

CAS Travel Manual

December 2020

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# Travel Manual Statement

CAS is committed to providing the highest level of support service to each of the NSF funded operating centers and continually strives to communicate important information and define uniform procedures and best business practices.

As part of this ongoing commitment, CAS has prepared a Travel Manual for AURA Employees, Board/Committee Members and Affiliates to provide travelers with a comprehensive guide for understanding travel policies, government rules and regulations, and reimbursements under government contracts and cooperative agreements. This manual is intended for employees who travel in the interest of AURA, and for the supervisory and administrative personnel who authorize travel or approve reimbursement of travel-related expenses.

The information in this manual will serve as an effective communication tool and provide insight into AURA’s travel policy to ensure consistency within NSF funded centers. This manual provides specific instructions about how travel requests are processed from the initial planning stages and on how to correctly classify travel expenses and reimbursements.

This manual does not replace AURA’s travel policy. Instead, it serves as a resource guide and its main purpose is to maintain consistency among all of AURA- operated NSF funded centers and to comply with all applicable Agency rules and Federal regulations.

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## AURA Authorized Travelers

As an NSF Awardee, AURA develops and manages world-class observatories and other astronomical facilities throughout the world for the benefit of the Federal government and the astronomical community. AURA’s mission is “to promote excellence in astronomical research by providing access to information about the universe from state-of-the-art facilities, surveys, and archives.” To perform these activities and to achieve its mission, both domestic and international travel by AURA employees and others becomes necessary.

AURA authorized travelers include: AURA employees, AURA Board members, AURA committee members and invited guests. All AURA authorized travelers whose travel is being paid for by AURA must follow the same process: a Travel Requisition (TR) must be submitted for management approval through Reqless—the automated purchasing and travel system—prior to making any travel reservations—and the traveler must submit a corresponding Travel Expense report (TER) upon completion of travel.

## Travel Safety

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

1. Travel safety and travel advisory alerts

Prior to traveling, travelers should be aware of health precautions and travel alerts. The following links have been provided to advise the traveler of safety alerts:

Center for Disease Control

<http://wwwnc.cdc.gov/travel/destinations/list>

Travel Alerts and Travel Warnings: <http://travel.state.gov/content/passports/english/alertswarnings.html>

## AURA-Approved Travel Expenses

Official travel is defined as any travel by an employee or authorized traveler who is traveling more than 50 miles from his or her assigned location who is conducting business for authorized purposes. Travel reimbursement for food and lodging is only for travel more than 50 miles from the employee's assigned location. Employees and authorized travelers must include a meeting agenda or travel summary with their TER.

AURA’s Travel Policy outlines the allowable, reimbursable expenses when traveling 50 or more miles from the employee’s assigned location:

* 1. Meals & Incidental Expenses
  2. Conference Fees (agenda is required)
  3. Lodging
  4. Commercial Transportation
  5. Mileage
  6. Rental Vehicles

AURA’s Travel Reimbursement Policy can be found at: [AURA’S Travel Reimbursement Policy](http://www.aura-astronomy.org/about/policies/Section%20B/B19)%20B-XIX-Reimbursement%20for%20Travel%20Expenses.pdf).

## Domestic or Foreign Air Travel for US-based Staff

Whether traveling within domestic or foreign regions, US-based airline travelers must meet Transportation Security Administration identification requirements as well as requirements for the airline on which they are flying. In addition to the passport requirement for foreign travel, some countries require a visa to enter their country.

1. Domestic Travel – Acceptable forms of identification
   1. Photo identification card issued at the state or federal level such as: driver's license or state issued identity card, military ID or passport.

For information regarding acceptable forms of identification, click on the link below: <http://www.tsa.gov/traveler-information/acceptable-ids>

1. Foreign Travel
   1. Passport – Travelers who fly internationally require a valid passport.

Note: Some countries may allow travelers to enter with only a birth certificate, or with a birth certificate and a driver’s license, but all persons, including U.S. citizens, traveling by air, must present a valid passport to re-enter the United States. Travelers should pay close attention to passports due to expire within six months of the travel date; some countries require that the traveler have a passport valid for at least six months from the traveler’s return date to either enter or exit their country.

* 1. If you are traveling internationally with laptops, cellular phones, or digital storage devices, refer to **Section XIII Export Compliance** for specific instructions concerning travel risks, safety requirements, and acknowledgements prior to purchasing travel

For more information regarding U.S. Passports and International Travel, click on the link below: <https://travel.state.gov/content/passports/en/passports.html>

For information regarding the country you will be visiting, click on the link below: <http://travel.state.gov/content/passports/english/country.html>

For information regarding emergency assistance while traveling abroad, click on the link below: <http://travel.state.gov/content/passports/english/emergencies.html>

## Per Diem and Travel Advances

The traveler is responsible for estimating the costs of the trip and must also comply with the appropriate funding agency rules and regulations. Travelers who travel on behalf of AURA, **and who have obtained prior management approval**, may proceed with the planning of their trip. Travelers are encouraged to give thoughtful consideration regarding all travel expenditures. Travel expenditures are carefully reviewed, then authorized by a Supervisor. Travelers may request a travel advance and must also follow U.S. or Foreign Per Diem regulations to be reimbursed for these expenses.

1. Per Diem

Per Diem is a term used for Meals and Incidental Expenses (M&IE). Per Diem is determined by the working (not lodging) location the traveler is traveling to (this should also be the destination listed on the TER) and is meant to cover the cost of meals and incidental expenses (e.g. gratuities, personal telephone calls, transportation between place of lodging and restaurants, laundry and dry cleaning of clothes for travel lasting less than five days). All travelers seeking reimbursement for Meals and Incidental Expenses (M & IE) are responsible for adhering to U.S. regulations when requesting reimbursement of travel related expenses. Per diem rates must be accurately recorded (daily) using a TER. On the first and last day of travel, reimbursement is limited to 75% of the daily per diem rate.

### Example: The total amount of your daily per diem is $46. On the first and last days of your travel, your per diem would be $34.50 (75% of $46).

Many hotels offer breakfast as part of the hotel stay. If the hotel offers a breakfast **(full or continental)**, per diem cost allowance for breakfast is to be deducted on the TER form.

If a traveler has meals provided as part of a conference or meeting, the per diem allowance for that meal must be deducted on the TER.

NOTE: If the traveler chooses to claim less than the authorized per diem in order to save money for their Center, the per diem rates must be reduced by the designated rates for meals. They cannot be reduced by any other amounts. ***All optional deductions must be accompanied by a written explanation of the reduction.***

***Example: If your allowable per diem for the day is $59.00 and you desire to request a decreased amount, you can subtract one or more of the allotted meal costs.***

***$59.00 - $13.00 (breakfast) = $46***

***$59.00 - $15.00 (lunch) = $44***

***$59 - $13 - $15(breakfast and lunch) = $31***

***or any combination of decrements***

U.S. Per Diem Rates are found at: <https://www.gsa.gov/travel-resources>

Breakdown of Meals is found at: <https://www.gsa.gov/travel/plan-book/per-diem-rates/mie-breakdown>

Hawaii and Alaska Per Diem Rates are found at: [http://www.defensetravel.dod.mil/site/perdiemCalc.cfm](http://www.defensetravel.dod.mil/site/perdiemCalc.cfm%20) (this is a safe site)

Breakdown of Meals for Hawaii and Alaska is found at: <https://aoprals.state.gov/content.asp?content_id=114&menu_id=75>

Non-US Locations Per Diem Rates: <https://aoprals.state.gov/content.asp?content_id=184&menu_id=78>

Breakdown of Meals for non-US Locations is found at: <https://aoprals.state.gov/content.asp?content_id=114&menu_id=75>

1. Travel Advances

AURA provides travel advances for out-of-pocket travel expenses. Travel advances should not exceed the requested per diem allowance. To ensure timely processing of a travel advance, all travel advances must be requested no later than 30 days prior to the expected travel date. An agenda should be included (if available) when requesting a travel advance.

* 1. Travel advance payments are paid as scheduled:
* Domestic Travel Advances are paid one week prior to departure date.
* Foreign Travel Advances are paid two weeks prior to the departure date.

Travel advances requested less than 30 days from the departure date may result in a delay in processing a check request. Travel advance checks are processed weekly on Thursdays.

* 1. Repayment of Travel Advances

Travelers who have received a travel advance must submit a TER within 10 days of the traveler’s return date. If the amount advanced exceeded the travel expense, the excess amount must be paid to AURA within 10 days of the traveler’s return, and should be indicated in the TER.

## Expense Considerations: Allowable vs. Unallowable Expenses

The Federal Government has clearly defined the rules concerning allowable and unallowable costs when using federal funds. Allowable expenses include meals and incidentals (M & IE), conference and registration fees, airfare, hotel, and auto rental expenses. However, there are certain items that cannot be claimed for reimbursement and fall under “unallowable” expenses.

Unallowable expenses include:

* Travel Insurance
* Entertainment expenses
* Alcoholic beverages
* Goods and services for personal use
* Rental car add-ons:
  + GPS (Except for foreign travelers)
  + Satellite Radio
* Towing due to the traveler’s negligence
* Fines for parking or traffic violations
* Fees incurred to cover property damage due to the traveler’s negligence
* Loss of personal property
* Travel costs between the home and the official place of work
* Personal telephone calls and non-business Internet service
* Seat upgrades—unless the traveler has a medical exception on file with Human Resources listing special accommodations, or certain extenuating circumstances (contact HR for details)
* Hotel incidentals such as movie rentals
* TSA Pre-Check and CBO Global Entry fees
* Fees for Early Bird Check In or Airline Change Fees related to non-business-related flight changes.
* Costs of procuring or renewing a passport
* Long term immigration visa costs
* Some rental car insurance (see section VIII)

Refer to the [Allowable & Unallowable Cost Categories](http://auracas.aura-astronomy.org/sites/default/files/Travel%20Revised%20Unallowable%20Cost%20Policy.pdf) for Federal Funds chart for detailed information regarding allowable and unallowable expenses.

NOTE: All questions regarding allowable vs. unallowable purchases should be directed to the Procurement Manager prior to submitting a TER.

## Deviations for Personal Travel

Occasionally, the traveler may deviate from the business-authorized location or add personal days to his or her trip. All personal travel deviations require authorization from the traveler’s supervisor. The traveler must complete a Travel Requisition in Reqless and document the deviation by taking the following steps:

1. The traveler is required to obtain approval from management for all trip deviations and include this information on her TR and TER.
2. The traveler is responsible for providing comparable airfare and/or hotel rates. The traveler must calculate costs that are comparable and must include the cost difference for the deviation of the trip and provide data to include:
3. Comparisons using the same dates of travel from the original point of origin to the business destination.
4. Comparisons using the same dates of travel from the original point of origin to the deviation destination.

To calculate cost comparisons that are required to be submitted with the TER, the traveler can search the Internet using various travel websites such as airline sites, Concur, Expedia, etc.

1. The traveler is required to deduct the difference in cost for the deviation and provide an explanation of the trip with and without the deviation, and include these calculations as part of the TER.

## Travel Insurance

All travelers whose travel is funded by federal funds, and who travel on behalf of AURA, are covered under various travel insurance and auto insurance policies while traveling domestically or internationally. Travelers are expected to act responsibly while traveling on business. AURA will not be responsible for any fees or penalties resulting in negligent or willful acts caused by the traveler. Travelers should review [AURA's Travel Reimbursement Policy](http://auracas.aura-astronomy.org/sites/default/files/B19%29%20B-XIX-Reimbursement%20for%20Travel%20Expenses.pdf) prior to planning their trip.

## Vendor Resources

AURA has established relationships with certain airline and hotel vendors to benefit the traveler in obtaining the best pricing, value and service. Using an AURA-preferred vendor will allow the traveler easier access to account and insurance information. A list of preferred vendors and vendor codes can be found in [Reqless.](https://cas.aura-astronomy.org/Reqless/en-US/Travel/TravelLinks)

1. Airfare Vendors:

AURA has partnered with the airline vendors listed below for business travel rewards programs that benefit both AURA and the traveler. Each vendor has a rewards number that should be used each time airfare is purchased. This information can be found in [Reqless](https://cas.aura-astronomy.org/Reqless/Account/Login?ReturnUrl=%2fReqless).

Vendors include:

* + - American Airlines
    - United Airlines
    - Southwest Airlines

1. Hotel Vendors:

AURA has negotiated rates with certain hotel vendors for special rates in Tucson. A list of approved vendors can be found in [Reqless](https://cas.aura-astronomy.org/Reqless/Account/Login?ReturnUrl=%2fReqless) in the Travel tab —Travel Links.

1. Auto Rentals

AURA has negotiated rates with the vendors listed below for special rates. The traveler must have a valid driver’s license without restrictions prior to renting a vehicle.

AURA encourages the use of the following vendors:

* + - Enterprise – direct bill available
    - National – direct bill available
    - AVIS - traveler must pay at time of rental

1. AURA’s Travel Agency:

Travel arrangements may be made through AURA’s travel agency, Teplis, either via the Concur website or via telephone at (insert Teplis phone number). Travel cannot be billed to the AURA account until the TR has been approved.

1. Use of Personal Vehicles:

On occasion, AURA employees may use their own personal vehicles to reach a remote location, to transport equipment required to complete a project, or for other various reasons. Employees who require the use of a personal vehicle for business purposes are required to obtain prior approval from his or her supervisor. Personal vehicles are not covered under AURA’s insurance policy and without prior approval, the employees themselves are not covered under the AURA insurance policy. Center vehicles should be used whenever possible—using a center vehicle or renting a vehicle will ensure that the traveler is always covered under AURA’s insurance policy.

## Fly America Act

As a recipient of National Science Foundation funding, AURA is required to comply with the terms of the Fly America Act.  This law requires AURA employees and others working on NSF funded projects and flying at the government’s expense to use US air flag carriers or “code-share carriers” for international travel to, from, between or within a country other than the U.S.  Exceptions to this rule include the following:

* When use of a foreign air carrier is deemed a matter of necessity. Use of a foreign air carrier is necessary when:
* A US carrier cannot provide air transportation;
* For medical reasons, it is necessary to reduce the number of changes and possible delays;
* The FAA has issued a travel advisory for the destination (the sponsor must approve this exception); or
* A coach class seat is not available on a U.S. carrier.
* The transportation is provided under a bilateral or multilateral air transportation agreement which the U.S. Department of Transportation has determined meets the Fly America Act requirements.  Currently, the U.S. has four bilateral/multilateral Open Skies Agreements in effect which qualify as an exception to the Fly America Act:
* U.S. Government & the European Union, as amended
* U.S.-Australia Open Skies
* U.S.-Switzerland Transport Agreement
* U.S.-Japan
* No U.S. Flag air carrier provides service on a particular leg of the route—in which case a foreign air carrier service can be used, but only to or from the nearest interchange point on a usually traveled route to connect with the U.S. Flag air carrier service.
* A US flag air carrier involuntarily reroutes your travel on a foreign air carrier.
* Service on a foreign air carrier would be 3 hours or less and use of the U.S. flag air carrier would at least double your en route travel time.
* When the costs of transportation are reimbursed in full by a third party such as a foreign government, international agency or other organization.
* For Travel between U.S. & a foreign Country on non-European Community airlines when:
* Nonstop or direct service on a U.S. air carrier would extend travel time by more than 24 hours.
* Non-direct service on a U.S. air carrier would (i) increase aircraft changes by 2 or more; (ii) extend travel time by 6 hours or more; or (iii) require a lay-over of 4 hours or more at an overseas interchange point.
* For Travel between 2 points outside the U.S. on non-European Community airlines when:
* Use of a U.S. carrier between 2 points outside the U.S. would (i) increase aircraft changes by 2 or more; (ii) extend travel time by 6 hours or more or require a connecting time of 4 hours or more at an overseas interchange point.
* Short distance travel on a foreign carrier is allowed when the time en route is less than 3 hours and use of a US carrier would double the en route travel time.

Code-sharing agreements between a U.S. air carrier and a foreign air carrier comply with the Fly America Act regulations. The ticket or documentation for an electronic ticket must identify the U.S. Carrier’s designator code and flight number generally stated:  “U.S. Air Carrier Flight # XXXX Operated by Foreign Air Carrier.”  For example:

**Allowable:**  American Airlines (AA) 1234 operated by Qantas Airways (QF) 4321

**Unallowable:**  QF 4321 operated by AA 1234.

For more detailed information on the Fly America Act and its exemptions, see the following link to the GSA regulations 301-10.131 through 301-10.143 which provides information on the  [Fly America Act in a Question/Answer](https://www.ecfr.gov/cgi-bin/text-idx?SID=52160a32df177d5bae1f8c3725606d84&node=pt41.4.301_610&rgn=div5%23sg41.4.301_610_1125.sg2) format.

## Official Travel Request

All AURA-Authorized travel requires prior authorization via the Reqless Travel Request system. An official authorization of the trip must be obtained prior to booking travel. The following information is required to initiate a travel request and obtain approval:

* 1. Travel agenda
  2. Travel dates
  3. Account to be charged

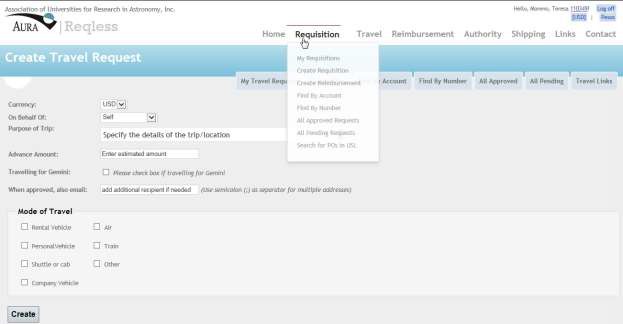
To initiate a Travel Request in Reqless, take the following steps:

**Step One:** Access [Reqless](https://cas.aura-astronomy.org/Reqless/Account/Login?ReturnUrl=%2fReqless%2fen-US)

**Step Two:** Upon the submission of the Travel Requisition (TR) in Reqless, the traveler is required to record estimated travel expenses.

NOTE: Gemini and LSST have Travel Coordinators who book travel for their employees and affiliates traveling on behalf of AURA. The Travel Coordinators are responsible for reviewing the TR and TER.

**Enter Account Number  
and Expense Code**

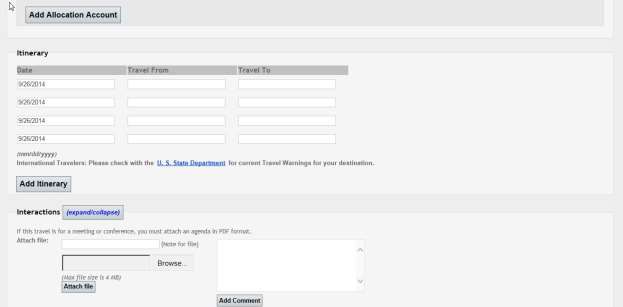
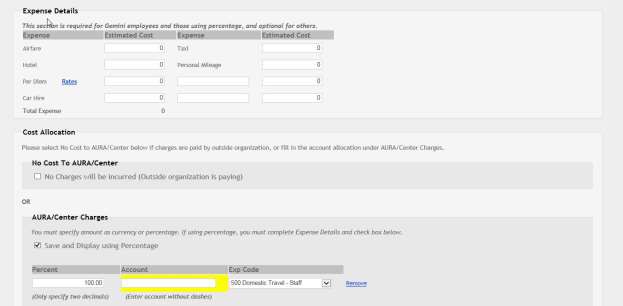


**Select options that apply**

**Click on “Create”**

**Enter the estimated amount**

**Click on “Create Requisition”**



**Enter the correct dates: If there is a deviation in the trip, those dates are required.**

**The travel destination listed here will be used when calculating per diem rate.**

**Attach a copy of your itinerary**

**Enter comments: If there is a deviation in the trip, enter the details here.**

Upon submission of the online request, an email is generated to the traveler or Travel Coordinator (Gemini and LSST only) and the traveler’s time card and budget approver for further approval.

## Documenting Expenses

Travelers must carefully document expenses upon their return from the trip using the TER, which is accessed and submitted through [Reqless.](https://cas.aura-astronomy.org/Reqless/Account/Login?ReturnUrl=%2fReqless) A CAS Travel Accounting Specialist will carefully review travel expenses to ensure that the costs were reasonable and allowable. The traveler should be aware of deadlines for reimbursements and must provide required receipts. Prior to submitting a TER, the traveler must be aware of AURA’s reimbursement guidelines, which will help facilitate the reimbursement process:

1. Deadlines

Upon returning from his or her trip, there are deadlines that the traveler should be aware of to receive reimbursement of expenses in a timely manner.

* + 10 Day Deadline –Travel Advance reporting, and employee must return unused funds
  + 60 Day Deadline – Per AURA Policy, TERs are due within 60 days of the return date of travel. Travel Requisitions will be closed after 60 days and any reimbursement requests after this require a new TR approved by the timecard approver and budget approver. All reimbursements after the 60-day deadline will be reported as taxable income.

Detailed information can be found in the [Accountable Plan Reporting](http://www.aura-astronomy.org/about/policies/Section%20B/B19)%20B-XIX-Accountable%20Plan%20Memo.pdf) memo.

1. Date changes

If you return earlier or later than what you reported on your TR, you must include a comment on your TER with an explanation of date changes. Airline Change Fees related to non-business-related flight changes are the responsibility of the traveler. Documentation for all business-related Airline Change Fees must be provided.

1. Receipts and Recording Expenses on the TER

Scanned copies of detailed receipts are accepted for reimbursements; the original receipt must be available for audit purposes. The traveler is required to keep a record of the original receipt for a period of three years. Occasionally, receipts may not be available upon the submission of the TER. In these cases, a missing receipt form (accessible through the TER form) must be submitted for the expense.

1. Currency Conversions

The traveler is required to submit all reimbursements in U.S. Dollars. If travel occurred outside of the United States, the traveler is required to submit a copy of the currency conversion rate within the dates during which he or she traveled.

This information can be found online at: <http://www.oanda.com/currency/converter>

1. Travel Notices
2. Travel Advance Notices – If you received a travel advance you will begin receiving reminder notices 5 days after the return date and weekly thereafter until the TER is submitted.
3. TER Notices – If you did not receive a travel advance, you will begin receiving reminder notices 20 days after the return date of the travel and weekly thereafter.

If there are any direct charges made to the corporate American Express card, e.g. airfare, you will continue to receive reminder emails for up to 60 days due to the timing of invoice receipts and reconciliations. If you have already submitted your final TER, you may disregard these notices.

1. Reimbursement Checks

Travel Expense Reports must be submitted by 12:00pm (noon) on Tuesday to receive a reimbursement check on Thursday.

NOTE: Please be aware that these deadlines may be affected during holidays.

The travelers with a U.S. bank account may receive reimbursement via [direct deposit](https://auraastronomy-my.sharepoint.com/personal/cbrown_aura-astronomy_org/Documents/User's%20Manuals/Authorization%20for%20Direct%20deposit.pdf) or a paper check. Travelers without a U.S. bank account may receive via payroll.

## Export Compliance (For international travelers)

AURA makes every effort to ensure that international travelers are aware of any International Traffic in Arms Regulations (ITAR) or Export Administration Regulations (EAR) (collectively referred to as “export control regulations”) and the risks that are associated with traveling abroad. AURA employees are responsible for complying with all export laws and regulations.

The export of items, technology, commercial software, and encryption code is subject to the export control regulations; this includes laptops, PDAs, cellular phones, and digital storage devices. AURA takes appropriate measures to ensure that travelers comply with federal laws concerning the lawful exporting and/or re-exporting of digital devices, technology, and commercial software. Before traveling abroad, the traveler should be aware of the destination country’s laws regarding the appropriate methods of transporting items (laptops, PDAs, cellular phones and digital storage devices) for business or personal use.

1. Safety websites

AURA travelers are strongly encouraged to visit the following websites prior to traveling:

* 1. US Department of State travel website: <http://travel.state.gov/content/passports/english/alertswarnings.html>
  2. US Government consolidated travel resources page: <http://www.usa.gov/Citizen/Topics/Travel/International.shtml>

1. Accountability forms and checklists

AURA international travelers are required to fill out the applicable form(s) (available on the CAS website) and email them to the Export Compliance Officer (ECO) for evaluation:

1. Assumption of Risk and Release
2. International Travel Checklist

This document will assist the ECO in determining if you will need any of the following documentation to accompany your travel:

* 1. Department of State or a Department of Commerce endorsed export license. Any controlled scientific equipment, components, or software, technology associated with those items, or technology associated with high-level encryption

products may require an export license prior to travel. The licensing process may take six (6) weeks to six months to complete; it is strongly encouraged that licensable items not be considered for international travel.

* 1. Export License Exception - Temporary Export (TMP) Certification

This exception may apply to company owned items, technology or information

you’re planning to carry abroad; the appropriate paperwork will eliminate the need for an export license for restricted technology.

* 1. Export License Exception - Personal Goods Export (BAG) Certification This exception may apply to personally owned items or technology you are

planning to carry abroad; the appropriate paperwork will eliminate the need for an export license for restricted technology.

* 1. Carnet - merchandise passport

A Carnet is an international customs document that simplifies the customs procedures for the temporary importation of various types of goods. Carnets allow scientific equipment to pass through without question of duty or taxation.

1. AURA’s [AIG Global Assistance Service](https://auracas.aura-astronomy.org/sites/default/files/AIG%20Policy.pdf) insurance coverage applies when the traveler travels more than 100 miles from his or her home. It covers unexpected expenses and provides services during a travel emergency. Travelers should print/retain the [AIG travel insurance card](https://auracas.aura-astronomy.org/sites/default/files/AIG%20Travel%20Card.pdf) prior to planning their trip.
2. US paid employees are provided insurance when traveling to foreign locations. The CAS website has [documentation](http://auracas.aura-astronomy.org/sites/default/files/AURA%20Foreign%20Travel%20Policy%20-%20US%20Staff_1.pdf) with helpful information that includes health insurance requirements for foreign travel, especially where a visa is required.

Coverage includes:

* 1. Pre-travel information and travel tips
  2. Assistance and specific travel information prior to traveling
  3. Emergency travel arrangements: emergency vehicle rentals, travel assistance for companion/dependents, repatriation and evacuation
  4. Emergency medical assistance including: medical prescription replacement, medical referrals, hospitalization, and medical payments
  5. Multilingual translation assistance
  6. Critical travel document replacement
  7. Political emergencies
  8. Identity theft
  9. Referrals for legal issues

1. Cigna offers additional coverage for travelers who purchase Cigna’s Accidental Death and Dismemberment Plan. Services are available when traveling 100 miles away from home on company business or vacation and include:
   1. Transportation to a hospital or medical facility
   2. Emergency medical evacuation
   3. Repatriation of remains
   4. Referrals to physicians, dentists and medical facilities
   5. Prescription refill services (two)
   6. New travel plans for a companion who lost existing arrangements due to delays caused by your emergency
   7. Travel of a dependent child (under age 16) who is left unattended as a result of your illness or injury
   8. Round-trip (economy class) transportation for a family member in the event that you are to be hospitalized for more than 10 days

NOTE: Cigna requires travelers to access [Cigna Secure Travel](http://hr.aura-astronomy.org/sites/default/files/CIGNA_Secure%20Travel_Flyer_0.pdf) to access emergency benefits. Services coordinated outside of this program may not be eligible for payment.

For information regarding coverage or the insurance plan policy information, contact the [Human](http://hr.aura-astronomy.org/)  [Resources Department](http://hr.aura-astronomy.org/) or the [AURA Financial Risk Assessment Manager.](http://hr.aura-astronomy.org/?q=ethicshotline)

1. Auto Rental Coverage

AURA carries insurance with the Hartford Casualty Insurance Company, which provides automobile rental coverage to travelers who travel in the United States (including its protectorates). AURA does not maintain automobile rental insurance to cover automobile rentals in countries outside the United States. Therefore, when renting a vehicle in countries outside the United States, the recommended insurance should be purchased, and will be reimbursed.

AURA will not reimburse the cost of insurance coverage provided by rental agencies for vehicles rented within the contiguous 48 states, Alaska, Hawaii and Puerto Rico as this coverage is already provided by AURA’s comprehensive automobile general liability insurance. In all other locations, the optional insurance should be accepted, and the cost will be reimbursed.

|  |  |  |  |
| --- | --- | --- | --- |
| Employee Classification | Rental Location | Employee must purchase rental insurance | |
| AURA US Hire | In the US | NO |  |
| AURA US Hire | Outside the US |  | YES |
| AURA Chilean Hire | In Chile | NO |  |
| AURA Non-Chilean Hire | In Chile |  | YES |

For questions related to insurance coverage or instructions on how to file an insurance claim, contact Chuck Gessner

# Frequently As ked Questions (FA Qs)

#### Q. What if a city is not listed on the CONUS Per Diem website?

A. When a city is not listed on the CONUS Per Diem website, the name of the county where the city is should be used to calculate the per diem rate.

Q. What if my expenses did not exceed my travel advance and I owe AURA?

A. [Please refer to Section 5.2 of this document.](#_bookmark6)

Change Log

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| --- | --- | --- |
| **Date** | **Description** | **Published Version** |
| 3/16/17 | The passage regarding coffee and pastries not being considered a full meal has been removed as it is in contradiction of the AURA travel policy | 2 |
| 2/14/18 | Complete update | 3 |
| 2/1/19 | Clarify definition of IE; update auto rental insurance section; remove redundant FAQs |  |
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