# **FAQ**

## **Lodging/Hotels**

1. [The hotel I want to stay at is not in](#Q1) **[HotelPlanner](#Q1)**[, what do I do?](#Q1)
2. [The hotel I requested could not be added, what is the next step?](#Q2)
3. [How do I request an exemption?](#Q3)
4. [Are camping and cabins considered lodging?](#Q4)
5. [I am going to a conference. Do I still need to book hotel through **HotelPlanner**?](#Q5)
6. [I have to cancel my hotel reservation, what do I do?](#Q6)
7. [Is there an age limit for hotel guests?](#Q7)

## **Vehicle: State and Rental**

1. [Can I use my personal credit card for an instate car rental?](#Q8)
2. [What is a hold harmless agreement and who would need to sign it?](#Q9)
3. [I have a non-state employee traveler.](#Q10)
4. [I was involved in an accident, what do I do?](#Q11)
5. [Can I use my state and/or rental vehicle for personal use?](#Q12)
6. [Can I use my personal vehicle for business travel?](#Q13)
7. [What are the mileage limits and reimbursement rates?](#Q14)
8. [What vehicle size am I permitted to rent?](#Q15)
9. [Should I purchase the extra rental insurance?](#Q16)
10. [Is public transportation reimbursable?](#Q17)
11. [Is parking reimbursable?](#Q18)

##

## **Air Travel**

1. [Can I book first class?](#Q19)
2. [How far in advance do I need to schedule my flight(s)?](#Q20)
3. [What is the time frame for checking in for my flight?](#Q21)
4. [Can I use my State travel to accumulate frequent flyer miles?](#Q22)
5. [Something happened and I need to cancel my flight.](#Q23)

## **Conference**

1. [Can I book my hotel through the conference venue?](#Q24)
2. [The conference has a designated Airline, can I book my flight through them?](#Q25)

##

## **Credit Card Paperwork Submission**

1. [When is my completed original statement due in the Controller’s Office?](#Q26)
2. [What receipts are required with my CBA credit card charges?](#Q27)
3. [Does my statement need to be signed?](#Q28)

##

## **Charges**

1. [Am I within per diem rates?](#Q29)

## **Lodging Answers:** [Back to top](#H1)

**The hotel I want to stay at is not in HotelPlanner, what do I do?**

Contact Pat Smith at **713-805-1395** or e-mail **Pat.Smith@hotelplanner.com** to submit a request for the hotel to be added.

**The hotel I requested could not be added, what is the next step?**

You do have the option to request an exemption.

**How do I request an exemption?**

Any exception requests must go through and be approved by the ULM’s President’s Office. \*\*Be advised the request needs to be reviewed and approved before your travel date.

**Are camping and cabins considered lodging?**

Yes. Since HotelPlanner will not have rates for these sites, an exemption will need to be obtained and submitted with paperwork for justification.

**I am going to a conference. Do I still need to book hotel through HotelPlanner?**

Yes and No. You will still need to check on HotelPlanner to see if a better rate is published. If not print the rate sheet as documentation that the best rate is being used, to be submitted with your paperwork.

**I have to cancel my hotel reservation, what do I do?**

Before reserving your room, ensure you have read all the information pertaining to cancellation to ensure you are within the hotel’s cancellation policy. *Please be advised* *Cancellations need to be done in HotelPlanner*.

**Is there an age limit for hotel guests that would prohibit check-in?**

Possibly. Most hotels will not allow a guest under the age of 18 to check-in, however some Hotels have an age minimum rule of 21. If a room is booked for a guest between the ages of 18-21, please confirm with the Hotel what the age limit policy is.

## **Vehicle Answers:** [Back to top](#H2)

**Can I use my personal credit card for an instate car rental?**

No. The University has an instate rental agreement with Enterprise. Rentals are to be booked through Enterprise and Enterprise will direct bill the University (page 17 b).

**What is a hold harmless agreement and who would need to sign it?**

An agreement that states the University will not be held liable for any loss, injury, or death (page 13 c).

**I have a non-state employee traveler.**

All passengers and/or driver must be on official state business in state owned or state rented vehicles. If on official state business and not an employee, a hold harmless agreement must be signed (Page 12 2nd to the last paragraph). <http://doa.louisiana.gov/osp/travel/forms/holdharmlessagrmt.pdf>

**I was involved in an accident, what do I do?**

Notify local authorities. In addition, an Office of Risk Management (ORM) accident report form is to be filled out and submitted (Page 12 section C Motor Vehicle). <http://laorm.com/documents/da_2041.pdf>

**Can I use my state and/or rental vehicle for personal use?**

No (Page 12 middle of page).

**Can I use my personal vehicle for business travel?**

Yes. If more than one is traveling in a personal vehicle, only one charge for expenses will be allowed. The reimbursement request must be accompanied with a list of passengers (bottom of page 13).

**What are the mileage limits and reimbursement rates?**

Mileage reimbursement is .51 per mile up to 99 miles for the entire trip. The 99 miles limit includes both single and multiple days, meaning it does not restart the next day. Mileage can be calculated via odometer readings or by using a mileage calculator website. Print page to submit as documentation (page 14).

**What vehicle size am I permitted to rent?**

Compact or intermediate. If not available, document for justification. There are exceptions if more than two are traveling (page 18 section f).

**Should I purchase the extra rental insurance?**

No (within the US). The contract agreement with Enterprise, Hertz, and National provides CDW Insurance and $1 million dollar liability protection coverage (page 18).

**Is public transportation reimbursable?**

Yes. A receipt must be retained, if available. Tips are reimbursable as well, as long as it does not exceed 15% of total charge AND must be on receipt received from driver and/or company. If receipts are not available for ground transportation, there is a limit of $15 per day (page 20).

**Is parking reimbursable?**

Yes, see below:

Baton Rouge Airport current contract rate is $3.50 per day, no receipt needed (page 25 section A). Airport certificate: <http://www.doa.louisiana.gov/osp/travel/parking/BRairport.pdf>.

New Orleans Airport Park-N-Fly current rate is $7.00/day & $42.00 week, no receipt needed. Promo code 0050081 (page 25 section B).

All other parking, ferry fares, road and bridge tolls: A receipt is needed for transactions over $5 (page 26 section C).

## **Air Travel Answers:** [Back to top](#_Air_Travel)

**Can I book first class?**

Yes, however the state only supports the “best value” ticket. Therefore, the traveler will be responsible for the difference between the best value price and the first class ticket price (page 10 section c).

**How far in advance do I need to schedule my flight(s)?**

To capture the lowest fares a lead-time of 10-14 days should be used (page 10 section a). Consider unused tickets first (page 11 section j).

**What is the time frame for checking in for my flight?**

Online check in can be done 24 hours before the scheduled flight. In person, a few hours before is recommended. The airlines have a strict policy of a check in minimum of 30 minutes before departure (page 10 section b).

**Can I use my State travel to accumulate frequent flyer miles?**

Yes. However, it is important to ensure you are using the best value pricing when traveling and not booking based on perks received (page 11 section h).

**Something happened and I need to cancel my flight.**

Call SHORTS and advise of cancellation. Some airlines will allow unused ticket name changes and can be used at a later date. Know the airline’s cancellation policy and/or unused ticket policy. (<http://www.doa.louisiana.gov/osp/travel/airfare.htm>)

## **Conference:** [Back to top](#H4)

**Can I book my hotel through the conference venue?**

Yes, however first check on HotelPlanner to see if there is a better rate available. If not, document your findings and book through the conference (page 38).

**The conference has a designated Airline, can I book my flight through them?**

Yes. While booking through SHORTS please advise of the designated Airline stated, so rates can be verified and/or obtained. (11 section i).

## **Credit Card Paperwork Submission:** [Back to top](#H5)

**When is my completed original statement due in the Controller’s Office?**

On the 15th day of each month.

**What receipts are required with my CBA credit card charges?**

Original receipts must accompany form of payment used. If purchased on CBA card, then originals must be with statement when turned in.

All receipts must be itemized.

For group travel, a roster must be provided.

Agenda and copy of HotelPlanner must accompany lodging receipt.

**Does my statement need to be signed?**

CBA: Yes. Signed by cardholder/preparer and approver.

P-Card: Yes. Signed by cardholder and his/her manager.

## **Charges:** [Back to top](#H6)

**Am I within per diem rates?**

To check for adherence to limits, click on the following link to go to a document of the current tiered limits ([**http://www.ulm.edu/controller/chargelimitsbytier.pdf**](http://www.ulm.edu/controller/chargelimitsbytier.pdf)).