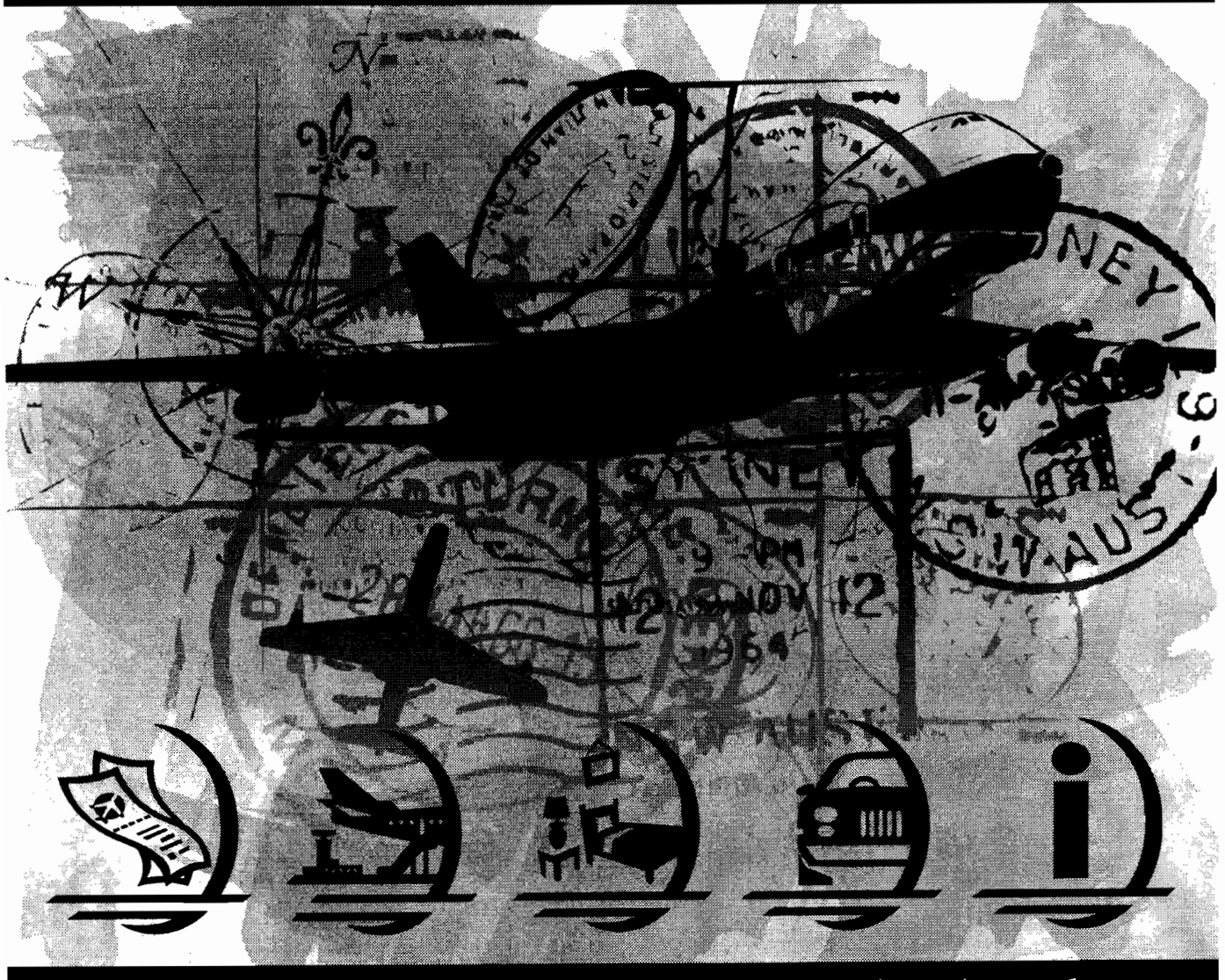
LOUISIANA

Travel Guide

2009-10



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State Travel Office

Purpose: **This Travel Guide is to provide guidelines and establishes procedures for individuals incurring business travel expenses on the State's behalf.**

Objectives: **Ensure all travelers have a clear and consistent understanding of policies and procedures for business travel. Provide State Travelers with a reasonable level of service, comfort, and safety at the lowest possible cost. Maximize the organization's ability to negotiate discounted rates with preferred suppliers and reduce travel expenses.**

Goal: **Special emphasis will be given on travel training for our agencies to ensure compliance with the travel policy.**

TRAVEL OFFICE FAVORITE SLOGAN: HOW CAN WE HELP YOU?

INTERNET ADDRESS: www.doa.Louisiana.gov/osp/travel

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***Denise Lea**
Assistant Commissioner

BOBBY JINDAL
GOVERNOR

ANGELE DAVIS
COMMISSIONER OF ADMINISTRATION

State of Louisiana

Division of Administration
Office of the Commissioner

TO: ALL ELECTED OFFICIALS, DEPARTMENT HEADS AND PRESIDENTS OF COLLEGES AND UNIVERSITIES

FROM: ANGELE DAVIS
COMMISSIONER

DATE: JULY 1, 2009

RE: TRAVEL POLICIES AND PROCEDURES

The new travel regulations incorporate additional changes to streamline the travel approval process. Department Heads, Agency Heads and Presidents are again reminded to exercise all authority with care and reasonableness.

Below is a summary of the new travel regulation additions/changes that have been made in the travel policy for fiscal year 2009-2010. This is just a summary, as PPM49 should always be reviewed in its entirety each year.

Key Revisions to PPM49:

***Definitions added for Higher Education Entities, Passport and VISA;**
See Section 1502

***Mileage Allowance for Personally Owned Vehicles remains at .52 cents per mile;**
See Section 1504.C.2

***Vehicle Rentals may now be approved by Department Head or his designee;**
See Section 1504.C.3.c

***Single Day Meal Allowance Changes;** See Section 1506.A.3

***Tier I and Tier II meal and hotel allowance changes**; See Section 1506.C

***Baton Rouge Airport Parking Rates** – Rates remain the same, however, $3.50 rate is now honored for both indoor parking garage as well as the outside fenced parking lot at the airport. Documentation required to receive the contract price is a parking coupon, state ID or a travel itinerary issued by the state contract travel agency. See Section 1507.A

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***Excess (overweight) baggage charges allowances defined;** See Section 1508.D.

***Special meals authority changes for Higher Education;** See Section 1509.B and D.

***Agency Hosted Conferences necessary approvals further defined;** See Section 1510.B

***International Travel authority changes for Higher Education;** See Section 1511.A

Remember, employees should be trained at time of hiring as well as refresher classes conducted at least once a year. The Office of State Travel offers many levels of travel training and will be glad to assist any agency with the training of your staff to ensure employees are in compliance with the travel regulations.

If you are interested in training classes for your staff, please contact the State Travel Office to set up dates and times.

I am again asking for each department and employees complete support in complying with the state travel policy (PPM49).

S1501. Authorization and Legal Basis

A. In accordance with the authority vested in the Commissioner of Administration by Section 231 of Title 39 of the Revised Statutes of 1950 and in accordance with the provisions of the Administrative Procedure Act, R.S. 49:950-968 as amended, notice is hereby given of the revision of Policy and Procedures Memorandum No. 49, the state general travel regulations, effective **July 1, 2009.** These amendments are both technical and substantive in nature and are intended to clarify certain portions of the previous regulations or provide for more efficient administration of travel policies. These regulations apply to all state departments, boards and commissions created by the legislature or executive order and operating from funds appropriated, dedicated, or self-sustaining; federal funds; or funds generated from any other source.

B. Legal Basis--L.R.S. 39:231B"The commissioner, with the approval of the governor, shall prescribe rules defining the conditions under which each of various forms of transportation may be used by state officers and employees and used by them in the discharge of the duties of their respective offices and positions in the state service and he shall define the conditions under which allowances will be granted for all other classes of traveling expenses and the maximum amount allowable for expenses of each class."

S1502. DEFINITIONS

A. For the purposes of this PPM, the following words have the meaning indicated.

Authorized Persons

1. advisors, consultants, contractors and other persons who are called upon to contribute time and services to the state who are not otherwise required to be reimbursed through a contract for professional, personal, or consulting services in accordance with R..S.39:1481et.seq.

2. members of boards, commissions, and advisory councils required by federal or state legislation or regulation. Travel allowance levels for all such members and any staff shall be those authorized for state employees unless specific allowances are legislatively provided.

3. The Department Head or his designee is allowed to deem persons as an authorized traveler for official state business only. **Note:** College/University Students must be deemed authorized travelers to be reimbursed for state business purposes. A centralized file must be kept containing all of these approvals.

Conference/Convention - is herein defined as a meeting (other than routine) for a specific purpose and/or objective. Non-routine meetings can be defined as a seminar, conference, convention, or training. Documentation required is a formal agenda, or program, or Letter of Invitation, or registration fee. Participation as an exhibiting vendor in an exhibit /trade show also qualifies as a conference. For a hotel to qualify for conference rate lodging, requires that the hotel is hosting or is in "conjunction with hosting" the meeting. In the event the designated conference hotel (s) have no room availability, a Department Head may approve to pay actual hotel cost not to exceed the conference lodging rates for other hotels located near the conference hotel.

Contract Airfare –These airfares are only for use by authorized travelers on official state business. Competitive bid airfares that are fully refundable, non-penalty tickets. Contract price is firm for last seat availability.

Controlled Billed Account (CBA) – credit account issued in an agency's name (no plastic card issued). These accounts are direct liabilities of the State and are paid by each agency. CBA accounts are controlled through an authorized approver (s) to provide a means to purchase airfare and registration only. Each department head determines the extent of the account's use.

Corporate Travel Card – credit cards issued in an employee's name to be used for official business travel expenses. Corporate Travel Cards are individual liability cards, which must be paid in full each month by the cardholder. Charges to these accounts are never the liability of the State.

Emergency Travel - under extraordinary circumstances where the best interests of the state require that travel be undertaken not in compliance with these regulations, approval after the fact by the Commissioner of Administration may be given if appropriate documentation is presented promptly. Each department shall establish internal procedures for authorizing travel in emergency situations.

Extended Stays – of any assignment made for a period of 31 or more consecutive days at a place other than the official domicile.

Higher Education Entities – Entities listed under Schedule 19 Higher Education of the General Appropriations Bill.

In-State Travel - all travel within the borders of Louisiana or travel through adjacent states between points within Louisiana when such is the most efficient route.

International Travel - all travel to destinations outside the 50 United States, District of Columbia, Puerto Rico and the Virgin Islands, American Samoa, Guam.

Lowest Logical Airfare – Airfares available to the public. In general, these types of airfares are non-refundable, penalty tickets. Penalties could include restrictions such as advanced purchase requirements, weekend stays, etc. Prices will increase as seats are sold. When schedule changes are required for lowest logical tickets, penalty fees are added.

Official Domicile - every state officer, employee, and authorized person, except those on temporary assignment, shall be assigned an official domicile.

1. Except where fixed by law, official domicile of an officer or employee assigned to an office shall be, at a minimum, the city limits in which the office is located. The department head or his designee should determine the extent of any surrounding area to be included, such as parish or region. As a guideline, a radius of at least 30 miles is recommended. The official domicile of an authorized person shall be the city in which the person resides, except when the department head has designated another location (such as the person's workplace).

2. A traveler whose residence is other than the official domicile of his/her office shall not receive travel and subsistence while at his/her official domicile nor shall he/she receive reimbursement for travel to and from his/her residence.

3. The official domicile of a person located in the field shall be the city or town nearest to the area where the majority of work is performed, or such city, town, or area as may be designated by the department head, provided that in all cases such designation must be in the best interest of the agency and not for the convenience of the person.

Out-of-State Travel - travel to any of the other 49 states plus District of Columbia, Puerto Rico and the Virgin Islands, American Samoa, Guam.

Passport – a document identifying an Individual as a citizen of a specific country and attesting to his or her identity and ability to travel freely.

Per Diem - **a** flat rate paid in lieu of travel reimbursement for people on extended stays.

Receipts/Document Requirements – Supporting documentation must be retained according to record retention laws. It shall be at the discretion of each agency to determine where the receipts/documents will be maintained.

State Employee - employees below the level of state officer

State Officer

1. state elected officials;
2. department head as defined by Title 36 of the Louisiana Revised Statutes (secretary, deputy secretary, under secretary, assistant secretary, and the equivalent positions in higher education and the office of elected officials).

Suburb – an immediate or adjacent location (overflow of the city) to the higher cost areas which would be within approximately 30 miles of the highest cost area.

Temporary Assignment - any assignment made for a period of less than 31 consecutive days at a place other than the official domicile.

Travel Period - a period of time between the time of departure and the time of return.

Travel Routes - the most direct and usually traveled route must be used by official state travelers.

Traveler - a state officer, state employee, or authorized person when performing authorized travel.

Visa – a document or, more frequently, a stamp in a passport authorizing the bearer to visit a country for specific purposes and for a specific length of time.

S1503. General Specifications

A. Department Policies

1. Department heads may establish travel regulations within their respective agencies, but such regulations shall not exceed the maximum limitations established by the Commissioner of Administration. Three copies of such regulations shall be submitted for prior review and approval by the Commissioner of Administration. One of the copies shall highlight any exceptions /deviations to PPM 49.

2. Department and agency heads will take whatever action necessary to minimize all travel to carry on the department mission.

3. Contracted Travel Services. **The state has contracted for travel agency services which use is mandatory for airfares unless exemptions have been granted by the Division of Administration prior to purchasing airfare tickets.** The State also encourages the use of the contracted travel agency to make reservations for hotel and vehicle accommodations, but hotel and vehicles are not a mandatory requirement.

4. When a state agency enters into a contract with an out-of-state public entity, the out-of-state public entity may have the authority to conduct any related travel in accordance with their published travel regulations.

5. Authorization to Travel

a. All non-routine travel must be authorized and approved in writing by the head of the department, board, or commission from whose funds the traveler is paid. A department head may delegate this authority in writing to one designated person. Additional persons within a department may be designated with approval from the Commissioner of Administration. A file shall be maintained on all approved travel authorizations.

b. Annual travel authorizations are no longer a mandatory requirement of PPM49 for routine travel; however, an agency can continue to utilize this process if determined to be in your department's best interests. A travel authorization is still required for non-routine meetings, conferences and out-of-state travel.

B. Funds for Travel Expenses

1. Persons traveling on official business will provide themselves with sufficient funds for all routine travel expenses that cannot be covered by the corporate travel card. Advances of funds for travel shall be made only for extraordinary travel and should be punctually repaid when submitting the Travel voucher covering the related travel, not later than the fifteenth day of the month following the completion of travel.

2. **Exemptions:** At the Agency's discretion, cash advances may be allowed for:

a. employees whose salary is less than $30,000/year.
b. employees who accompany and/or are responsible for students on group or client travel.
c. new employees who are infrequent travelers or have not had time to apply for and receive the card.
d. employees traveling for extended periods, defined as 31 or more consecutive days.
e. employees traveling to remote destinations in foreign countries, such as jungles of Peru or Bolivia.
f. advanced ticket / lodging purchase
g. registration for seminars, conferences, and conventions.

h. incidental costs not covered by the corporate travel card i.e. taxi fares, tolls, registration fees; conference fees may be submitted on a preliminary request for reimbursement when paid in advance.

i. any ticket booked by a traveler 30 days or more in advance and for which the traveler has been billed, may be reimbursed by the agency to the traveler on a preliminary expense reimbursement request. The traveler should submit the request with a copy of the bill or invoice. Passenger airfare receipts are required for reimbursement.

j. employees who infrequently travel or travelers that incur significant out-of-pocket cash expenditures.

3. Expenses Incurred on State Business. Traveling expenses of travelers shall be limited to those expenses necessarily incurred by them in the performance of a public purpose authorized by law to be performed by the agency and must be within the limitations prescribed herein.

4. **CBA (Controlled Billed Account) issued in an agency's name is to be used for airfare and registration.** Other Credit Cards issued in the name of the state agency are not to be used for the purpose of securing transportation, lodging, meals, or telephone and telegraph service, unless prior written permission has been obtained from the Commissioner of Administration.

5. **NO REIMBURSEMENT WHEN NO COST INCURRED BY TRAVELER.** This includes but is not limited to reimbursements for any lodging and/or meals furnished at a state institution or other state agency, or furnished by any other party at no cost to the traveler. In no case will a traveler be allowed mileage or transportation when he/she is gratuitously transported by another person.

C. Claims for Reimbursement

1. All claims for reimbursement for travel shall be submitted on state Form BA-12, unless exception has been granted by the Commissioner of Administration, and shall include all details provided for on the form. It must be signed by the person claiming reimbursement and approved by his/her immediate supervisor. The purpose for extra and unusual travel must be stated in the space provided on the front of the form. In all cases the date and hour of departure from and return to domicile must be shown.

2. Except where the cost of air transportation, conference, or seminar is invoiced directly to the agency/department, all expenses incurred on any official trip shall be paid by the traveler and his travel voucher shall show all such expenses in detail to the end that the total cost of the trip shall be reflected by the travel voucher. If the cost of air transportation is paid directly by the agency/department, a notation will be indicated on the travel voucher indicating the date of travel, destination, amount, and the fact that it has been paid by the agency/department. The traveler's copy of the passenger receipt is required.

3. In all cases, and under any travel status, cost of meals and lodging shall be paid by the traveler and claimed on the travel voucher for reimbursement, and not charged to the state department, unless otherwise authorized by the Department Head or his designee. A centralized file must be kept containing all of these approvals.

4. Claims should be submitted within the month following the travel, but preferably held until a reimbursement of at least $10 is due. Department heads at their discretion may make the 30 day submittal mandatory on a department wide basis.

5. Any person who submits a claim pursuant to these regulations and who willfully makes and subscribes to any claim which he/she does not believe to be true and correct as to every material matter, or who willfully aids or assists in, or procures, counsels or advises the preparation or presentation of a claim, which is fraudulent or is false as to any material matter shall be guilty of official misconduct. Whoever shall receive an allowance or reimbursement by means of a false claim shall be subject to severe disciplinary action as well as being criminally and civilly liable within the provisions of state law.

6. Agencies are required to reimburse travel in an expeditious manner. In no case shall reimbursements require more than thirty (30) days to process from receipt of complete, proper travel documentation.

S1504. Methods of Transportation

A. Cost-effective transportation

The most cost-effective method of transportation that will accomplish the purpose of the travel shall be selected. Among the factors to be considered should be length of travel time, employee's salary, cost of operation of a vehicle, cost and availability of common carrier services, etc. Common carrier shall be used for out-of-state travel unless it is documented that utilization of another method of travel is more cost-efficient or practical and approved in accordance with these regulations

B. Air

1. Private Owned or Charter Planes. Before travel by privately-owned or by chartered aircraft is authorized for individual's travel by a department head, the traveler shall certify that: 1) at least one hour of working time will be saved by such travel; and 2) no other form of transportation, such as commercial air travel or a state plane, will serve this same purpose.

a. Chartering a privately owned aircraft must be in accordance with the Procurement Code.

b. Reimbursement for use of a chartered or un-chartered privately owned aircraft under the above guidelines will be made on the following basis:

i. at the rate of **$1.07 cents per mile;** or

ii. at the lesser of state contract rate or coach economy airfare.

If there are extenuating circumstances requiring reimbursement for other than listed above, approval must be granted by the Commissioner of Administration.

c. When common carrier services are unavailable and time is at a premium, travel via state aircraft shall be investigated, and such investigation shall be documented and readily available in the department's travel reimbursement files. Optimum utilization will be the responsibility of the department head.

2. Commercial Airlines: (Receipts required) All state travelers are to purchase commercial airline tickets through the state contracted travel agency **(see front cover for Contract Travel Agency contact numbers**). This requirement is mandatory unless approval is granted from the State Travel Office. (In the event a traveler seeks approval to go outside the travel agency, they shall submit their request through their agency travel program administrator, who will determine if the request should be submitted to the Office of State Travel.)

While the use of the contract travel agency is mandatory, the state traveler has options for the type of airfare ticket purchased. This office strongly encourages use of lowest logical airfares, NOT state contract fares. You should ask the contracted travel agency to check for the lowest logical rates based on your personal needs.

The State always supports purchasing the **"best value"** ticket. Therefore, once all rates are received, the traveler must compare cost and options to determine which fare would be the "best value" for their trip. To make the determination, the traveler must ask the question: Is there a likelihood my itinerary could change or cancelled? Depending on the response, you must determine if the costs associated with changing a non-refundable ticket (usually around $150) would still be the best value.

Another factor to assist having a travel agent search the lowest fare is being able to advise the agent if you are flexible in either your dates or time of travel. By informing the travel agent of your "window of time" for your departure and return will assist them to search for the best price.

a. Travelers are to seek airfares allowing an ample amount of lead time prior to departure date. The lead-time should be at least (14) fourteen days in advance of travel dates to ensure the lowest fares are available. Generally, the earlier a ticket is purchased, provides for lower airfares.

b. State contract airfare tickets are not available for personal, companion or spouse travel. This is a requirement of the airlines and our failure to monitor the use of these contract airfares could cause their cancellation. Therefore, persons booking tickets for non-official business using

contract rates will be subject to disciplinary action as well as payment of the difference between contract airfare and full coach fares.

c. Commercial air travel will not be reimbursed in excess lowest logical or state contract air rate when it has been determined to be the best value (receipts required). The difference between contract or coach/economy class rates and first class or business class rates will be paid by the traveler. Upgrades at the expense of the State is **NOT** permitted, without prior approval from the Commissioner of Administration. If space is not available in less than first or business class air accommodations in time to carry out the purpose of the travel, the traveler will secure a certification from the airline indicating this fact. The certification is required for travel reimbursement.

d. The policy regarding airfare penalties are the state will pay for the airfare and/or penalty incurred for a change in plans or cancellation when the change or cancellation is required by the State or other unavoidable situations approved by the agency's department head. Justification for the change or cancellation by the traveler's department head is required on the travel voucher.

e. When an international flight segment is more than 10 hours in duration, the state will allow the business class rate not to **exceed** 10% percent of the coach rate. The traveler's itinerary provided by the travel agency must document the flight segment as more than 10 hours and must be attached to the travel voucher.

f. A lost airline ticket is the responsibility of the person to whom the ticket was issued. The airline charge of searching and refunding lost tickets will be charged to the traveler. The difference between the prepaid amount and the amount refunded by the airlines must be paid by the employee.

g. If companion fares are purchased for a state employee and non-state employee, the reimbursement to the state employee will be the amount of the lowest logical fare.

h. Traveler is to use the lowest logical airfare/state contract whether the plane is a prop or a jet.

i. Employees may retain promotional items, including frequent flyer miles, earned on official state travel. However, if an employee makes travel arrangements that favor a preferred airline/supplier to receive promotional items/points and this circumvents purchasing the most economical means of travel, they are in violation of this travel policy. Costs for travel arrangements subject to this violation are non-reimbursable.

j. When making airline reservations for a conference, let the travel agent know that certain airlines have been designated as the official carrier for the conference. In many instances, the conference registration form specifies that certain airlines have been designated as the official carrier offering discount rates, if available. If so, giving this information to our contracted agencies could result in them securing that rate for your travel.

C. Motor Vehicle

No vehicle may be operated in violation of state or local laws. No traveler may operate a vehicle without having in his/her possession a valid U.S. driver's license. Safety restraints shall be used by the driver and passengers of vehicles. All accidents, major and minor, shall be reported first to the local police department or appropriate law enforcement agency. An accident report form, available from the Office of Risk Management (ORM) of the Division of Administration, should be completed as soon as possible and returned to ORM, together with names and addresses of principals and witnesses. Any questions about this should be addressed to the Office of Risk Management of the Division of Administration. These reports shall be in addition to reporting the accident to the Department of Public Safety as required by law.

1. State-Owned Vehicles

a. No person may be authorized to operate or travel in a fleet vehicle unless that person is a classified or unclassified employee of the State of Louisiana; any duly appointed member of a state board, commission, or advisory council; and any other person who has received specific

approval from the Department Head or his designee to operate or travel in a fleet vehicle on official state business. A centralized file must be kept containing all of these approvals.

b. All purchases made on state gasoline credit cards must be signed for by the approved traveler making the purchase. The license number, the unit price, and quantity of the commodity purchased must be noted on the delivery ticket by the vendor. Items incidental to the operation of the vehicle may be purchased via state gasoline credit cards only when away from official domicile on travel status. In all instances where a credit card is used to purchase items or services which are incidental to the operation of a vehicle, a copy of the credit ticket along with a written explanation of the reason for the purchase will be attached to the monthly report mentioned in this subsection. State-owned credit cards will not be issued to travelers for use in the operation of privately owned vehicles.

c. Travelers in state-owned automobiles who purchase needed repairs and equipment while on travel status shall make use of all fleet discount allowances and state bulk purchasing contracts where applicable. Each agency/department shall familiarize itself with the existence of such allowances and/or contracts and location of vendors by contacting the Purchasing Office, Division of Administration.

d. The travel coordinator/officer/user of each state-owned automobile shall submit a monthly report to the department head, board, or commission indicating the number of miles traveled, odometer reading, credit card charges, dates, and places visited.

e. State-owned vehicles may be used for out-of-state travel only if permission of the department head has been given prior to departure. If a state-owned vehicle is to be used to travel to a destination more than 500 miles from its usual location, documentation that this is the most cost-effective means of travel should be readily available in the department's travel reimbursement files.

f. Unauthorized persons should not be transported in state vehicles. Approval of exceptions to this policy may be made by the traveler's supervisor if he determines that the best interest of the state will be served and if the passenger (or passenger's guardian) signs a statement acknowledging the fact that the state assumes no liability for any loss, injury, or death resulting from said travel.

2. Personally Owned Vehicles

a. When two or more persons travel in the same personally owned vehicle, only one charge will be allowed for the expense of the vehicle. The person claiming reimbursement shall report the names of the other passengers.

b. A mileage allowance shall be authorized for travelers approved to use personally-owned vehicles while conducting official state business. Mileage shall be reimbursable on the basis of **52 cents** per mile.

c. Mileage shall be computed by one of the following options:

1. On the basis of odometer readings from point of origin to point of return.

2. By using a website mileage calculator or a published software package for calculating mileage such as Tripmaker, How Far Is It, Mapquest, etc.. Employee is to print the page indicating mileage and attach it with their travel expense form.

d. An employee shall never receive any benefit from not living in his / her official domicile. In computing reimbursable mileage to an authorized travel destination from an employees residence outside the official domicile, the employee is always to claim the lesser of the miles from their official domicile or from their residence. If an employee is leaving on a non-work day or leaving significantly before or after work hours, the department head may determine to pay the actual mileage from the employee's residence.

e. The department head or his designee may approve an authorization for routine travel for an employee who must travel in the course of performing his/her duties; this may include domicile travel if such is a regular and necessary part of the employee's duties, but not for attendance

at infrequent or irregular meetings, etc. within the city limits where his/her office is located, the employee may be reimbursed for mileage only.

f. Reimbursements will be allowed on the basis of **52 cents per mile** to travel between a common carrier/terminal and the employees point of departure, i.e. home, office, etc., whichever is appropriate and in the best interest of the state.

g. When the use of a privately-owned vehicle has been approved by the department head for out-of-state travel for the travelers convenience, the traveler will be reimbursed for in-route expenses on the basis of **52 cents per mile only**. The total cost of the mileage may not exceed the cost of travel by using the lesser of 1) State Contract airfare or 2) lowest logical airfare obtained at least 14 days prior to the trip departure date. The traveler is personally responsible for any other expenses in-route to and from destination which is inclusive of meals and lodging. If a traveler, at the request of the department, is asked to take their personally owned vehicle out-of-state for a purpose that will benefit the agency, then the department head may on a case-by-case basis determine to pay a traveler for all / part of in-route travel expenses. File should be justified accordingly.

h. When a traveler is required to regularly use his/her personally owned vehicle for agency activities, the agency head may request authorization from the Commissioner of Administration for a lump sum allowance for transportation or reimbursement for transportation (mileage). Request for lump sum allowance must be accompanied by a detailed account of routine travel listing exact mileage for each such route. Miscellaneous travel must be justified by at least a three-month travel history to include a complete mileage log for all travel incurred, showing all points traveled to or from and the exact mileage. Requests for lump sum allowance shall be granted for periods not to exceed one fiscal year.

i. The traveler shall be required to pay all operating expenses of the vehicle including fuel, repairs, and insurance.

3. Rented Motor Vehicles (Receipts Required)

a. **In-State Vehicle Rental.** The State has contracted for In-State vehicle rentals which use is mandatory unless it is documented that the vendor does not have the appropriate size fleet in stock for the date of use.

b. **Out-of-State Vehicle Rental.** For vehicle rentals outside of Louisiana, the State does not provide contracts. However, the State has received price offers that will be available from multiple vehicle rental companies listed in the Louisiana Travel Guide. When a traveler is approved to rent a vehicle for out-of-state use, they may select a vendor listed in the guide or seek a lower rate.

c. **Approvals.** Written approval of the Department Head or his designee prior to departure is required for the rental of vehicles. Such approval may be given when it is shown that vehicle rental is the only or most economical means by which the purposes of the trip can be accomplished. In each instance, documentation showing cost effectiveness of available options must be readily available in the reimbursement files.

d. **Vehicle Rental Size**. Only the cost of a compact model is reimbursable, unless 1) non-availability is documented, 2) the vehicle will be used to transport more than two persons or 3) the cost of a larger vehicle is no more than the rental rate for a compact. When a larger vehicle is an option as stated in 1) or 2) above, the upgraded vehicle shall be the next smallest size necessary to accommodate the number of persons traveling.

e. **Personal Rental Days.** Any personal rental days on a vehicle rented for official state business is not reimbursable and shall be deducted.

f. **Gasoline (Receipts Required).** The State's preference is to purchase gasoline at reasonable cost from a local gasoline station prior to returning the rental. Pre-paid Fuel Options are only to be allowed when the traveler can document that the pre-purchased amount was necessary

and that the amount charged by the rental company is reasonable in relation to local gasoline cost.

g. **Insurance for Vehicle Rentals Within the 50 United States**: Insurance billed by car rental companies (i.e. CDW and LDW) is not reimbursable for travel within the 50 United States. Insurance coverage for rental vehicles is provided by the Office of Risk Management. Should a collision occur while on official state business, the accident should be reported to the Office of Risk Management, as soon as possible.

h. **Insurance for Vehicles Rentals Outside the 50 United States (Receipts Required)** The Office of Risk Management (ORM) recommends that the appropriate insurance (liability and physical damage) provided through the car rental company be purchased when the traveler is renting a vehicle **outside** the 50 United States. With the approval of the department head required insurance costs may be reimbursed for travel outside the 50 United States only.

1. The following are insurance packages available by rental vehicle companies which are reimbursable:

a.) Collision Damage Waiver (CDW) – should a collision occur while on official state business, the cost of the deductible should be paid by the traveler and a reimbursement claimed on a travel expense voucher. The accident should also be reported to the Office of Risk Management.

b.) Loss Damage Waiver (LDW)

c.) Auto tow Protection (ATP) *approval of Department Head

d.) Supplementary Liability Insurance (SLI) * if required by the rental company.

e.) Theft and/or Super Theft Protection (coverage of contents lost during a theft or fire), *if required by the car rental company

f.) Vehicle coverage for attempted theft or partial damage due to fire, *if required by the car rental company

2. The following are some of the insurance packages available by rental vehicle companies that **are not reimbursable**:

a.) Personal Accident Insurance (PAC)

b.) Emergency Sickness Protection (ESP)

i. **Navigation Equipment (GPS System),** rented not purchased, may only be reimbursed if an employee justifies the need for such equipment and with prior approval of the Department Head or his designee.

D. Public Ground Transportation

The cost of public ground transportation such as buses, subways, airport shuttle/limousines, and taxis are reimbursable when the expenses are incurred as part of approved state travel. Taxi reimbursement is limited to $15 per day without receipts; claims in excess of $15 per day require receipts to account for total daily amount claimed. At the agency's discretion, the department head may implement an agency wide policy requiring receipts for an amount less than $15 per day.

S1505 State Issued Travel Credit Cards / CBA Accounts

A. Use. The State Travel Office contracts for an official state corporate travel card to form one source of payment for travel. If a supervisor recommends an employee be issued a state travel card, the employee should complete an application through their agency travel program administrator.

1. An employee's corporate travel card or agency CBA (Controlled Billed Accounts) **must be used to purchase contract airfare. This is a mandatory requirement by the airlines in order to continue to receive discounted, non-penalty state contract airline tickets.**

2. An employee's corporate travel card may also be used to purchase lowest logical airfare tickets and other travel related expenses such as food and lodging, but it is not mandatory.

3. The employee's corporate travel card is for **official state travel business purposes only**. Personal use on the state travel card may result in disciplinary action.

B. Liability

1. The corporate travel card is the liability of the employee and not the State. **Each monthly statement balance is due in full to the card-issuing bank.** Travel card accounts that become delinquent are subject to being suspended or revoked. Those accounts will not be reinstated until such time the bank determines that employee to be credit-worthy. The State will have no tolerance to assist those employees that abuse their travel card privileges. Employees with delinquent payment may have their travel privileges revoked and/or subject to other disciplinary action.

2. The Department/Agency is responsible for cancellation of Corporate Travel Cards for those employees terminating/retiring state service.

3. The Department/Agency's Travel Program Administrator is responsible for completing a Maintenance Form to transfer an employee from one state agency to another. The employee may keep the same account number, but the agency change must be reported to the bank.

S1506 Lodging and Meals

A. Eligibility

1. Official Domicile/Temporary Assignment - Travelers are eligible to receive reimbursement for travel only when away from "official domicile" or on temporary assignment unless exception is granted in accordance with these regulations. Temporary assignment will be deemed to have ceased after a period of thirty-one calendar days, and after such period the place of assignment shall be deemed to be his/her official domicile. He/she shall not be allowed travel and subsistence unless permission to extend the thirty-one day period has been previously secured from the Commissioner of Administration.

2. Extended Stays – For travel assignments approved by the Commission of Administration involving duty for extended periods (31 or more consecutive days) at a fixed location, the reimbursement rates indicated should be adjusted downward whenever possible. Claims for meals and lodging may be reported on a per diem basis supported by lodging receipt. Care should be exercised to prevent allowing rates in excess of those required to meet the necessary authorized subsistence expenses. It is the responsibility of each agency head to authorize only such travel allowances as are justified by the circumstances affecting the travel.

3. Single Day Travel: Meals are not eligible for reimbursements on single day travel. This means that when an authorized traveler of the State is in travel status where no overnight stay is required, no meals are eligible for reimbursement. Each Department Head or their designees are to determine the reasonableness of when an over night stay is justified.

However, the Department Head will be allowed to authorize Single Day Meal reimbursements on a case-by-case basis or by type(s) of single day travel when it is determined to be in the best interest of the department. In those cases the department must keep the approvals in the travel file and **must be responsible** to take appropriate steps to report the reimbursement as wages to the employee.

If a Department Head or their designee determines that Single Day Meals will be provided for, they must follow the following allowances:

To receive any meal reimbursement on single day travel, an employee must be in travel status for a minimum of 12 hours.

The maximum allowance for meal reimbursement for single day travel will be $30.00

a. **Breakfast & Lunch:** ($20.00) The 12 hours travel duration must begin at or before 6a.m.

b. **Lunch:** ($12.00) Requires 12 hours duration in travel status.

c. **Lunch & Dinner:** ($30.00) The 12 hour travel duration must end at or after 8 p.m.

4. **Travel with Over Night Stay:** Travelers may be reimbursed for meals according to the following schedule.

a. **Breakfast:** When travel begins at/or before 6 a.m. on the first day of travel or extends beyond 9 a.m. on the last day of travel, or for any intervening days.

b. **Lunch:** When travel begins at/or before 10 a.m. on the first day of travel or extends beyond 2 p.m. on the last day of travel, or for any intervening days.

c. **Dinner:** When travel begins at/or before 4 p.m. on the first day of travel or extends beyond 8p.m. on the last day of travel, or for any intervening days.

5. **Alcohol** - reimbursement for alcohol is prohibited.

B. Exceptions

1. **Routine Lodging Overage Allowances** – (Receipts required) Department Head or his designee have the authority to approve actual costs for routine lodging provisions on a case by case basis, not to exceed **fifty percent** over PPM49 current listed rates. Justification must be maintained in the file to show that attempts were made with hotels in the area to receive the state/best rate. In areas where the Governor has declared an emergency, a Department Head or his/her designee will have the authority to approve actual routine and conference lodging provisions on a case by case basis not to exceed **seventy-five percent** over PPM-49 current listed rates.

Each case must be fully documented as to necessity (e.g. proximity to meeting place) and cost effectiveness of alternative options. Documentation must be readily available in department's travel reimbursement files.

2. **Actual Expenses for State Officers** – (Receipts or other supporting documents are required for each item claimed).State officers and others so authorized by statute (See Definition under State Officer) or individual exception will be reimbursed on an actual expense basis for meals and lodging except in cases where other provisions for reimbursement have been made by statute. Request shall not be extravagant and will be reasonable in relation to the purpose of travel. State officers entitled to actual expense reimbursements are only exempt from meals and lodging rates; they are subject to the time frames and all other requirements as listed in the travel regulations.

C. Meals and Lodging Allowances

1. **Meal Allowance - Includes Tax and Tips**. Receipts are not required for routine meals within these allowances. Number of meals claimed must be shown on travel voucher. For meal rates, the inclusion of suburbs (see definition of suburb) shall be determined by the department head on a case-by-case basis. **See tier pricing below. Partial meals such as continental breakfasts or airline meals are not considered meals.** If meals of state officials on actual exceed these allowances, receipts are required.

2. **Routine Lodging Allowance –Employees will be reimbursed lodging rate, plus tax and any mandatory surcharge. (Receipts are required)** For lodging rates, the inclusion of suburbs (see definition of Suburb) shall be determined by the department head on a case-by-case basis. When two or more employees on official state business share a lodging room, the State will reimburse the actual cost of the room; subject to a maximum amount allowed for an individual traveler times the number of employees .

Department head approval must be provided to allow lodging expenses to be direct billed to an agency.

3. **Conference Lodging Allowance - Employees will be reimbursed lodging rate, plus tax and any mandatory surcharge. (Receipts are required)** Department Head or his designee have the authority to approve the actual cost of conference lodging, for a single occupancy standard room, when the traveler is staying at the designated conference hotel. If there are multiple designated conference hotels, the lowest designated conference hotel should be utilized, if available. In the event the designated conference hotel (s) have no room availability, a Department Head may approve to pay actual hotel cost not to exceed the conference lodging rates for other hotels located near the conference hotel. This allowance does not include Agency Hosted Conference Lodging Allowances; See Section 1510 for these allowances.

4. No reimbursements are allowed for functions not relating to a conference, i.e. tours, dances, golf tournaments, etc.

TIER I	
Breakfast	**$8**
Lunch	**$12**
Dinner	**$18**
Total	**$38**

Lodging Area	**Routine Lodging**
In-State Cities (except as listed)	**$70**
Baton Rouge – EBR	**$101**
Covington/Slidell – St. Tammany	**$96**
Lake Charles – Calcasieu	**$80**
Lafayette	**$86**

TIER II	
Breakfast	**$10**
Lunch	**$14**
Dinner	**$24**
Total	**$48**

Lodging Area	**Routine Lodging**
New Orleans – Orleans, St. Bernard, Jefferson and Plaquemines Parishes (July 1 – Sept. 30)	**$101**
New Orleans – Orleans, St. Bernard, Jefferson and Plaquemines Parishes (Oct. 1 – June 30)	**$140**
Out-of-State (Except Cities listed in Tier III & IV)	**$85**

TIER III	
Breakfast	**$12**
Lunch	**$16**
Dinner	**$24**
Total	**$52**

Lodging Area	Routine Lodging
Austin, TX; Atlanta, GA; Cleveland, OH; Dallas/Fort Worth, TX. Denver, CO; Detroit, MI; Ft. Lauderdale, FL; Galveston, TX; Hartford, CT; Houston, TX; Kansas City, MO; Las Vegas, NV; Los Angeles, CA; Miami, Fl; Minneapolis/St. Paul, MN; Nashville, TN; Oakland, CA; Orlando, FL; Philadelpia, PA. Phoenix, AZ, Pittsburgh, PA; Portland, ME; Portland, OR; Sacramento, CA; San Antonio, TX; San Diego, CA; St. Louis, MO; Tampa, FL; Wilmington, DE; all of Alaska or Hawaii; Puerto Rico; Virgin Island; American Samoa; Guam	**$135**

TIER IV	
Breakfast	**$13**
Lunch	**$18**
Dinner	**$29**
Total	**$60**

Lodging Area	Routine Lodging
Baltimore, MD; San Francisco, CA; Seattle, WA;	**$175**
Alexandria, VA; Arlington, VA; Boston, MA; New York City, NY; Washington, DC	**$225**
Chicago, IL; and International Cities	**$200**

S1507 Parking and Related Parking Expenses

A. Parking at the **Baton Rouge Airport** – the state's current contract rate is $3.50 per day (no receipts required) for parking in the indoor parking garage as well as the outside fenced parking lot at the airport. Documentation required to receive the contract price is either a parking coupon, State ID or travel itinerary, issued by the state contracted travel agency designating the employee is on "official state business". At the agency discretion an employee may be paid actual expenses up to $5.00 per day with a receipt.

B. Parking at the **New Orleans Airport** –the state's current contract rate is $6.00 per day and $36.00 weekly at **Park 'N Fly** (no receipts required). Documentation required to receive the contract price is your agency issued photo ID, a business card, state issued corporate card or a travel itinerary issued by the state contracted travel agency designating the employee is on "official state business". At the agency discretion an employee may be paid actual expenses up to $8.00 per day with a receipt.

C. Travelers using motor vehicles on official state business will be reimbursed for reasonable storage fees, for all other parking, including airport parking except as listed in #1 and #2 above, ferry fares, and road and bridge tolls. For each transaction over $5, a receipt is required.

D. Tips for valet parking not to exceed, $2 per day.

S1508. Reimbursement for Other Expenses (These charges are while in travel status only)
The following expenses incidental to travel may be reimbursed:

A. Communications Expenses :

1. For official state business – all costs (receipts required for over $3).
2. For domestic overnight travel - up to $3 in personal calls upon arrival at each destination and up to $3 for personal calls every second night after the first night if the travel extends several days.
3. For international travel – up to $10 in personal calls upon arrival at each destination and up to $10 for personal calls every second night after the first night if the travel extends several days.
4. Internet access charges for official state business from hotels or other travel locations are treated the same as business telephone charges. A department may implement a stricter policy for reimbursement of Internet charges. (Receipts required)

B. Charges for storage and handling of state equipment. (Receipts required)

C. Baggage Tips :

1. Hotel Allowances - Not to exceed $3 tip per hotel check-in and $3 tip per hotel checkout, if applicable.
2. Airport Allowances - Not to exceed $3 tip for airport outbound departure trip and $3 tip for inbound departure trip.

D. Luggage Allowances – (Receipt Required) A Department Head or his designee may approve reimbursement to a traveler for airline charges for <u>first checked bag</u> for a business trip of 5 days or less and for a second bag for a 6 – 10 day business trip and /or any additional baggage which is business related and required by the department. The traveler must present a receipt to substantiate these charges.

Travelers will be reimbursed for excess baggage charges (overweight baggage) only in the following circumstances:

- When traveling with heavy or bulky materials or equipment necessary for business.
- The excess baggage consists of organization records or property.

E. Registration fees at conferences (meals that are a designated integral part of the conference may be reimbursed on an actual expense basis with prior approval by the department head).

F. Laundry services - employees on travel for more than seven days up to 14 days are eligible for $20 of laundry services, and for more than 14 days up to 21 days an additional $20 of laundry services, and so on. Receipts are required for reimbursement.

S1509. Special Meals

A. Reimbursement designed for those occasions when, as a matter of extraordinary courtesy or necessity, it is appropriate and in the best interest of the state to use public funds for provision of a meal to a person who is not otherwise eligible for such reimbursement and where reimbursement is not available from another source.

1. Visiting dignitaries or executive-level persons from other governmental units, and persons providing identified gratuity services to the state. This explicitly does not include normal visits, meetings, reviews, etc, by federal or local representatives.
2. Extraordinary situations are when state employees are required by their supervisor to work more than a twelve-hour weekday or six-hour weekend (when such are not normal working hours to meet crucial deadlines or to handle emergencies).

B. All special meals must have prior approval from the Commissioner of Administration or, for Higher Education, the entity head or his designee in order to be reimbursed, unless specific authority for approval has been delegated to a department head for a period not to exceed one fiscal year with the exception in C, as follows.

C. A department head may authorize a special meal within allowable rates listed under Meals – Tier 1, to be served in conjunction with a working meeting of departmental staff.

D. In such cases, the department will report on a semi-annual basis to the Commissioner of Administration all special meal reimbursements made during the previous six months. For Higher Education, these reports should be sent to the respective Institution of Higher Education management board. These reports must include, for each special meal, the name and title of the person receiving reimbursement, the name and title of each recipient, the cost of each meal and an explanation as to why the meal was in the best
interest of the state. Renewal of such delegation will depend upon a review of all special meals authorized and paid during the period. Request to the Commissioner for special meal authorization must include, under signature of the department head:

1. name and position/title of the state officer or employee requesting authority to incur expenses and assuming responsibility for such;
2. clear justification of the necessity and appropriateness of the request.
3. names, official titles or affiliations of all persons for whom reimbursement of meal expenses is being requested;
4. statement that allowances for meal reimbursement according to these regulations will be followed unless specific approval is received from the Commissioner of Administrator to exceed this reimbursement limitation.

All of the following must be reviewed and approved by the department head or their designee prior to reimbursement:

i detailed breakdown of all expenses incurred, with appropriate receipts(s);
ii subtraction of cost of any alcoholic beverages.
iii copy of prior written approval from the Commissioner of Administration

S1510. Agency Hosted Conferences:

A. State sponsored Conferences: An agency must solicit three (3) competitive quotes in accordance with the Governor's Executive Order for Small Purchase.

B. Conference Lunch Allowance: Lunch direct billed to an agency in conjunction with an in-state sponsored conference is to be within the following rates **plus mandated gratuity.**

Lunch In-State excluding New Orleans $20
Lunch – New Orleans $25

Any other meals require special approval in accordance with PPM49 Section 1509. Special meal must have prior approval from the Commissioner of Administration.

C. Conference Refreshment Allowance: Cost for break allowances for meeting, conference or convention are to be within the following rates:

1. **Catering -Served on properties where catering is not required**: not to exceed **$2.00** per person, per morning and/or afternoon sessions.
2. **Catering -Served on properties that require catered services**: not to exceed **$4.50** **plus mandated gratuity per person,** per morning and/or afternoon sessions.

D. Conference Lodging Allowances: Lodging rates may not exceed twenty dollars above the current listed routine lodging rates listed for the area in which the conference is being held.

S1511. INTERNATIONAL TRAVEL

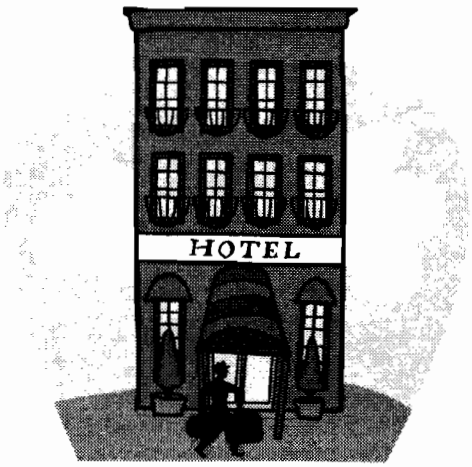
A. International travel must be approved by the Commissioner of Administration or, for Higher Education, the entity head or his designee prior to departure, unless specific authority for approval has been delegated to a department head. Requests for approval must be accompanied by a detailed account of expected expenditures (such as room rate/date, meals, local transportation, etc.), and an assessment of the adequacy of this source to meet such expenditures without curtailing subsequent travel plans.

B. International travelers will be reimbursed the Tier IV area rates for meals and lodging, unless U.S. State Department rates are requested and authorized by the Commissioner of Administration prior to

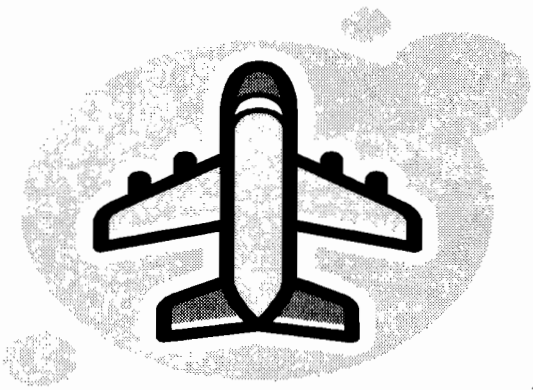
departure. Itemized receipts are required for reimbursement of meals and lodging claimed at the U.S. State Department rates.

S1512. WAIVERS

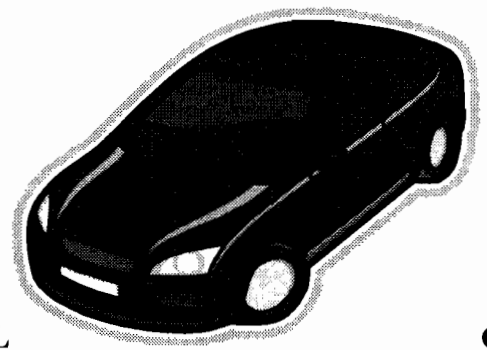
The Commissioner of Administration may waive in writing any provision in these regulations when the best interest of the state will be served.



IN-STATE HOTEL AND MOTEL DIRECTORY LOCATED ON OUR WEBSITE AT WWW.DOA.LOUISIANA.GOV/OSP/TRAVEL
TIPS FOR MAKING HOTEL AND MOTEL RESERVATIONS



AIRFARE INSTRUCTIONS
STATE OF LOUISIANA CONTRACT AIRFARES



IN-STATE VEHICLE RENTAL

OUT-OF-STATE VEHICLE RENTAL

The next 6 pages will give you information and instructions on:
IN-STATE VEHICLE RENTALS, OUT-OF-STATE VEHICLE RENTALS
AIRFARE INSTRUCTIONS

IN-STATE VEHICLE RENTALS – (RECEIPTS REQUIRED)

The State has contracted for In-State vehicle rentals which use is mandatory unless it is documented that the vendor does not have the appropriate size fleet in stock for date of use.
For Surcharges in the different cities in Louisiana go to Enterprise Contract on website:
http://www.doa.Louisiana.gov/osp/travel/groundtrans.htm

ENTERPRISE RENTAL CAR

CAR SIZE	DAY	WEEKLY
COMPACT	$30	$165
INTERMEDIATE	$32	$176
FULL SIZE (2 or 4 door)	$36	$198
PREMIUM	$43	$236
MINIVAN (7-8 Passenger)	$51	$280
VAN (15 Passenger)	$89	$490
PICKUP TRUCK (Small)	$48	$288
PICKUP EXT. CAB	$48	$288
SUV (Medium)	$53	$291
SUV (Large)	$85	$499

NATIONAL ACCOUNT NUMBER: NA1403

RESERVATIONS (24/7):
1-800-RENT-A-CAR
OR
ENTERPRISE.COM

Local Account Manager: Joey Rosenfeld
504-779-3326 – Direct Number
225-445-7250 – Cell Phone
866-346-1572 - fax

OUT-OF-STATE VEHICLE RENTALS (RECEIPTS REQUIRED)
2009 - 2010

Corp. Discount #	AVIS A628000		BUDGET T243800		DOLLAR TA8565		ENTERPRISE NA1403	
	AVIS		BUDGET		DOLLAR		ENTERPRISE	
	DAY	WEEKLY	DAY	WEEKLY	DAY	WEEKLY	DAY	WEEKLY
COMPACT	$44	$220	$42	$210	$35	$192.50	$35	$210
INTERMEDIATE	$46	$230	$44	$220	$37	$203.50	$38	$228
FULL SIZE	$48/$50	$240/$250	$46/$48	$230/$240	$39	$214.50	$40/$43	$240/$258
PREMIUM	$60	$300	$54	$270	$57	$313.50	$55/$60	$330/$360
7/8 PASS VAN	N/A		N/A		$49	$269.50	$49	$294
15 PASS VAN	N/A		N/A		N/A		$99	$594

Corp. Discount #	HERTZ 70592		NATIONAL 5004172		THRIFTY 0010176533	
	HERTZ		NATIONAL		THRIFTY	
	DAY	WEEKLY	DAY	WEEKLY	DAY	WEEKLY
COMPACT	$41	$246	$40	$240	$35	$192.50
INTERMEDIATE	$44	$264	$41	$246	$37	$203.50
FULL SIZE	$47	$282	$43/$45	$258/$270	$39	$214.50
PREMIUM	$68	$408	$60/$65	$360/$390	$57	$313.50
7/8 PASS VAN	$65	$390	$60	$360	$49	$269.50
15 PASS VAN	N/A		N/A		N/A	

RESERVATION TELEPHONE NUMBERS

AVIS - 1- 800 - 331 - 1212
BUDGET - 1- 800 - 527 - 0700
DOLLAR - 1- 800- 800- 3665
ENTERPRISE - 1 - 800 - 736- 8222
HERTZ - 1- 800 - 654 - 3131
NATIONAL - 800 - CAR - RENT (227 - 7368)
THRIFTY - 1 - 800 - THRIFTY (847- 4389)

1. A valid drivers license and a major credit card are required to rent a car.

2. Surcharges may apply for certain cities and airports.

3. Rates require that the car be returned with a full tank of gas.

4. Taxes are applicable and are to be paid in addition to rates.

5. One day rentals on a Monday, Tuesday, or Wednesday may require additional surcharges.

6. Some car companies charge for additional drivers.

7. Unlimited mileage on all rentals.

IN-STATE HOTEL AND MOTEL DIRECTORY
2009-2010

LOCATED ON OUR WEBSITE AT

WWW.DOA.LOUISIANA.GOV/OSP/TRAVEL

The In-State Hotel and Motel Directory is no longer part of our Travel Guide, it is now located on our website listed above. The decision was made to only list the directory on our website to ensure that we always have current information as well as the ability to add/delete properties throughout the year.

Please note that the State Travel Office does not enter into contracts with any hotel properties.

PPM 49 does not mandate specific hotel properties where a traveler must stay. PPM 49 only states the maximum dollar allowance a traveler can be reimbursed for lodging.

The directory references a number of hotels that will offer a limited number of rooms at state rates. However, since there is no contractual agreement, these hotels do not guarantee their rate for last room availability. If the hotel property has a large occupancy for your date of travel, then your chance of obtaining a state rate decreases.

The important thing to note when making travel arrangements is to seek hotel reservations as early as possible. That will increase the opportunities to find a rate at or below state contract. Be sure and write down the reservation number as well as their cancellation policy. If travel plans have to be changed or cancelled, then you must cancel your reservation within the allowable time frame.

PLEASE SEE TIPS FOR MAKING HOTEL RESERVATIONS AND CHECKING INTO HOTELS ON THE FOLLOWING PAGE.

USE THESE TIPS WHEN MAKING HOTEL RESERVATIONS AND CHECKING INTO HOTELS:

1. When making reservations at a hotel please ask for a State Government Rate.

2. Don't forget to bring a tax exempt form to avoid paying sales tax. You should present this form to the hotel upon arrival.

3. Make sure that you know the hotel's cancellation policy. (If you do not cancel a reservation you may be charged the first night's stay).

4. Be sure you know what your booked rate includes (breakfast, free local phone calls, etc.) to make sure you are getting the best rate.

5. Guaranteed reservations with a credit card means that the hotel will hold the room until you arrive, no matter what time. It also means that if you don't cancel according to the hotel's policy, you will be charged for one night's stay.

6. The minimum time allowed for cancellation is shown on your itinerary, the time marked is the time at the hotel's city not yours.

7. Confirmation numbers are proof of reservation. Provide this number to the front desk clerk and demand to be accommodated if there is any problem with your reservation.

8. Please review and initial your room rate prior to your check in.

1. AIRFARE INSTRUCTIONS:

USE OF THE STATE CONTRACTED TRAVEL AGENCY - CARLSON WAGONLIT TRAVEL IS MANDATORY FOR ALL AIRFARES!!

NOTE: HOWEVER, WHEN USING CARLSON WAGONLIT TRAVEL - YOU HAVE OPTIONS FOR THE TYPE OF AIRFARE TICKET PURCHASED.

This office strongly encourages use of lowest logical airfares, NOT state contract fares. You should ask the contracted travel agency to check for the lowest logical rates based on your personal needs as well as ask if there are other refundable airfares available.

The State always supports purchasing the **"best value"** ticket. Therefore, once all rates are received, the traveler must compare cost and options to determine which fare would be the **"best value"** for their trip. To make this determination, the traveler must ask the question: Is there a likely-hood my itinerary could change or be cancelled? Depending on the response, you must determine is the costs associated with changing a non-refundable ticket (usually around $150) would still be the best value.

Another factor to assist having the state's contracted travel agent search the lowest fare is being able to advise the agent if you are flexible in either your dates or time of travel. By informing the contracted travel agent of your "window of time" for your departure and return will assist them to search for the best price. Travelers are to seek airfares allowing an ample amount of lead time prior to departure date. The lead-time should be at least (14) fourteen days in advance of travel dates to ensure the lowest fares are available. Generally, the earlier a ticket is purchased, provides for lower airfares.

2. THE TRANSACTION FEE FOR FISCAL YEAR *2009-2010* WILL BE *$24.00,* WHICH IS NOT REFUNDABLE.

3. REMEMBER: A ticket is not purchased until you confirm your reservation with a credit card! Until payment is confirmed with our travel agency, there will not be an electronic ticket issued at the airport. **Please Note:** When you ask the travel agent to hold a specific flight that means the seat is being held, not the price of the ticket, the price can change at any time.

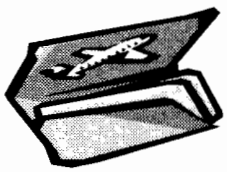
Many travelers contact the travel agency to inquire about travel arrangements. If you select specific flights and dates (an itinerary) and ask the travel agent to hold that itinerary, a ticket is still not purchased. You must give specific instructions to purchase the ticket and receive a receipt which contains a ticket number to confirm that a ticket has been issued in your name.

When you purchase a non-refundable ticket, which is recommended in most cases, the state's contracted travel agency will fax a copy of the itinerary for the traveler's review and signature of agreement before issuing a ticket.

Before purchasing an airline ticket, please confirm that your itinerary is correct, make sure that the spelling of your name on the itinerary/ticket is the same as on your driver's licenses and passport, check dates, times, fares, services, etc.

IF THE STATE'S CONTRACTED TRAVEL AGENT DOES NOT OFFER YOU OPTIONS ------ ASK!

STATE OF LOUISIANA CONTRACT AIRFARES
2009-2010



Remember, while use of the contract travel agency is mandatory; purchase of state contract airfares is not mandatory.

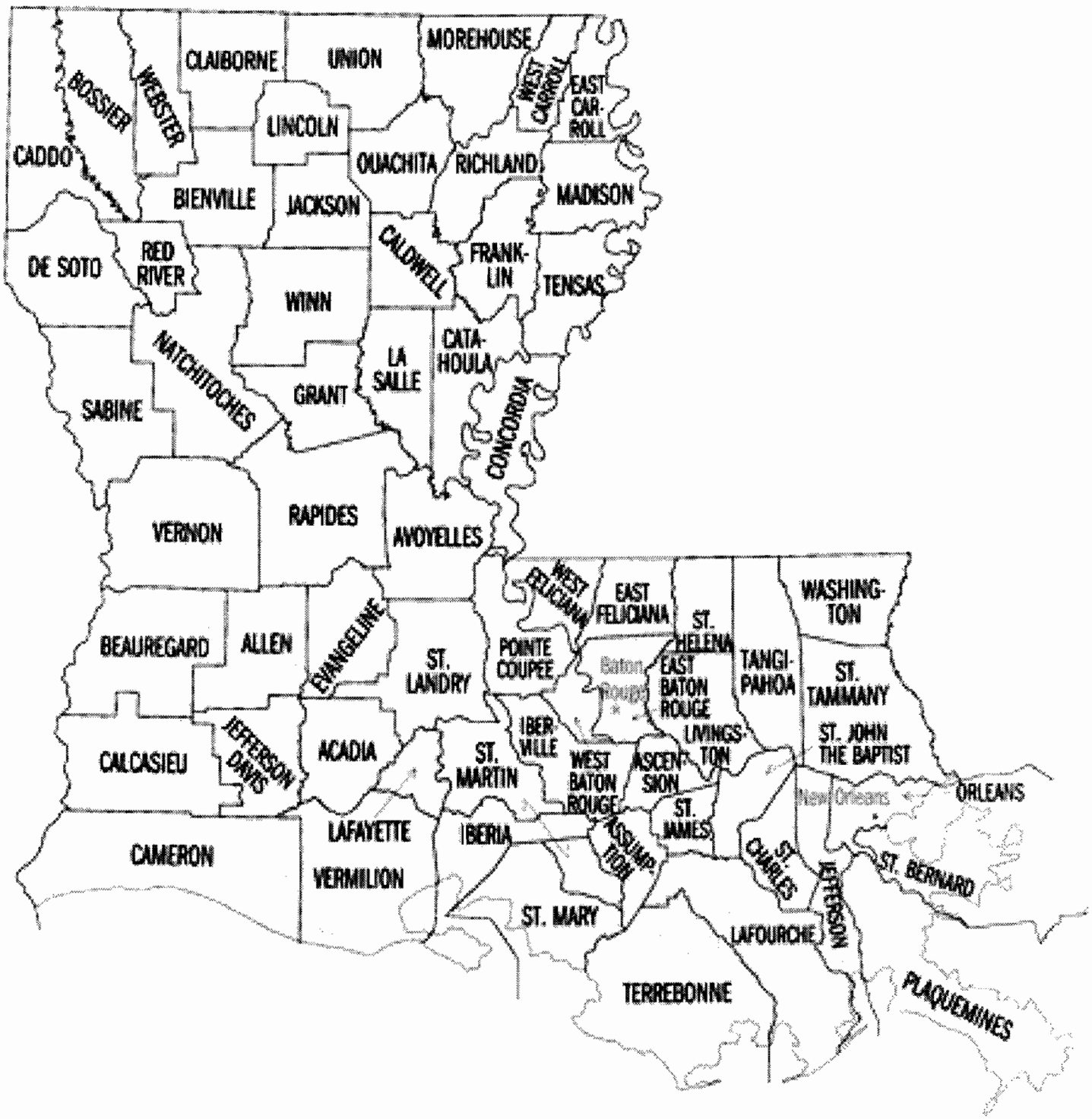
Contract airfares continue to increase significantly in cost and in many cases will not offer the best value for the State. This office strongly encourages use of lowest logical airfares, **NOT** state contract fares. You should ask the state's contracted travel agency to check for the lowest logical rates based on your personal needs.

Once all rates are received, the traveler must compare cost and options to determine which fare would be the **"best value"** for his trip. To determine the best value, the traveler must ask the question: Is there a likelihood my itinerary could change or be cancelled? Depending on the response, he must determine if the costs associated with changing a non-refundable ticket (usually around $150) would still be the best value. Also, in order for the travel agent to search the lowest fares, the traveler should always advise the agent if he is flexible in either dates and/or times of travel. Again, this will help ensure the best value for your trip.

Remember, PPM49, Section 1504 B 2 (d) states "The policy regarding airfare penalties is that the State will pay for the airfare and/or penalty incurred for a change in plans or cancellation when the change or cancellation is required by the State or other unavoidable situations approved by the agency's department head."

Based on the above, this office has chosen not to post State Contract Airfares. The travel agents, however, will have the state contract rates to assist the traveler in making the best value decision. For situations which call for state contract rate comparisons for reimbursements, the traveler should use lowest logical rate.

Bank of America 24 hour Customer Service, Disputes, Lost or Stolen cards
800-300-3084 or 888- 449-2273
OR the toll-free number on the back of the card



This issue of the Louisiana State Travel Guide was published at a total cost of $155.00. 200 copies of this document were published. This document was published by the Division of Administration, Office of State Purchasing, Post Office Box 94095, Baton Rouge, Louisiana 70804-9095 to improve procurement procedures and to maintain communications between the agencies and the DOA, by special permission of the DOA. This material was printed in accordance with standards for printing by State Agencies established pursuant to R.S. 43:31.

Louisiana

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