rates

(Per statute as of January 1, 2014)

- Standard Rate
  - .27/mile
    - Defined as a % of IRS standard rate
- High Rate
  - .57 (  $0 \leq 1000$  miles/month)
    - Equal to IRS standard rate
    - Per IRS, applies equally to cars, vans, pickup and paneled trucks
- Low Rate
  - .54/mile (  $> 1000$  miles/month)



# Standard Mileage Reimbursement

- If authorized to use personal vehicle
- Per statute reimburse using standard rate
  - Unless qualify for high rate
- Calculated at percentage of IRS rate
  - Defined by statute at 48.15%



# Per statute High Rate to be used when:

- State car not available **OR**
  - Includes either motor pool, state-owned or leased vehicle
- Personal vehicle is in the state's best interest **OR**
- Legislators and members of the general public on official state business



# Other Standard Rate Exemptions

- Specifically authorized at high rate
  - Members of boards, commissions, committees, or advisory councils unless related to state employment
  - Employees driving 25 miles or less in any calendar day
  - **If one of the high rate conditions are not met, you must reimburse for mileage at the standard rate.**



# State Vehicle Use Rules

- ▶ ARM 2.6.201 – 2.6.214
- ▶ Applies to both motor pool and state leased vehicles
- ▶ Vehicle must be used for state business or:
  - To obtain food, lodging, or medical service
  - For non-work time activities if within 30 miles of lodging facility
  - Can be parked at residence overnight



# State Vehicle Use Rules (cont.)

- Only employees are allowed in vehicles
- Must obey all traffic laws
- Employees can be suspended or terminated for State Vehicle Use rules violation
- State doesn't reimburse for speeding tickets or parking fines





# Authorized Passengers

- State employee conducting state business
- Non-state employee
  - Independent contractor conducting business on behalf of state
  - Aide rendering assistance to disabled state employee
  - Guest/client of state if participating/providing benefit to conduct of state
  - Nursing infant if parent is an authorized user
  - Any exception must be granted in writing by RMTD
  - Not covered by insurance unless allowed per state vehicle use policy



# Car Rental

- ▶ Agencies should not pay for insurance.
- ▶ Employees are covered under state policy.
- ▶ Additional coverage is provided when PCard is used.
- ▶ Same vehicle usage rules apply as for any state vehicle.
- ▶ Non-employees not covered unless allowed per state vehicle use policy



# Car Rentals Contracts

- State Motor Pool and DOA entered into contracts to supply vehicle needs for state employees
  - Enterprise
  - Hertz
  
- Can be used for in-state or out-of-state travel.



# Car Rental Contract Links

- <http://www.aboutwsca.org/contract.cfm/contract/w27-2009>
- <http://www.aboutwsca.org/content.cfm/id/enterpriseinternationalnvr>
- <http://www.aboutwsca.org/content.cfm/id/hertznvr>



# TRAVEL TIME



# Personal Time Combined with Travel Time - Allowed

- Employee can combine personal time with travel for state business purposes. (at agency discretion)
  - Employee goes to location early
  - Employee stays late
  - Should receive approval in advance from supervisor



# Personal Time Combined with Travel Time (cont..)

- Employee MUST show what cost would have been without personal time versus w/ personal time
  - Reimbursement only allowed for business associated expenses
- Employee MUST show what travel time would have been without personal time versus w/ personal time
  - Time not to be earned for personal time (employee must take vacation/comp)



# Personal Time Combined with Travel Time (cont..)

- Can use State P-Card to purchase airline ticket with personal time included with a trip for state business purpose
  - If additional expenses, then employee must reduce reimbursement or pay state for difference on travel expense voucher





# Personal Time Combined with Travel Time (cont..)

- Employee can have another person stay in hotel room with them
  - If additional expenses, then employee must reduce/pay state for difference on travel expense voucher



# Special In-Lieu Allowances

- Agency can allow transportation reimbursement/time up to the most economical/efficient method
  - For ex – driving vs. flying to Seattle
- Remaining travel cost/time would be employees personal responsibility



# Special In-Lieu Example

- Flying to Seattle
  - Cost \$300
  - Travel Time 5 hrs. at \$25/hr. =  $\$125 * 2 = 250$
  
- Driving to Seattle
  - 600 Miles at Standard Reimb =  $\$320 * 2 = 640$
  - Travel Time 10 hrs. at \$25/hr. =  $\$250 * 2 = 500$



# Special In-Lieu Ex (cont..)

- The agency could permit the employee to take their personal car vs. flying to Seattle
  - Employee wants to go with another person
- Agency would only allow reimb of \$300
- Employee only earning 5 hrs. of time each way



# Voluntary Bumping

- Employees can take advantage of being “voluntarily” bumped AS LONG AS it does not interfere with state business
- Can keep free or discounted ticket for personal use
- Extra time is considered personal time
- Not entitled to meal/lodging reimbursement for extra time



# Vol Bumping Reimbursement Ex.

- Schd to return to HLN from Denver
- Schd to arrive in HLN at 3:00 pm
- 1 hr. to get luggage and return home
- Agree to take later flight
- No meal voucher received from airline
- Arrives in HLN at 11:00 pm



# Vol Bumping Reimbursement Ex.

- Time earned would only be until 4:00pm  
Regularly scheduled arrival time plus reasonable time to get luggage and return home.
- Dinner not allowed as reimbursement  
Based on only earning time until 4:00pm, not considered to be in travel mode for > 3 hrs during evening meal time range.



# Involuntary Bumping

- May be Entitled to lodging and meal reimbursement
- If vouchers are provided, employee is eligible for reimbursement at the difference between the actual cost of lodging and state per diem and the value of the vouchers received
- Considered to be on duty for actual flying or time to/from and while at airport





# InVol Bumping Reimbursement Ex.

- Attended mtg from 8 – 12 in WV on Wed
- Schd to depart from WV on Wed at 2:00pm
- Airline paid lodging in WV on Wed based on mechanical problems
- Arrived back at hotel in WV at 3:00pm on Wed
- Recd meal voucher from airline for \$7.00
- Left hotel in WV at 8:00 am on Thurs to depart at 9:30 am (EST)
- Arrived in Helena at 4:00 pm (EST)
- Got luggage and returned home at 5:00 pm (EST)



# InVol Bumping Reimbursement Ex.

- Time Earned

Wed – 7 hrs. 8:00 – 3:00

Thurs – 9 hrs. 8:00 – 5:00

- Meals Earned

Wed - \$41 less \$7 voucher received from airline

Thurs - \$18 (not in travel status for > 3 hrs. for evening meal)

- Lodging

Wed – Cannot claim even non-receiptable



# OTHER TRAVEL POLICY ISSUES



# Prior to reimbursement...

- Ask questions of employees
- Consider the reasonableness of the travel time claimed in relation to the average
  - Distance per mileage calculator
  - Were there bad roads/construction
- Impacts
  - Travel time allowed
  - Meal reimbursements allowed



# Consider before approval ...

- Was pre-authorization required / received
- Meals provided
  - Included in conference registration
  - Lodging facility
- Reasonableness of ground transportation
  - Car rental and Cost to park at lodging facility
  - Reasonable taxi/mass transit costs



# Guidelines agencies need...

- Who can approve travel requests or reimbursements?
- What type of documentation is required with requests?
  - How many hotels need to be called to ensure that “best” rate is found?
  - Does your agency approver need to see proof of price comparisons?
- What is needed with travel expense reimbs?



# Other things not covered...

- Do we cover the cost while you are in the office?
- Why would we cover the cost when you are not in the office?
  - No reimbursement is allowed for child care if employee is traveling
  - No reimbursement is allowed for boarding of pets while employee is traveling



# Commercial Air Travel

- Per statute (MCA 2-18-501(9))
- Must be by the least expensive class service available
- Thus, upgrades to business class or roomier rows not allowed





# Miscellaneous Expenses

## Per Policy

- Must be business related and incurred when traveling
  - For Ex – Luggage Charges, Taxi Fares including Tips, Business Faxes
- If = to or > \$25, must be supported by receipt
- ***Meal tips and meal taxes are specifically NOT allowed as miscellaneous expenses***
  - Employees are just allowed per diem amount

# Travel Benefits of Using PCard

- Traveler's Insurance
- Auto Rental Insurance
- Secondary Baggage Insurance
- Travel and Emergency Services
- Lost Luggage Assistance





# Traveler's Insurance

- \$500,000 in Common Carrier Travel Accident Insurance
- Primary coverage, protecting against losses caused by (a) a common carrier accident, or (b) an accident incurred on the way to or from the terminal in a common carrier (i.e., taxi, bus, or airport limousine),
- Ticket charged on Corporate Card



# Auto Rental Insurance

- Collision, theft, vandalism, appraisal fees, and loss of use when the rental is paid with the Contractor's Corporate Card
- Can apply to US travel or overseas



# Secondary Baggage Insurance

- Cardholder eligible up to \$1,250 coverage
- When common carrier ticket is purchased with Corporate Card
- Individual can receive reimbursement for cost of replacement of luggage/contents
- Reimbursement is made only if common carrier makes a monetary reimbursement, not for other consideration



# Travel and Emergency Services

- The Contractor provides Cardholders around the world toll-free, around-the-clock access to travel and emergency services through the Visa Assistance Center (VAC)
  - 1-800-VISA-911 domestic;
  - 1-410-581-9994 worldwide collect.



# Lost Luggage Assistance

- The Cardholder may receive immediate shipment of replacement items, a cash advance required as a result of the loss of luggage, and claims assistance when luggage is lost while traveling and the carrier is unable to locate it. (Note: this is not lost luggage insurance.)



# Other Useful Travel Links

- MINE Homepage/Services Tab
  - State Per Diem Lodging
    - List from Dept of Commerce based on annual survey
    - Includes details on hotels accepting state rate
  - State Motor Pool Reservations
- GSA Per Diem Rate
  - Standard/High-Cost Areas for each state
  - <http://www.gsa.gov/portal/category/21287>





# Questions

## Montana Department of Administration

### State Accounting Help Desk

- (406)444-4681
- [SAccounting@mt.gov](mailto:SAccounting@mt.gov)

### Logan Nordahl

- (406)444-4669
- [LNordahl2@mt.gov](mailto:LNordahl2@mt.gov)

