

Vizient, Inc.

Travel and Expense Policy

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Policy Purpose, Responsibility and Compliance

Purpose

The purpose of the Travel and Expense Policy, the “Policy,” is to inform employees of policies and guidelines for business travel and other business-related expenses. This Policy also includes procedures for obtaining a Vizient Corporate American Express® (AmEx) Card and submitting business expenses for reimbursement.

The company may amend or change this Policy to meet changing business and travel conditions as needed.

Responsibility and Compliance

All full-time and part-time employees are responsible for complying with this Policy.

This Policy is intended to be comprehensive, but it is not possible to anticipate every situation an employee may encounter during business travel. Employees are expected to follow the Policy’s guidelines and exercise good judgment. The company will reimburse an employee for reasonable and necessary expenses as defined in this Policy while traveling or conducting authorized company business.

When planning business travel, employees should maintain a balance between the company’s need to effectively manage resources and an employee’s need for services while working remotely. Employees are expected to make travel arrangements as cost-efficiently as possible in accordance with the company’s established business practices.

The travel guidelines in this Policy are intended to provide employees with a reasonable level of service and comfort, maximize the company’s ability to negotiate discounted rates with preferred suppliers and support a level of safety for employees while traveling on business. Any questions, concerns or suggestions regarding the company’s travel guidelines may be discussed with [Phyllis Cowell](#), corporate travel manager, or your manager.

Managers of employees are required to review and approve an employee’s expense report. Managers are expected to validate the business purpose of an employee’s trip and confirm that expenses submitted for reimbursement are in compliance with this Policy. Employee expense reports are audited by the Vizient accounting and finance departments to confirm proper approvals and compliance with the company’s policies as well as IRS regulations.

An employee who falsifies an expense report or attempts to obtain reimbursement for expenses not in compliance with this Policy may be disciplined up to and including termination of employment. Employees who are uncertain about how to interpret or comply with this Policy should consult their manager.

The company assumes no obligation to reimburse employees for expenses that are not in compliance with this Policy, including any late fees or interest charges. Employees who do not comply with this Policy may experience delays in the processing of their expense report and/or be subject to withholding of reimbursement. The company’s audit staff performs compliance reviews of employee expense reports and travel arrangements. The audit staff informs an employee and his/her manager of non-compliance issues.

Company Credit Card

Company Credit Card Required for Business Travel and Expenses

The company uses the Vizient Corporate American Express® (AmEx) Card for travel and other business-related expenses.

When American Express is accepted by a vendor, the corporate card must be used for all travel and business expenses. The personal use of the Corporate AmEx Card by an employee is prohibited.

Personal use and instances of an employee not using the Corporate AmEx Card for business purposes will be monitored by his/her manager approving an employee's expense report.

The Corporate AmEx Card is not intended to be used for:

- **Corporate meeting expenses such as group hotel payments**
These expenses should be processed through the [Conference and Meeting Planning](#) department.
- **Business expenses greater than \$2,000 for non-travel related costs**
These expenses include meeting and promotion costs as well as capital purchases. Employees should obtain an invoice from the vendor and submit it to [AP Invoices](#) for direct payment to the vendor.

Obtaining a Vizient Corporate American Express® (AmEx) Card

If an employee and his/her manager agree that a corporate card is needed, the employee should submit an application. As a general rule, employees should apply for a Corporate AmEx Card if they expect to have at least five expenses per year. Before you apply, here are Vizient's [Corporate American Express Card Guidelines](#) for your review.

- The [corporate card administrator](#) is available to provide guidance during the application and/or approval process.
- To apply for a corporate card, follow the steps on the [Corporate American Express® \(AmEx\) Card Employee Application Process](#) document.
- As with any credit card application, your personal credit will be checked; so, know that you will see an inquiry on your credit report.
- In rare instances, an employee may be initially denied a corporate card based on his/her credit history. In the majority of these cases, the employee is able to contact American Express to resolve open questions and their card application is approved. Managers are aware credit history questions sometimes happen when applying for a card, so you should feel comfortable discussing this matter with them and reviewing options together.
- Employees will be notified when their Corporate AmEx Card is delivered to the company's corporate card administrator. Employees are responsible to pick up their card if they work in the Irving, Texas office. For employees who work at other locations, the corporate card

administrator will overnight the card to the cardholder's business address. Under no circumstances may another person retrieve an employee's card.

- All employees are required to take the company's Travel and Expense Policy training, which includes information about the proper use of the Corporate AmEx Card. This training will be assigned to employees in Workday within 30 days of receiving your card.
- The Acceptance Agreement is part of the process when American Express issues a corporate card. This agreement acknowledges receipt of the card and acceptance of agree-upon terms among the employee, a company and American Express.
- The Vizient Travel and Expense Policy training includes an overview of the corporate card. During this training, employees will be able to select "Acknowledge" to indicate their acknowledgment of this Acceptance Agreement.
- The Acceptance Agreement may be subject to change; upon notification, an employee may be asked to sign a new agreement.
- **As stated in the Acceptance Agreement, credit card debt is the primary responsibility of an employee.** Per terms of the Acceptance Agreement, an employee agrees to indemnify and save as harmless the company for any loss, claim or expense arising from failure to submit payment to American Express for all charges when due (including, without limitation, all business and personal charges) which an employee incurred on said Corporate AmEx Card account is in violation of this agreement.
- If an employee breaks this Acceptance Agreement, the employee cardholder authorizes the withholding from his/her wages any amounts due and owed on his/her Corporate AmEx Card account incurred in violation of this agreement.

Lost or Stolen Cards

If an employee's Corporate AmEx Card is lost or stolen, the employee must report this card number immediately to American Express Customer Service by calling (800) 992-3404. When an employee contacts American Express, he/she may request an emergency replacement card.

Once the new card is received, an employee must update his/her Corporate AmEx Card information on their Traveler Profile on the [Carlson Wagonlit Travel](#) portal.

Employees should also update the Lawson Expense System with their new Corporate AmEx Card number to allow their credit card transactions to begin loading correctly to be processed.

American Express Direct Pay

The company pays American Express directly for approved corporate business transactions. Employees must submit expense reports and follow the company's expense report approval process to ensure timely payment to American Express.

Employees are responsible to manage their Corporate AmEx Card account. American Express will send monthly online statements to cardholders.

Employee cardholders are expected to reconcile their Corporate AmEx Card account on an ongoing basis and to keep their account current at all times. Employees who violate this Policy may have their corporate card cancelled.

The company is not responsible for late payment fees. Personal charges are not allowed on the Corporate AmEx Card, and employees are responsible for paying American Express directly for any unapproved or personal charges. See additional information related to personal expenses in the Payment of Business Expenses on page 26.

Termination

Employees must return the Corporate AmEx Card to their manager upon termination of employment or whenever specifically requested to do so. An employee's manager is responsible for retrieving and destroying the card.

Travel Arrangements

Employees can find information on approved travel agencies and instructions to make business travel arrangements on the [Travel](#) page. This page is featured on Radius > Popular Links.

Concur Travel: Required for All Domestic Travel

[Concur Travel](#) is the company's required online travel reservation tool for all domestic air, car and hotel arrangements. Domestic includes travel within the United States and to Canada, Mexico and Puerto Rico.

Employees are prohibited from using other travel agencies or directly booking with airlines by calling or using their websites, except in these instances:

- Using [our dedicated Southwest Airlines portal](#) on the [Travel](#) page.
- Using [Carlson Wagonlit Travel](#) (CWT) for international, American Airlines AirPass™ and Leadership Team travel as described below.

In rare instances, employees may be required to book reservations directly with an airline for business travel. In these situations, employees should obtain pre-approval from their manager before making this reservation. In all such cases, employees must include an explanation on their expense report detailing the reasons for the exception of booking this reservation outside the Policy. In the event of a flight cancellation or weather-related travel issues, employees are permitted to make necessary changes to a reservation while at the airport.

Concur Travel Online Log In and Booking Information

Step One: Access the Concur Travel booking tool through the [Carlson Wagonlit Travel](#) portal.

On their first day with the company, new employees will receive two emails from Carlson Wagonlit Travel / Concur Travel Online. The first email will feature an employee's user name for Concur Travel which is typically his/her company email address. The second email will be a unique personal identification number, or PIN, for the employee to log in to the system for the first time. This second email also includes instructions on how to register as a new user, select a security question and set a password.

Step Two: Complete your Traveler Profile.

Go to the upper right hand corner of the [Carlson Wagonlit Travel](#) portal and click on the orange Traveler Profile button. Employees should provide the information requested for each section. Then, click on the "Submit" button. Your Traveler Profile will now be available for reservations booked through Concur Travel Online or Carlson Wagonlit Travel.

The Traveler Profile records travel preferences, frequent flyer program numbers, special dietary requests, seat assignment preferences, credit card details, etc. Employees are responsible for maintaining their own profiles and can update them on the Carlson Wagonlit Travel portal at any time.

Step Three: Make travel arrangements.

The [Concur Travel Online](#) link is in the My Travel section on the left hand side of the [Carlson Wagonlit Travel](#) portal. The link is called, "Book Concur Travel online."

The following details can also be found on the [Travel](#) page along with additional airline, rental car and lodging information:

- Concur Travel Training for Online Booking
- FAQs
- Tools and Resources
- Travel Safety Tips

Carlson Wagonlit Travel: International, American Airlines AirPass™ and Leadership Team Travel

[Carlson Wagonlit Travel](#) (CWT) provides dedicated agents to assist Vizient employees with international reservations, American Airlines AirPass and Leadership Team travel.

The CWT office is open Monday through Friday from 8 a.m. to 5:30 p.m. CST. To make reservations, call (800) 722-9479 and press 1 to speak with an agent.

CWT provides 24-hour emergency support if assistance is needed outside of normal business hours. Please call (800) 722-9479 to contact the CWT after-hours staff.

Employees can contact CWT directly to:

- Book a hotel reservation for a specific meeting or conference that has a negotiated or contracted rate.
- Book an airline ticket to be billed as a Master Bill Airfare Travel request.
- Make a reservation at a hotel near the Irving, Texas office as a Master Bill request.
- Request assistance for unblocking seats, setting up frequent flyer upgrade requests, making ticket exchanges and getting passport information.

Reservation Procedures and Cost-Saving Opportunities

Employees must follow these reservation procedures to ensure cost-effective travel:

- **Travel arrangements must be made at least 14 days in advance of the departure date to take advantage of early booking discounts and competitive fare opportunities.**
- Employees should make every effort to book a flight on American Airlines, our preferred air carrier. By making reservations on Concur Travel Online or with CWT, employees can be sure their arrangements support company-negotiated agreements and are in alignment with guidelines in this Policy
- All air travel should be made at the most economical class of service.
- Travelers are expected to accept the lowest fares offered.
- Restricted tickets that are non-refundable or involve a change penalty fee should be used whenever the business or trip's circumstances make sense. In most cases, this type of ticket is less expensive even if charges are incurred when changes are made to it.

- Employees are strongly encouraged to use connecting flights if the savings is more than \$250 and the layover is two hours or less.
- In cities with multiple airports, employees should check for lower ticket price opportunities. In Chicago, landing at Midway International Airport instead of O'Hare International Airport may be less expensive. In Dallas, landing at Dallas Love Field instead of Dallas/Fort Worth International Airport may also be at a lower fare.

Air Travel Discounts with Preferred Vendors

The company has negotiated a corporate air contract with [American Airlines](#). Employees should fly American Airlines whenever possible, unless another carrier offers a lower fare that meets a traveler's needs.

By booking through CWT and Concur Travel Online, employees can be sure they are making reservations at the best fare available and that their travel arrangements are made in alignment with this Policy.

NOTE: the terms of the company's travel service agreements are confidential and should not be shared with anyone outside the company.

Airfare Transaction Fees

Airfare transaction fees appear as a separate charge on the Corporate AmEx Card. They should be coded to "Airfare Expense" on the traveler's expense report.

Authorized Business Class Travel

Business class is permitted for domestic or international flights of six hours or more of continuous flight time from origin to destination. All business class travel must be reserved through [Carlson Wagonlit Travel](#).

If business class is not offered by an airline, first-class travel is not authorized as an alternative. All other air reservations should be made through the [Concur Travel Online](#).

Foreign Currency Expenses

If an employee travels to a country outside of the United States, he/she will incur both U.S. dollar (USD) and foreign currency expenses. Use the Corporate AmEx Card whenever possible including for hotels, meals, entertainment, train tickets, rental cars, etc. American Express will convert these expenses to USD at the current rate on the employee's monthly statement.

In some instances, employees will need to convert USD to foreign currency for incidental expenses when the Corporate AmEx Card cannot be used. To get the best conversion rates, an automated teller machine (ATM) is usually a good option. Most foreign airports and banks have ATMs that accept many U.S. bank and debit cards. The conversion rate at an ATM is usually better than at money-changing locations. However, ATMs charge a flat service fee so use them only to convert a large amount of money and as infrequently as possible. In addition, avoid converting money at hotels because they typically offer the lowest exchange rate.

Passport and Visa

Employees should contact [Corporate Travel](#) to obtain a [passport](#) or [visa](#) if traveling outside the U.S., including Canada, Mexico and Puerto Rico. Passports must be valid for six months beyond the scheduled return date. Employees traveling abroad for business can submit passport, visa and immunization costs for reimbursement when approved in advance by their manager.

International Medical Assistance

The company maintains an international insurance package. If traveling on international business, employees should notify [Risk Management](#) well in advance of the trip to obtain a [Medex](#) card. This card must be secured prior to travel abroad for use in the event of a medical emergency.

Personal Security and Safety

Travel to certain areas may be restricted or inadvisable due to political or economic unrest. Employees should contact [Risk Management](#) or [Phyllis Cowell](#), corporate travel manager, to determine possible risks before making travel arrangements. International travel advisories are issued, updated and distributed electronically.

Even in countries where a travel advisory has not been issued, employees should maintain a heightened level of safety and awareness during business travel. If an emergency arises or if employees feel their safety may be threatened, they should seek immediate assistance from local services or authorities (e.g., police, consulates and embassy personnel) and immediately report such incidents or concerns to the [Risk Management](#) team.

Authorized First-Class Travel and Approved Business Class

First-class travel is authorized for members of the company's Leadership Team, executive vice president and above, as well as board members.

Business class is permitted for domestic or international flights of six hours or more of continuous flight time from origin to destination. All business class travel must be reserved through [Carlson Wagonlit Travel](#).

Employees who earn upgrades from business travel may opt to use their upgrades toward a higher class of service. Employees may also use upgrade credits earned from business travel for personal travel. Employees may not purchase upgrade credits using company funds.

Y-UP Fares

A Y-UP fare is a non-restrictive coach class ticket that is priced lower than first-class, but higher than a non-refundable fare and allows the traveler to fly first-class. The company does not allow travelers to purchase Y-UP fares. The only exception is for a traveler who is already permitted to fly first-class or if this seat is the only one available on a flight and an employee's travel arrangement is reviewed and documented by the company's corporate travel manager, [Phyllis Cowell](#).

Preferred Seating and Priority Boarding

The company does not reimburse employees for preferred seating or priority boarding costs during business travel.

If an employee wants to purchase these options at his/her own expense, please call [Carlson Wagonlit Travel](#) at (800) 722-9479 and press 1 for assistance or contact the air carrier directly. NOTE: Because preferred seating and priority boarding costs are not reimbursable expenses, employees must provide a personal credit card number to pay for these charges.

There are two exceptions to this non-reimbursement policy:

- Southwest Airlines
- When there are no other business travel options and only one seat is available on a flight.

Southwest Airlines

When you fly on Southwest Airlines, Vizient will reimburse employees for priority boarding and preferred seating. That's because this carrier has its unique method to board passengers.

Employees must make their Southwest Airlines reservations on the company's SWABIZ travel portal. You'll find the link to this SWABIZ portal on Radius > Travel > [Book Travel Reservations](#).

To have the priority boarding and preferred seating documentation required for reimbursement, remember to print your Southwest Airlines reservation receipt to submit with your expense report.

When There are No Other Seats or Travel Options

The other exception to preferred seating reimbursement is when there is only one seat available on a flight and there are no other options for travel. In this case, an employee's reservation must be reviewed, approved and documented by the corporate travel manager.

This mandatory pre-approval of the preferred seating charge is required for an employee to be reimbursed for the preferred seating expense. [Carlson Wagonlit Travel](#) will contact Vizient's corporate travel manager for approval of this exception for reimbursement. If you have questions on this exception process, contact [Phyllis Cowell](#), corporate travel manager.

Changes, Cancellations and Unused Tickets

Employees who used [Concur Travel](#) to arrange travel and need to change their reservation can do so by either modifying their existing travel itinerary through Concur or by calling [Carlson Wagonlit Travel](#) (CWT) at (800) 722-9479 for assistance. Once the reservation is changed and the ticket is reissued as a ticket exchange, a new itinerary and receipt will be emailed to the employee noting any applicable fare increases and service fees.

CWT has a 24-hour emergency line if travel assistance is required outside of normal business hours. Please call (800) 722-9479 to contact the CWT after-hours support staff.

When changing tickets at the airline's airport counter, the airline will charge the additional fees to your Corporate AmEx Card; the agent may also issue a new ticket with a different ticket number. **Employees should always ask for a receipt, even if the charge is made with the Corporate AmEx Card. Receipts are required as documentation for an expense report for all business expenses greater than or equal to \$25.**

Refunds from an airline may take from four to eight weeks to appear on an employee's credit

card statement. Once a credit is processed and posted to an employee's Corporate AmEx Card, the credit must be applied to the next expense report that exceeds the credit amount.

If the ticket is non-refundable and the original traveler is not using the ticket, CWT may be able to process a name change. This change allows another employee to use the amount of the original purchased ticket as a credit towards other travel. It is company policy to keep this credit amount within the same cost center that purchased the original ticket for six months.

If not used within that time frame, then the travel agency will apply the credit towards an airline ticket for another traveler in a different cost center to avoid losing its value. An airline typically allows one year from the non-refundable ticket issue date to apply the credit towards another non-refundable ticket before it expires. Employees should be aware of timeframes and expiration dates to avoid the loss of company funds.

If credit is issued to an employee's Corporate AmEx Card for refund of a canceled flight, then the employee should add this credit to the initial charge on the expense report. Or if the charge has already been paid to American Express, then the employee should apply the credit to a future expense on a subsequent expense report. The credit amount must be equal or less than the total of the other charges on the expense report to successfully process an expense report.

Itinerary

Employees should check their travel itinerary and invoice carefully immediately upon receipt. Travelers are responsible for confirming their itinerary details and making sure everything is correct, such as airlines, dates, flights, times and assigned seat numbers. Review itinerary remarks for special instructions such as dietary preferences or boarding assistance. Hotel cancellation times will be noted if different from 6 p.m.

If an employee must cancel his/her own hotel reservation, record the cancellation number for use on travel and expense report documents. When checking in, employees should confirm the rate and length of stay. Employees that encounter any difficulties with reservations booked by either [Carlson Wagonlit Travel](#) (CWT) or Concur Travel should call CWT immediately at (800) 722-9479 and press 1 to speak with an agent.

Boarding Passes and Airline Flight Check-In

Boarding passes and advance check-in may be available on an airline's website 24 hours prior to flight departure. Employees should plan to check in as soon as permitted, even if the traveler plans to get his/her boarding pass at the airport. Advance check-in notifies the airline that an individual is planning to travel. It also gives a traveler the chance to verify his/her itinerary as well as review any last-minute changes, cancellations or updates made by the airline. Travelers can typically enroll for text or email alerts to notify them of any changes by the airlines.

Due to heightened security measures, travelers are required to check-in at the airport several hours prior to the scheduled departure. Arriving early allows ample time to check luggage, go through security and receive a boarding pass. When you check in late, it increases the chance that your luggage will not make the flight.

Employees should check with the carrier to confirm established check-in times. Travelers who do not check-in at the flight's gate at least 30 minutes prior to departure may risk having their seat being given away.

Checked Baggage and Fees

The company will reimburse an employee for up to two checked bags. If an employee travels with heavy, bulky materials or excess baggage due to the needs of the business, his/her manager may approve the additional checked baggage fees. Employees should notify the manager in advance of their travel on these possible extra fees.

NOTE: Employees should always carry a company-issued laptop on the airplane.

Denied Boarding Compensation

Occasionally, airlines may compensate a passenger who is bumped from a flight. Employees who are involuntarily bumped may retain the compensation, but they will only be reimbursed for extended stay expenses that exceed the compensation. Employees who are voluntarily bumped may retain the compensation, but they must assume full responsibility for their expenses from the extended stay.

Frequent Flyer and Hotel Point Programs

The company allows employees to retain airline mileage earned through frequent flyer and hotel guest programs from business travel for their personal use. An employee's participation in these loyalty programs must not influence air carrier or hotel selection in any way that increases costs to the company. As stated in this policy, employees are expected to choose the lowest air fare or lodging rates available.

Employees may not accept airline or hotel points gained from group business; only individual points earned may be accepted.

Airline Club Memberships

The company will not reimburse an employee for his/her airline club membership. However if an employee experiences a flight delay and needs to conduct business during an airport layover, the company will reimburse an employee for the airline club's daily rate charge.

In-flight Wireless Internet Access

The company will reimburse an employee for use of an airplane's wireless service for business purposes. It is an employee's responsibility and his/her direct manager to determine the appropriate level of Internet access needed. To check a carrier's Wi-Fi service options, an employee should consult the airline's website for its rate plans and document the charges quoted for expense report purposes.

Travel Insurance

The Vizient Corporate AmEx Card provides up to \$500,000 in business travel accident insurance. This insurance covers company employees door-to-door, not just for air travel. This insurance is effective only for employees who use their Corporate AmEx Card to make travel arrangements.

Company employees who use the [American Airlines AirPass™](#) program and do not charge their tickets on their Corporate AmEx Card will not receive this travel insurance. That's because this coverage is included when a ticket is purchased with this corporate card.

NOTE: Employees will not be reimbursed for additional travel insurance purchased.

Restriction on Employees Traveling Together

No more than three members or one-half of the Leadership Team, executive vice president and above, may travel on the same flight. Executive assistants need to inform [Carlson Wagonlit Travel](#) whenever these individuals are traveling to the same destination so that alternative flight arrangements may be made.

Private Aircraft

Company employees are not permitted to fly in a private aircraft for business travel unless flown by a full-time commercial pilot.

Lost Baggage

Ultimately, lost baggage is the airline's responsibility. The company will not reimburse employees for personal items lost while traveling on business.

Some measures to take that may minimize baggage loss include:

- Carrying company-issued laptops on an airplane. Employees must carry their laptop with them at all times.
- Carrying valuables with you (money, jewelry, cameras, electronic devices, etc.)
- Carrying important, confidential documents with you (contracts, passport, etc.)
- Carrying credit cards with you.
- Carrying required medications in labeled containers with you.
- Checking in for your flight early enough to help ensure baggage is placed on the airplane.
- Tagging luggage with your name and cell phone number.
- Taping a copy of your travel itinerary, cell phone and emergency contact details inside your luggage should the tag fall off it.
- Retaining all baggage claim receipts for checked luggage.

When your luggage is lost, follow these procedures:

- File a lost luggage report form with the airline.
- Itemize the contents of your bag on the report.
NOTE: To help prepare in advance for this situation should it be needed, it's ideal to inventory contents while packing your bag.
- Provide a copy of your airline ticket and baggage claim stub to the carrier.
- Keep a copy of the lost luggage report form, airline ticket and baggage claim stub.
- If your luggage is not found, the carrier may request receipts for lost items.

Employees are responsible to follow up with the carrier until the lost baggage matter is resolved.

Ground Transportation

For short distances from the airport to a destination, a taxi is the preferred method of transportation. Sedan services are also available if a traveler has safety concerns (see page 19 for information).

For travel between various locations while on business, an employee should determine the cost savings from using taxis versus renting a car.

Employees are expected to use the most economical method of transportation. When renting a vehicle, an employee must reserve a mid-size car unless additional employees are traveling with him/her.

Rental Car Discount Programs

Avis® Rent a Car System

The company's primary rental car agreement is with [Avis Rent a Car System](#).

The company's plan includes rental car discounts for business and personal use, airline partner miles, free Loss Damage Waiver and Liability Insurance and enrollment in its [Avis Preferred](#)® member services program at no cost.

The Avis agreement provides:

- Vizient's discount ID number is #B292900.
- Mid-size cars should be rented unless there are more than two employees traveling on business together.
- Daily rates will vary by location. However, rental agreements typically include unlimited mileage as well as Loss Damage Waiver and Liability Insurance. Check [Concur Travel](#) for current rental car information.
- Membership in the Avis Preferred® program. Contact [Phyllis Cowell](#), corporate travel manager, for new enrollment information.
- Loss Damage Waiver and Liability Insurance is included in our corporate rates.
- If a promotional rate is used to save expenses and the company's insurance coverage is not included, then Loss Damage Waiver and Liability Insurance should be purchased separately.

See Avis franchise locations and required insurance information on the [Corporate Travel](#) page.

Enterprise Rent-A-Car®

The company's secondary car rental agreement is with [Enterprise Rent-A-Car](#).

The company plan includes rental car discounts that include insurance and a separate personal rental agreement that does not include insurance.

The Enterprise agreement provides:

- The company's discount ID number is #XZ09078.
- Mid-size cars should be rented unless there are more than two employees traveling on business together.
- Daily rates will vary by location. However, rental agreements typically include unlimited mileage as well as liability and loss damage waiver insurance. Check [Concur Travel](#) for current rental car information.
- Loss Damage Waiver and Liability Insurance is included in the corporate rates.
- The personal or leisure travel ID number is #09A4905 and does not include insurance.

Rental Car Gasoline and Other Amenities

Employees are expected to refuel their rental car prior to returning it. Allow adequate time on the way to the airport to refill the tank.

It helps to plan ahead because gas stations near the airport often charge the highest fuel prices. Apps like [GasBuddy.com](#) can help travelers find the best prices in an area. An employee should purchase gasoline from the rental car agency only in very rare instances.

Rental car charges for a Global Positioning System (GPS) are reimbursable if deemed necessary; however, satellite radio charges are not reimbursed.

Accident Insurance

Full-coverage accident insurance is required when an employee is on business travel. This coverage is already included when an employee rents from our preferred rental car providers, Avis and Enterprise. If an employee rents a car from a non-preferred provider, he/she must purchase the Loss Damage Waiver and Liability Insurance. Please contact [Phyllis Cowell](#), with questions.

Avis Franchise Locations and Required Insurance

Avis has franchise locations that do not participate in Vizient's national car agreement. This means that the company's Loss Damage Waiver and Liability Insurance is not part of the coverage on these rental cars. Typically, these franchise locations are in remote areas that travelers do not frequently rent vehicles.

If an employee rents from these locations, he/she needs to take out supplemental coverage including Loss Damage Waiver and Liability Insurance. If an employee does not take out coverage at this non-franchise location, he/she may be personally liable in the case of an accident or vehicle damage. Please see [Corporate Travel FAQs on Radius](#) to see Avis franchise locations and required insurance.

Rental Car Accidents

Should an employee have an accident in a rental car while on business travel, the employee should immediately contact:

- The rental car company
- Local authorities, as required
- [Risk Management](#) or [Phyllis Cowell](#), corporate travel manager.

In case of an accident, employees should maintain records of everyone they spoke to and their contact details as well as what was discussed for future reference.

Airport Transportation and Parking

Valet parking fees are only reimbursable for the Leadership Team, executive vice president and above, and visitors from the company's health care member organizations.

Employees are expected to use the most economical options available for airport transportation and parking. The company will reimburse employees for taxis, airport and hotel shuttles, ride-share services, van services, outside remote parking and airport parking. If an employee has safety concerns using a taxi, he/she can use a sedan service. See the Sedan Services section below.

Vizient has discounted rates at [The Parking Spot](#). This company has parking facilities near more than 20 major airports across the country. In the Dallas/Fort Worth area, there are offsite parking facilities located at Dallas/Fort Worth International Airport and at Dallas Love Field.

Employees are encouraged to make reservations at The Parking Spot to help ensure there is parking space available to meet their travel needs. Please present your company business card or employee badge when exiting the lot to receive the company discount. Employees are required to use their Corporate AmEx Card for transportation and parking expenses when the card is accepted.

Sedan Services

The company allows for sedan services to be used by the Leadership Team, executive vice president and above, the company's member visitors from health care organizations and employees with safety concerns about using a taxi during business travel. Sedan transportation must be arranged in advance through [Carlson Wagonlit Travel](#).

Personal Use of an Auto

In compliance with IRS regulations, the company will reimburse employees for use of their personal automobile for business purposes at the current year's IRS-approved rate per mile. This rate is calculated by the IRS to cover fuel, maintenance and insurance.

The general guideline is that an employee is not reimbursed for the costs of taking a bus, train or taxi or for driving between an employee's home and his/her normal location of work, no matter the distance. A personal commute does not become reimbursable because an employee works during the commute.

Home-based Employees

If an employee works out of his/her home exclusively and regularly as his/her principal place of business, he/she will be reimbursed for all transportation regardless of distance. In order to qualify as an individual working out of one's home, an employee must meet the following criteria per IRS Publication 587:

- **Employees must have a specific area of the home used only for business.**
NOTE: This area cannot be used for both business and personal purposes.
- Employees must use this specific area of the home for business on a regular basis, not only on an incidental or occasional basis.
- The home must be the principal place of business considering the relative importance of the activities performed at each business location. An employee's home office will qualify as the

principal place of business if it is used exclusively and regularly for administrative or management activities and the employee has no other fixed location where substantial administrative or management activities occur.

- Employees working at home must be for the convenience of the employer.

Non-Home-based Employees

If an employee does not meet the criteria for a home-based employee, he/she will fall into one of the following categories:

Non-Home-based Employee with a Primary Office

If an employee does not work out of the home but has a primary office, any trip to/from home to the office is treated as a non-reimbursable expense. Any additional trip from the primary office to another office, member, customer or client is a reimbursable expense.

- Employee (“E”) commutes from home to the company office. This commute is non-reimbursable. E then commutes from the company office to a member. This second commute is reimbursable.
- E commutes from home to member A (“A”), where the employee primarily works. This commute is non-reimbursable. E then commutes from member A to a company office. This second commute is reimbursable.

Non-Home-based Employee with a Primary Office that Travels Directly to a Different Location

If an employee does not work out of the home but has a primary office and travels directly from home to a member, customer or client, only the additional mileage above an employee’s regular commute from home to a primary office is reimbursable.

- E does not commute to the company C office, but instead drives directly to a member who is located a further distance than the company office. E then drives home. Only the additional miles commuted beyond E’s regular commute to the office are reimbursable.
- E does not commute to his/her primary office at member A, but instead drives directly to another company office which is a further distance than the primary office. E then drives home. Only the additional miles commuted beyond E’s normal commute to member A are reimbursable.

Non-Home-based Employee with No Primary Office

If an employee does not work out of the home and has no primary office, the first trip of the day from home to another location is not reimbursable. Similarly, the last trip of the day from an outside location to home is also not reimbursable.

- E, who does not have a primary office, travels directly to member A, then to member B and then home. E will be reimbursed only for the commute from member A to member B.

If an employee must work on a Saturday, Sunday or company holiday, and it is not a regularly scheduled workday for the employee, the company will reimburse the individual at the IRS business

mileage rate for the round-trip mileage from home to the office. When required to work on these days, the company will also reimburse the costs of any related parking and tolls or for the cost of public transportation to and from the office.

The company will reimburse for all mileage, taxi, bus or train costs where an employee is required to stay overnight on company business. The company will reimburse for a rental car instead of car mileage if the cost of the rental car and gasoline is less than the amount that the employee would be reimbursed under the above rules (i.e., the excess commuting costs).

Employees should always use good business judgment in determining whether a taxi or personal car is more appropriate when traveling to the airport, train or bus station.

For more information, see IRS Publication 463, Travel, Entertainment, Gift and Car Expenses.

Lodging

Hotel Guidelines

Moderate-priced hotels should be used for all business travel. Standard rooms should be booked at the lowest corporate discount rate, when available. All hotel reservations, with the exception of direct bill at properties in Irving, Texas and where the company has a block of rooms for a conference, must be made through [Concur Travel](#) whether or not air travel is a part of the trip.

If traveling for a conference or convention, an employee is allowed to book with the hotel directly or call [Carlson Wagonlit Travel](#) (CWT) on (800) 722-9479 if it is a company-sponsored conference. Employees must include the name of the conference they attended on their expense report along with required receipt documentation.

CWT and Concur Travel have negotiated corporate rates with many hotels. The company also has corporate rates at certain properties near our offices around the country.

Employees should stay in hotels where discounted rates have been negotiated unless other convenient properties are less expensive. Concur Travel features our preferred properties on its website. Non-refundable prepaid hotel discount rates should not be used for corporate business.

Reservations Guaranteed

Unless otherwise requested, all hotel reservations will be guaranteed. In the event a hotel reservation is made and plans change, it is an employee's responsibility to cancel the reservation and obtain a cancellation number to avoid being charged.

Cancellations should be made through Concur Travel, CWT or directly with the hotel property. **If an employee fails to cancel a reservation, it will result in a "no show" charge.** (See the Unauthorized Expenses on page 33.)

When an employee cancels the reservation, he/she should record the cancellation number and name of the hotel contact to note these details on the expense report.

Hotel Payment Procedures

Employees should use their Corporate AmEx Card to pay for all hotel charges.

Convention Travel Hotel Policy

All non-regional, off-site meetings for more than 10 people must be arranged by [Conference and Meeting Planning](#). This company department requests invoices for these meeting expenses when possible to facilitate payment by a company check. Exceptions may be made for short-term bookings or hotels that require credit card payments for deposit only. The meeting's planner is responsible to make all payments associated with an event.

Irving Office Visits: Corporate-Negotiated Rates

The company has negotiated special corporate rates with the [Omni Mandalay in Irving, Texas](#), and other local properties for business travel and groups. These rates are available at these specific properties due to the company's volume of business with the hotels. Employees should use their Corporate AmEx Card to pay for lodging.

The Vizient rate is available to all employees and member health care organization employees on business travel. It is also available to other parties who book rooms through the company's authorized travel agencies.

Special rates at the Omni Mandalay are not available to suppliers and strategic business partners who already have contracted national corporate rates with Omni properties. This exception includes most large pharmaceutical companies as well as medical and surgical suppliers.

For those health care organization employees who are visiting a company office and want their reservation direct-billed by one of the local hotels that honor our corporate rates, please contact [Carlson Wagonlit Travel](#) for assistance.

Meals and Entertainment

The company reimburses employees for the actual cost of meals (breakfast, lunch and dinner) incurred on business up to a daily limit of \$80. Only expenses incurred are reimbursed.

If the maximum daily limit is not spent, it cannot be rolled over to increase a subsequent day's maximum limit nor is an employee allowed to be reimbursed for the difference between the maximum daily limit and the actual meal expenses incurred.

Employees can reference the [Finance and Accounting page on Radius](#) for more details on how to correctly code meal, catering and business entertainment expenses.

Meals While on Business Travel

Employees should always use the company's resources in a responsible manner. This includes selecting reasonably-priced meals while on business travel. In lieu of a restaurant meal, room service and hotel minibar snacks are allowed.

Snacks are not reimbursable unless they are in place of a meal. Employees attending a company event where a meal is provided will not be reimbursed for an additional meal or entertainment expenses.

Business Meals and Entertainment with Other Employees

At times, it is appropriate for employees to have a business breakfast, lunch or dinner together. Managers should always use discretion in approving this type of expense.

When ordering individual meals while dining together, employees should remember that there is an \$80 per person daily limit while on business to pay for breakfast, lunch and dinner.

When several employees are at a dining or entertainment event, the senior level employee should pay the expense and submit receipts for reimbursement. When the expense is submitted for reimbursement, the expense report must include the names and titles of all attendees at the event.

Business Meals and Entertainment with Non-Employees

Reasonable incurred costs are reimbursable to employees if the principal purpose of the meal or entertainment is to transact business. To receive reimbursement for the expense, an employee must include all attendees' names and titles, their affiliation and business purpose on the expense report.

Other

Saturday and Weekend Stay-Overs

Saturday Stay-Over is defined as a Saturday night stay-over at the business destination, not a new destination. It is reimbursable if the expense of the additional lodging does not exceed the difference of the cost for the lowest available weekday airfare and the airfare purchased for the Saturday Stay-Over.

Weekend Stay-Over is defined as a weekend stay-over at the business destination, not a new destination. It must deliver savings from staying two consecutive weeks and eliminate the need for an additional round-trip airfare ticket. If the cost of additional lodging and meals does not exceed the cost of flying home and back to the location to conduct business, then these expenses are reimbursable.

Only allowed and approved costs of lodging and meals, as outlined in this Policy, will be reimbursed during a Stay-Over. Any other incidentals as well as spouse or significant other expenses will not be reimbursed. Upgrades and increased charges for lodging will not be reimbursed and expenses should be consistent with business meals purchased during the week. If a rental car was needed for business during the week, then its use will be reimbursed during the Stay-Over.

NOTE: An employee's manager must approve all Stay-Overs in advance.

Personal or Vacation Travel

[Concur Travel](#) may be used only for personal or vacation travel air, car and hotel arrangements. Cruises and leisure travel packages must be made by an employee through other resources. For more information, please contact [Phyllis Cowell](#), corporate travel manager.

Combining Personal or Vacation Travel with Business Travel

Personal or vacation travel may be combined with business travel providing:

- There is no additional cost to the company
- The time off work is approved by an employee's manager
- That the employee is responsible for the additional travel expenses.

[Carlson Wagonlit Travel](#) is able to indicate the difference between business and personal expenses on itinerary documents for approval and expense reimbursement purpose needs.

Travel Considerations to "Be Green"

- Is a trip the most effective way to conduct this business?
- Can this trip be made by fewer people?
- Does the value from the trip outweigh the real travel costs, including an employee's time away from the office?
- Can teleconferencing or company-produced programs be a good alternative to traveling?
- Are hybrid rental cars or environmentally-responsible hotels an option while staying within this Policy's expense guidelines?

Payment of Business Expenses

Employee Expense Reports

Employees must properly document all business expenses as outlined in this Policy to obtain the appropriate manager's approval and receive payment for business-related expenses.

Employees create and submit expense reports using the company's Lawson Expense Reporting System. As part of the expense reporting process, the Corporate AmEx Card transactions are downloaded nightly into this system. The Lawson system allows employees to create expense reports by selecting the desired Corporate AmEx Card transactions and "pre-populating" the report with these transaction details.

Manually entering Corporate AmEx Card transactions into an expense report, instead of using the Lawson Expense Reporting System's "pre-populating" functionality is an exception to this Policy. Manually entering Corporate AmEx Card transactions into expense reports creates the risk of employees not being reimbursed for business expenses correctly.

Instructions for completing and submitting an employee expense report can be found on Radius > Expense Reporting System resources page.

The company recommends submitting expenses on the Lawson Expense Reporting System within 30 days after incurring the expense. The company will not reimburse employees for expenses submitted more than 12 months after the expense has been incurred.

Required Receipts and Documents

Employees must submit receipts to support all travel expenses (airfare, hotel, rental car, etc.) and other business expenses equal to or greater than \$25, excluding tips and mileage. This receipt requirement applies to business expenses paid by using the Corporate AmEx Card as well as business expenses paid by using cash or other means.

In addition, for managers to confirm that an employee made his/her airfare, hotel and rental car business travel arrangements using an approved travel agency, he/she must also submit the Travel Confirmation from [Concur Travel](#) or [Carlson Wagonlit Travel](#). This Policy requires the Travel Confirmation be provided in addition to receipts for all airfare, hotel and rental car charges when an expense report is submitted.

The company's Lawson Expense Reporting System allows an employee to attach electronic receipts to an expense report. Instructions on how to electronically attach items can be found on the Expense Reporting System resources page on Radius.

Lost Receipts

Employees must complete and attach an approved Lost Receipt Form to their expense report when an original receipt cannot be provided. This form cannot be used as a substitute for a hotel folio. The Lost Receipt Form requires two signatures to be accepted as a valid receipt. The [Lost Receipt Form](#) can be found on Radius > Finance and Accounting page.

Expense Report Delays

It is an employee's responsibility to submit business expenses on a timely basis. The company recommends all charges and credits be submitted within 30 days of the date of the charge.

Employees and managers will receive email notifications on:

- Expense reports not submitted
- Expense reports rejected
- Open Corporate AmEx Card transactions that are more than 45 days old.

NOTE: Employees are expected to resolve expense report delays immediately after being notified.

Personal Charges on the Corporate AmEx Card

Employees are not permitted to use the Vizient Corporate AmEx Card for personal use.

If conditions exist and there are no other options but to use the Corporate AmEx Card, employees are required to process this personal transaction through the company's Lawson Expense Reporting System. This expense report entry must use the personal expense code and provide an explanation on why the Corporate AmEx Card had to be used.

Employees are fully responsible for payment to American Express for personal use charges on their Corporate AmEx Card.

Expense Report Approval and Payment

It is the responsibility of an employee's manager to be knowledgeable on all travel and expense policies and procedures. Before approving an employee's expense report, managers must verify the following:

- Required receipts are attached electronically.
- Receipt detail supports the related charge.
- Detail validates that expense is a business expense.
- Concur Travel itinerary confirms that travel arrangements were made through Concur or another approved travel agency.
- Business credits are coded to a business expense code correctly.
- Personal charges and credits are coded appropriately as personal.
NOTE: managers are expected to help ensure that employees do not use the Corporate AmEx Card for a personal expense.

If an expense report does not meet the company's requirements for approval, a manager must reject it. Then, it is the employee's responsibility to correct the expense report and resubmit it in a timely manner for manager review.

Expense reports approved on Tuesday by noon CST will be paid by Friday of the same week. Approved Corporate AmEx Card charges will be paid directly to American Express via the Direct Pay program. Approved out-of-pocket expenses will be reimbursed directly to an employee via

direct deposit. See additional information regarding expense report payment in the Company Credit Card section on page 6.

Additional Information Regarding Expense Report System Procedures

Employees should consult the [Expense Reporting System Resources](#) page on Radius for additional information on:

- Expense System Setup Steps
- Employee – Creating / Submitting Expense Reports
- Manager – Approving / Rejecting Expense Report
- User Guides
- FAQs: Expense Report System

Non-Staff Expense Reports

The company will reimburse non-employees for reasonable expenses (travel, lodging, meals, etc.) associated with board of director meetings, company committees, task forces, advisory councils and other approved groups. Instructions on [how to reimburse Non-Staff Expenses](#) can be found on the Finance and Accounting page on Radius.

The company will also reimburse certain expenses for prospective employees incurred during the interview process. There is a Non-Employee Expense Report Form that must be used for this type of reimbursement. This form can be obtained from Accounts Payable. It is the responsibility of the company employee who initiated the non-employee's travel for an interview to provide this form to the non-employee for completion.

- Before distributing an expense report form to a non-employee, a company employee must complete the required information at the top of the form.
- Instructions for completion and required documentation can be found on the back of this expense report form.
 - Non-employees are subject to the company's Travel and Expense Policy and its guidelines and procedures.
 - **For documentation purposes, receipts are required for all expenses equal to or greater than or equal to \$25 (excluding tips and mileage). In addition, all hotel folios must be attached to the expense report.**
- Once completed, the expense report form should be mailed by the non-employee to the company employee who initiated his/her travel. This employee should obtain the appropriate expense report approval and forward it to Accounts Payable for payment to the non-employee.
- Expense report forms for non-employees received by Accounts Payable by Friday noon CST will be processed and paid the following Friday.

Master Bill Airfare Travel Approval Process

Airfare for non-employees and for employees without a Corporate AmEx Card may be charged to the company's Master Bill Account.

To submit a Master Bill request, complete the [Master Bill Airfare Request Form](#) found on the Finance and Accounting page on Radius and email it to MasterBillTravel@vizientinc.com.

Once this form is approved, travel reservations can be made with [Carlson Wagonlit Travel](#).

If travel arrangements change, such as new travel dates or traveler names, remember to send these details to MasterBillTravel@vizientinc.com. In addition, a second Master Bill Airfare Travel Request Form should be submitted that only features this updated information.

Airfare charged to the Master Bill Account should not be included on employee or non-employee expense reports.

NOTE: Employees who have a Corporate AmEx Card should not charge airline tickets to the company's Master Bill Account.

Mobile Device, Phone and Data Usage Plans

Mobile Reimbursement Guidelines (includes mobile device, data plan and hotspots)

Managers have discretion about monthly reimbursement based on the following guidelines:

- Employees who work outside the office, travel frequently or must be available after normal business hours are eligible for reimbursement of wireless service charges up to a maximum of \$75 per month.
- If an employee has extensive remote communication needs – for example, travels almost daily for work, has business need for ongoing internet access for email or Vizient application access while out of the office – the manager can approve an exception for reimbursement up to a maximum of \$150 per month. Managers must document the reason for the employee's exception in the Lawson Expense Reporting System.
- Employees who office out of their home exclusively can be reimbursed for actual expenses for their residential phone, cell phone and/or data plan charges and Internet access not to exceed a combined total of \$150 per month.

The company will not reimburse employees for the cost of a mobile device or cellular equipment (e.g., battery packs, headphones, repairs, phone insurance) that they purchase on their own. As a bring your own device (BYOD) environment, these costs are the employee's responsibility.

As a condition for reimbursement the employee must agree to the installation and ongoing operation of Vizient Mobile Device Management software on the mobile device.

Employee and Business Gifts

Recognition Program

The company has a program to recognize employees for their outstanding work and contributions in support of the company's mission and values. The program includes:

- "Experts in Action" Recognition Program
- Service Recognition
- Retirement Recognition

Managers are encouraged to use the "[Experts in Action](#)" recognition program to acknowledge employees for good deeds ranging from simple acts of kindness to significant work achievements.

All employee gifts must be processed through this program's website. When giving gifts and awards, it is important for managers to treat employees consistently and in line with company guidelines and following our business ethics, practices and policies.

Purchasing employee gifts outside of the authorized recognition program website, including gift cards, is not allowed.

More information on the Recognition and Rewards Program is on Radius > Employee Life > Culture and Recognition.

Team Building

The executive vice president or department head must approve all team building expenses that cost more than \$1,000 per event.

Other Reimbursable and Non-Reimbursable Expenses

The company will reimburse employees for other miscellaneous business expenses if company policies are followed and proper documentation is submitted.

Tipping

Reasonable and customary gratuities, usually 15% of the net bill, are reimbursable. For airport and hotel baggage handlers, \$1 per bag is the appropriate tip amount.

Employees should itemize cash tips on their expense reports, excluding meal tips. For example, cash tips for baggage handlers and non-direct billed sedan services should be entered as separate line items on an employee's expense report.

If an employee pays for a travel expense, including the tip, with the Corporate AmEx Card, the employee does not need to itemize the tip on his/her expense report. It is appropriate to leave the tip as part of the total charge.

Spouse Travel

The company will not reimburse expenses incurred by an employee's spouse or significant other unless the travel is approved in advance by an executive vice president.

Cancellation or Penalty Charges

Employees are responsible for any cancellation charges associated with transportation or hotels as well as penalty charges of any type if the fee is the result of the employee's negligence or changes for personal preference.

If a reservation is cancelled directly with the hotel, record the date, the cancellation number and the name of the person who processed the cancellation for your expense report records.

Unauthorized Expenses

The company will not incur the expense or reimbursement for items considered personal in nature or those from improper use of company funds.

The following list has examples of unauthorized expenses, but this is not an all-inclusive list.

If employees have any questions on whether an expense is reimbursable or not, please email ExpenseReportSystem@vizientinc.com or call (972) 868-7569.

Airline Carrier / Airplane

- Airline club membership
- Business select fares
- Frequent flyer program fees
- Frequent flyer program mile purchases
- In-flight entertainment
- In-flight refreshments
- Seat selection fees
- Transportation charges resulting from an employee's negligence or personal preference changes
- Travel accident insurance
(NOTE: The Vizient Corporate AmEx Card provides \$500,000 business travel accident insurance when this card is used to make arrangements.)
- Use of personal travel vouchers for business expenses

American Express® (AmEx) Corporate Card

- Annual American Express Rewards Program fees
- Finance charges
- Late payment fees

Hotel and Lodging

- Hotel charges resulting from an employee's negligence or personal preference changes
- In-room movies
- Internet charges when an employee already receives reimbursement for a mobile device and data service plan. If your mobile device has Wi-Fi hotspot capability or if you can tether from the device to create a network connection to your laptop, the expense will not be reimbursed.
- "No show" charge from an employee not cancelling a reservation
- Laundry and dry cleaning are not reimbursable unless an employee's stay is three business days or longer
- Smoking room fees

Rental Car

- Satellite radio

Miscellaneous

- Briefcases or electronic device holders and covers
- Childcare expenses
- Clothing
- Fans
- International travel medical expenses not covered by the Medex card, the company's international insurance
- Office plants
- Personal entertainment (e.g. newspapers, magazines, sporting event tickets)
- Personal items lost during travel
- Personal mobile computing devices (e.g., tablets, iPads, iWatches)
- Pet boarding expenses
- Pictures
- Postage for personal letters or parcels
- Space heaters
- Tips in excess of 20%
- Tips in addition to a pre-applied gratuity
- Traffic violations
- Wi-Fi charges when an employee already receives reimbursement for a hand-held device and data service plan