

COLORADO STATE UNIVERSITY
Financial Instruction Procedures
FPI 5-1

1. **Procedure Title:** Travel Procedures
2. **Procedure Purpose and Effect:** To define procedures for travel expenditures.
3. **Application of Procedures:** This procedure applies to all expenditures made with University funds for travel related to official University business.
4. **Exemptions:** None.
5. **Definitions:** The following definitions apply to all travel paid with University funds---no matter the source of the funds---and to all individuals engaged in such travel, whether officers, faculty, staff, students, or non-employees traveling on University business. For questions, contact Travel Services at 970-491-6021, 970-491-1362 or 970-491-2291.
 - A. **Amend** - To amend a Travel Authorization (TA) to encumber additional expenses that were not included on the original TA. The original TA can be amended until a Travel Reimbursement is issued. To do an amendment, click the “amend” button at the bottom of the TA.
 - B. **Approving Authority** - University employee designated authority, in the Kuali Financial System (KFS), to approve matters related to University travel, approve travel documents, etc. Approving authority cannot be a subordinate of the traveler. Travelers cannot approve their own travel as the Department Higher Authority. The approving authority must be on the Signature Approval list (defined below) for that department.
 - C. **Auto Liability Insurance** – Auto liability insurance only covers injuries or damages to third parties and their property. There are two components to auto liability – bodily injury liability and property damage liability. In the context of auto rentals auto liability insurance is NOT collision damage waiver/loss damage waiver (CDW/LDW).
 - D. **Blanket Authorization** – A department head may annually provide blanket authorization for in-state travel for the entire department or for specific individuals in the department, in the form of a memo, maintained within the department and available for audit. The blanket authorization does not cover airfare for in-state travel; pre-approval is required for all airfare. If blanket authorization is not in place a Travel Authorization must be completed for each in-state trip.
 - E. **Citibank Travel Card** – The Citibank Travel Card is the preferred method of payment for University employees traveling on business. This card may be used for vehicle rentals, lodging, and all other travel expenses, wherever it is accepted. Charges incurred are the personal liability of the traveler; reimbursement is obtained through the travel voucher process. Obtain a card application from the Travel website. To report a lost card or for general assistance, contact Citibank Customer Service at 1-800-248-4553.

- F. **Collision Damage Waiver/Loss Damage Waiver (CDW/LDW)** – This is an optional insurance coverage that is available when you rent a vehicle. Car rental companies treat CDW/LDW as a waiver of their right to make a renter pay for damages to the car rented. It is not auto liability insurance.
- G. **CONUS** - Acronym for the Continental US, including District of Columbia.
- H. **Department Higher Authority (DHA)** – The approver for the traveler's department defined as the Department Head, next higher authority or delegate.
- I. **Fiscal Officer** – The approver in KFS for the account the traveler is charging their expenses to.
- J. **Group Event Card** - A Citibank Travel card that can be issued to Business Officers in colleges or departments. This is a Corporate Liability card, available for group travel. Contact Travel or visit the Webpage for further details.
- K. **Ghost Card (also known as a CTS Account)** - Citibank Travel card account number used by approved travel agencies to cover cost of airline or of other common carrier. Not used for vehicle rental, lodging, or other travel-related expenses. Charges incurred on ghost card are billed directly to campus departments according to information received from the travel agencies. (TEM document number associated with transaction is used to reconcile expenses.) Ghost cards are different from Citibank Travel Cards; they are not issued to individual employees, but only to University approved travel agencies.
- L. **In-State Travel** - Travel within the State of Colorado or immediate area outside Colorado where travel can be completed within the same day. Travel to an immediate area outside of Colorado can be done on the TR by selecting "in-state" and having the primary destination of "Fort Collins". In the explanation field state the purpose of the trip, the location they are driving to, and that it is a single day trip. Approval from the department is always required for travel. Travel Authorization is only required if travel is by airline or other common carrier, a travel advance is requested, or by Department policy. Expenses incurred while in travel status are reimbursable according to the Travel Policy (System fiscal policies Rule 5).
- M. **International Travel** - Travel to any destination not considered in-state or out-of-state. All international travel must be approved in advance by the fiscal officer of the account being charged, Department Higher Authority through KFS, and Risk Management. For information about traveler's destination country (including travel warnings issued by the US Government, see [Research Your Destination](#)).
- N. **Kuali Financial System (KFS)** – The open-source enterprise-level financial systems used by Colorado State University.
- O. **Out-of-State Travel** - Travel other than in Colorado and immediate area outside Colorado where travel cannot be completed in one day and that is within the Continental US, including the District of Columbia, Alaska, and Hawaii, as well as U.S. territories such as Guam and Puerto Rico. Mexico and Canada are considered international travel.
- P. **PCARD** - PCARD is the University's procurement card and cannot be used for travel expenses. Exception: Used for conference/event registration, if accepted by the vendor and non-employee

travel. See the [PCard Program Handbook](#) for further information about the proper use of the PCard regarding travel, and email questions to procurement_pcard_help_desk@Mail.Colostate.edu.

- Q. Proof of Payment** - To be reimbursed for an expense, traveler must provide both evidence of the expenditure (original itemized receipt documenting nature/cost of item) and proof of payment (demonstrating that he/she personally covered that expense). If receipt does not indicate that bill was paid (by cash, check, and credit card) and balance is zero, traveler must provide additional documentation to that effect (e.g., credit card slip).
- R. Propriety of Expense Rule** - Travel paid by the University, regardless of funding source, shall be for the benefit of the University and completed using the most economical means available which will satisfactorily accomplish the University's business. Traveler will request reimbursement—and Approving Authority will approve payment—only for those expenses incurred for the benefit of the University.
- S. Route Log** – Located at the bottom of the KFS documents, the route log shows the approvals that have finalized, and the approvals that still need to occur.
- T. Signature Approval List** - The signature approval list is a list of individuals who are authorized to approve travel for a specific department or individual in that department. The lists are kept on file in Travel and updated yearly. If an approver changes please notify Travel, so the list in our file is correct.
- U. TEM Profile** – A document in KFS that stores the traveler's information that is used on each travel document. A TEM Profile must be set up for every traveler and Travel Arranger (defined below) for the department.
- V. Travel Arranger** - A person who creates and submits travel documents on behalf of the traveler.
- W. Travel Authorization (TA)** - Travel document used to authorize travel out-of-state, internationally or in-state where a blanket authorization cannot be used, or is not in place. The TA is also a payment document for airline tickets purchased through an approved travel agency and put on the "ghost card".
- X. Travel Reimbursement (TR)** - Travel document used to request reimbursement for CSU travel related expenses (meals, lodging, mileage, on-site event registrations, etc.) Documents should be submitted within 60 days of trip end. Documents approved by the traveler in Kuali in excess of 60 days from the trip end date will result in the reimbursement becoming taxable to the traveler.

6. Procedure Statement:

- A. Travel Authorization (TA)** - All employee travel requires a TA approval in KFS by the account Fiscal Officer and the DHA. The fiscal officer of the account where the travel is being charged approves the TA. A blanket in-state authorization may be completed annually that allows employee travel within the state of Colorado without requiring the completion of a TA. A TA for in-state travel needs to be completed if this is not in place. If in-state travel involves air travel, a TA must be completed.

Travel for department heads must be approved by the dean, VP or next higher authority. Travel for deans must be approved by the Provost or next higher authority. Travel for VPs must be approved by their supervisor or next higher authority.

International travel must have approval by the Office of Risk Management. That approval must be attached to the TA in the Notes & Attachments section. International Travel needs to be approved by the fiscal officer on the account being charged, and DHA. International travel that involves students, needs to have approval from International Programs. That approval must be attached to the Notes & Attachments section of the TA.

Non-employee travel only requires approval by an account approver and must be for the benefit of the University.

- B. Travel Reimbursement (TR)** – Traveler will submit this document to request reimbursement for CSU travel related expenses (meals, lodging, mileage, on-site event registrations, etc.). The TR must be approved by the traveler and fiscal officer in Kualii. The TR should be submitted within 60 days of trip end. Documents approved by the traveler in Kualii in excess of 60 days from the trip end date will result in the reimbursement becoming taxable to the traveler. All travel expenses paid by the University must be reasonable and necessary, for University business purposes, incurred in support of assigned duties, and in furtherance of the University's mission.

C. Allowable/Non-Allowable Reimbursements:

Accident/Stolen Rented Vehicle

If an accident occurs and the rental vehicle is damaged, or a rented vehicle is stolen and the state credit card has been used and the CDW/LDW has been declined, call the State Travel Card Program Administrator at 1-800-VISA-911 to report the loss. If you are outside the US, call collect at 1-410-581-9994. The Program Administrator will answer any questions you or the car rental agency may have and will then send you a claim form. All claims must be reported immediately following the loss, but no later than 45 days following the date of the loss. Exclusions may apply. When you return the vehicle to the rental agency you need to obtain the following: 1) a copy of their accident report form and claim document, which should indicate the costs you are responsible for and any amounts that have been paid toward the claim; 2) a copy of the initial and final car rental agreement; 3) a copy of the repair estimate or itemized repair bill, if available; 4) two photographs of the damaged vehicle, if available; 5) a police report, if obtainable.

If you are involved in an accident with a rented vehicle which involves a third party, auto liability insurance is provided by the auto rental agency provided that you have used a state approved auto rental agency, and used the discount code. Please ensure that you contact the auto rental agency of this claim including a copy of the police report, including third party information. If you are at fault the third party's insurance company may claim for their damages against you personally. It is important should you receive any notices from the third parties insurance company that you immediately notify the auto rental company of this claim.

Advances

There are two ways to obtain an advance:

- 1) Citibank Travel card: Employees should use their Citibank Travel card at an ATM to obtain travel advances. ATM transaction fees are reimbursable via Travel Voucher upon trip completion. Traveler is responsible for direct repayment of advances to Citibank Travel card.
- 2) If the Citibank Travel card option cannot be used, traveler may request an advance using the TA document in KFS. Once the TA is approved in KFS, the Travel Advance will be deposited into the employee's bank account on file with Payroll. If the employee wishes to receive a check instead, contact the Travel Office before the TA is submitted. The Controller's Office will take any appropriate action to assure that each travel advance received from the University is repaid within 60 days after the conclusion of the authorized travel.

Airfares/Airlines

The traveler should work with approved travel agency and use State contract airlines. Exceptions to use of contract airlines: Approved travel agency finds that (1) lower fare is offered to general public that is not matched by awarded airline; or (2) there is no contract for the city pair; or (3) traveler is inconvenienced by three hours or more by using awarded airline. (Additional restrictions apply to travel funded by Federal projects; consult campus fiscal policy and campus Grants/Contracts office.) See <https://www.colorado.gov/dfp> for current city-pair price agreements.

Airline Tickets

Traveler must use approved travel agency to book tickets. See <http://busfin.colostate.edu/Forms/Travel/trvstagen.pdf#zoom=100>. Request the lowest fare available from all carriers; First/Business class travel is not allowed except as provided in Rule 5.30.2. Travel agency will need TEM document number and account number to proceed. (Also see Internet Airline Tickets.)

Alcoholic Beverages

Not reimbursable as part of Travel. Only covered when part of Authorized Business Function and can only be purchased using the following funds and ranges of accounts: Gift Funds (64 Fund: 6430000 – 6499999) Auxiliary Funds (2602000 – 2799999) or an account approved in advance by the University Controller on a Disbursement Voucher. See page 8 for further discussion on the Authorized Business Function.

ATM Fees

Reimbursable if incurred on individual's Citibank Travel card when obtaining an advance.

Authorized Business Functions

Expenses related to Authorized Business Functions are not permitted on travel documents.

Baggage Fees

Most domestic and foreign airline carriers have now implemented a charge for first and/or second checked bags. Charges for checked bags and additional or excess baggage charges may only be reimbursed to travelers if they are incurred in connection with official University business. The justification for these charges should be documented in the Notes and Attachments section of the TR when submitted in KFS. Receipts are required for all baggage fees over \$25.00.

Camping Fees

Reimbursable as lodging expenses if paid to commercial campground or State/National Park. Receipts required if more than \$25.

Chartered Aircraft

Aircraft may only be chartered for University travel in accordance with University Financial Policy 5.24. The [chartered aircraft approval form](#) shall be used to document approvals for the charter.

Conference/Event Registration

The Citibank Travel Card may be used for Conference Registrations paid directly to the conference provider. Receipts are required regardless of dollar amount. The PCARD or a DV (Disbursement Voucher) may also be used for payments directly to the conference provider.

Currency Exchange

Cost of converting money is reimbursable when exchange rate is documented. To find the exchange rate, the Oanda website can be used (www.oanda.com/convert/classic). (The TR has a Currency Rate Conversion. When calculating the exchange, use this field to populate back to U.S. dollars. Currency calculation must be within the dates of travel.)

Gasoline-rental vehicles

Traveler must use Citibank Travel card wherever accepted. Traveler must submit all receipts, regardless of dollar amount.

Internet Airline tickets

Purchase of internet airline tickets is at travelers own risk. Please note restrictions on internet tickets: Travelers are cautioned that internet tickets often have added restrictions on changes to itinerary or to dates and time of travel. Use of auction-based internet airfare vendors where the itinerary cannot be determined prior to ticket purchase is strongly discouraged. Travelers must secure approved TA. There must be a savings or convenience advantage. Documentation in writing of the amount of savings or convenience needs to be included in the Notes and Attachments' section on the TR prior to submission in KFS. Copy of itinerary is required: In order to obtain reimbursement, the traveler must provide: proof of payment (copy of internet ticket receipt) and a copy of the itinerary when submitting the TR for reimbursement. Reimbursement to the employee may take place when the cost is incurred.

Late Fees

Late fees or finance charges may not be reimbursed.

Local Transportation

Transportation costs (shuttles, buses, taxis, etc.) at traveler's destination are reimbursable. Receipts required for each trip over \$25.00.

Laundry Services

Laundry service charges are reimbursable when a trip is seven (7) days or longer. Receipts are required for reimbursement if over \$25.00.

Lodging-Business/Commercial

Lodging expenses are reimbursable to the extent of actual cost of reasonable accommodations. Travelers must charge lodging to Citibank Travel card whenever possible. The original lodging folio showing breakdown of charges is always required.

Lodging-Deposit

Travelers should use their Citibank Travel card. If charge hits travel card statement prior to end of trip, travelers may request reimbursement. Proof of payment must be provided (Citibank Travel Card statement). Process a Travel Reimbursement claiming this pre-trip expense. Process a new reimbursement from the Travel Authorization upon trip completion.

Lodging-Personal

University employees on personal (non-business) travel may be able to take advantage of State lodging price agreements at vendor's discretion by showing CSU ID.

Lodging – Spouse, other

If traveling with spouse/other individual, business traveler can only request reimbursement for his/her own lodging, meals, etc. Single-room occupancy rate must be indicated on lodging receipt.

Lodging-Staying with friends

Travelers who arrange private lodging (e.g., staying with friends/family) can be reimbursed up to \$25 per night.

Meals during Single-Day Trip – Day trips

Day trips, which start and end on the same day, are not eligible for meal reimbursements, however, they may be paid when included as part of a conference registration fee.

Meals in Travel Status

Meal reimbursements are allowed for the actual cost of meals up to the maximum allowable per diem rate. Employees are allowed 75% of the applicable per diem rate on the first and last day of travel no matter what time the travel begins or ends. Daily per diem rates are for both meals and incidental expenses. Domestic per diem rates include a \$5.00 daily allowance for incidental expenses. International daily per diem rates contain an amount for incidental expenses that varies by travel destination, but is approximately 20% of the total daily per diem rate. The daily incidental expense per diem is intended to be used for personal telephone calls, miscellaneous incidental tips such as bellhops and maids and other miscellaneous items. The University will use the per diem rates established by the state controller. The approving authority may require documentation, e.g., receipts, in addition to documentation prescribed by these policies that is deemed necessary or advisable in order to review expenses and authorize reimbursements.

Mileage-Personal Vehicle

Reimbursable, using state-assigned rates, when in travel status: Click [here](#) for Current 2WD and 4WD reimbursement rates. Currently: \$0.49/mile and higher reimbursement rates are \$0.52/mile if road conditions require four-wheel drive vehicle (justification for use of 4wd must be provided). Web sites can help travelers calculate miles driven: www.mapquest.com.

Mileage vs. Airfare—Required

Travelers will be reimbursed for actual trip cost (mileage, lodging, meal per diems) if vehicle travel is required due to nature of trip or items which must be transported, or because multiple travelers make vehicle travel the lowest cost.

Mileage vs. Airfare—Traveler's Option

Travelers will be reimbursed for driving cost (mileage, lodging, meal per diems) up to estimated total flight cost (transportation to/from DIA, airfare, destination ground transportation). Calculation of airfare cost is based on lowest obtainable 14-day advance fare per quote from CSU-approved travel agency. Traveler must declare annual leave for any additional days required as a result of alternative travel. Whenever a less economical means of transportation is chosen for the convenience of the traveler, amounts claimed for lodging, meals and other miscellaneous expenses are limited to the number of business days of travel that would otherwise have been required.

No Cost to the State

If out-of-state/international travel is involved, traveler must obtain a Travel Authorization number regardless of who is paying for the trip. Traveler must reimburse the University for any travel-related expenses incurred by the University and ultimately paid by another entity. All business travel that is paid for by a third party sponsor must be reported in accordance with the University's policy on [Financial Conflicts of Interest in PHS-funded Projects](#), where applicable (regardless of whether or not the traveler has an actual conflict).

Non-Employee Meals, Lodging, Travel

Governed by same rules that apply to employee travel expenses. Travel Authorization number required if department purchases an airline ticket. Meal/lodging reimbursements issued at same rates. Sponsoring department is encouraged to take advantage of State-contracted airfares and work with approved travel agencies. (Non-employees can, however, make their own travel arrangements. Non-employees cannot receive advances).

Parking

Reimbursable when it is a necessary part of the trip, e.g., parking at traveler's destination, parking at DIA. Receipts required if over \$25.00.

Per Diem

The maximum daily rate allowed for meal reimbursements. Under no circumstances can the per diem claim exceed the maximum daily rate for any given destination. Employees are allowed 75% of the per diem rate on first and last day of travel no matter what time the travel begins or ends. The TA and TR documents have a per diem table that populates the rates based on primary destination.

Personal Expenses

Expenses incurred for traveler's benefit---e.g., magazines, movie rentals, child care, other entertainment, are not reimbursable.

Personal Travel combined with Business Travel

Should not be combined unless unavoidable. Only business-related cost of travel will be reimbursed.

Travel Reimbursements (internet airline tickets, lodging deposits, registrations)

Travelers may request reimbursement for specific expenses incurred and charged prior to completion of their trip. Those expenses must be reimbursed on a Travel Reimbursement document. To claim additional expenses after the initial reimbursement, click the New Reimbursement button. By using the new reimbursement button it links all these documents together and can be viewed in the View Related Documents tab.

Receipts

Travelers must submit electronic **itemized** receipts for all individual charges exceeding \$25. Exceptions: All rental vehicle/gas receipts are required. Registration receipts are required regardless of dollar amount. All receipts are required for lodging, except Lodging-Staying with Friends.

Registration Fees

See Conference/Event Registration.

Rental Vehicle

Before renting a vehicle always check the State of Colorado website for rates and information at the following web site:

<https://www.bidscolorado.com/co/portal.nsf/xpPriceAgreementsByCategory.xsp>

There are three different scenarios to rent a vehicle, please read carefully:

1. Renting from an approved state rental car agency:
 - a. Car rentals must utilize discount code provided by rental car agency.
 - b. Do not purchase CDW/LDW or auto liability insurance: this coverage is provided when renting with State contracts (BOA). This applies to both employee and non-employee travelers. **Make sure you have obtained the discount code provided by the rental car agency prior to your trip.**
2. If it is not possible to rent from an approved state rental car agency:
 - a. The traveler must use the Citibank Travel Card to rent a vehicle from any available agency.
 - i. They **should not purchase** CDW/LDW.
 - ii. However, they must purchase auto liability insurance.
 - b. If the traveler does not have a Citibank Travel Card and rents from a non-approved agency they should purchase both the CDW/LDW and liability insurance.

Please provide justification in the comments section of your Travel Reimbursement when renting from a non-contracted agency. Receipts are always required for reimbursement of rental car expenses. Please remember that exclusions may apply to CDW/LDW coverage afforded under the visa credit card program. In addition rental agencies may have additional requirements for certain types of vehicles – such as age limit of drivers that departments and CSU drivers are expected to follow.

See matrix on the next page for additional guidance on what insurance is required to be purchased as well as the claim contact information:

<p>State Travel Card + State Approved Auto Rental Agency</p>	<p>CDW/LDW and auto liability insurance are included when discount codes are used to rent vehicle.</p> <p>Discount codes: Avis – A514145 Budget – T143828 Hertz – 65579 National/Enterprise – XZ12397</p>	<p>CDW/LDW and Liability Claim Information:</p> <p>Avis- (844) 717-5568</p> <p>Budget- (844) 717-5568</p> <p>Hertz- Online form link: Incident Report (877) 584-7159</p> <p>Enterprise/National- (866) 300-3238</p>
<p>State Travel Card + Non-Approved Auto Rental Agency</p>	<p>MUST purchase \$1M auto liability coverage from auto rental agency</p> <p>Decline CDW/LDW from auto rental agency because it is provided through the Travel Card program.</p>	<p>CDW/LDW Claim Information:</p> <p>Visa –</p> <p>Inside U.S, (800) 847-2911 Outside U.S. (410) 581-9994</p> <p>Liability Claim Information:</p> <p>Contact Auto Rental Agency Directly</p>
<p>No State Travel Card + State Approved Auto Rental Agency</p>	<p>CDW/LDW and auto liability insurance are included when discount codes are used to rent vehicle.</p> <p>Discount codes: Avis – A514145 Budget – T143828 Hertz – 65579 National/Enterprise – XZ12397</p>	<p>CDW/LDW and Liability Claim Information:</p> <p>Avis- (844) 717-5568</p> <p>Budget- (844) 717-5568</p> <p>Hertz- Online form link: Incident Report (877) 584-7159</p> <p>Enterprise/National- (866) 300-3238</p>
<p>No State Travel Card + Non-Approved Auto Rental Agency</p>	<p>Must purchase \$1M auto liability coverage AND CDW/LDW from auto rental agency</p>	<p>CDW/LDW and Liability Claim Information:</p> <p>Contact Auto Rental Agency Directly</p>

Short Term Housing

Employees and/or students conducting sponsored research in remote areas outside of a commuting distance may require short term housing paid for by the University. This short term housing, defined as greater than 30 days and less than 9 months, includes any reasonable and necessary rental cost for residential space. The employee and/or student are deemed in travel status during this rental period and are required to have the same requirements of the Travel Authorization and Travel Reimbursement as any other travel. These expenditures are to be paid by grant funds awarded with sponsor-approved line items for such costs and the actual payment of the rent for this housing is done on a DV (Disbursement Voucher) form directly to the lessor of the housing. The following procedures should be observed:

- PI/Department obtains/completes the Lease Info Form.doc and emails it to REO (CSU Real Estate Office).
- REO reviews and forwards to OSP (Office of Sponsored Programs) for approval to expend grant funds for rental.
- OSP determines if grant funds awarded has sponsored approved line items for rent and notifies REO.
- REO forwards OSP approval and REO approved Lease Info Form.doc to accounts payable.
- Department initiates DV using term "short term housing" on DV document.

For non-sponsored non-University related short term housing (i.e. Todos Santos), use the expense type LE – Lodging Extended to record this cost appropriately.

Students-Meals, Lodging, Travel

Governed by the same rules that apply to employee travel-related expenses and use of Travel Document numbers when travel is for University business purposes. Meal/lodging reimbursements issued at same rates.

Telephone/Fax Charges

Charges for University business are reimbursable. Receipts required for claims over \$25.

Toll Road Charges

Charges incurred while on University business are reimbursable. Receipts required for claims over \$25.

Traffic Fines/Tickets

Not reimbursable.

Travel Insurance

Not reimbursable. Exceptions: 1) some countries require traveler to purchase additional rental vehicle insurance; this cost is reimbursable if the requirement for insurance is documented; 2) if a traveler cannot obtain a Citibank Travel Card or is traveling to a location where a contracted car rental agency is not available, the traveler should purchase all necessary insurance and this is reimbursable. **Please be sure to justify purchase of insurance in the comments section of the Travel Reimbursement.**

Traveler's Checks

Fees for traveler's checks are normally reimbursable. Exception: Not reimbursable from a project if traveling on Federal funds. Receipts required for claims over \$25.

Vaccination

Costs are reimbursable if vaccination is required in order to enter a foreign country. Receipts required regardless of amount.

Visa Costs

Normally reimbursable to the traveler when paid out-of-pocket by the traveler. Visas are reimbursable on a federal project if the project requires foreign travel and the visa is necessary for that travel. Receipts required regardless of amount.

7. **Reference and Cross-References:** None.
8. **Forms and Tools:** For training slides, examples, step by step guides, FAQs, and more visit the [Travel Services website](#).