**Helpful Travel Numbers**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GROUND TRANSPORTATION</strong></td>
<td></td>
</tr>
<tr>
<td>CT Limousine</td>
<td>800 472 5466</td>
</tr>
<tr>
<td>GO Airport Shuttle</td>
<td>800 377 8745</td>
</tr>
<tr>
<td>Hy’s Livery</td>
<td>800 255 LIMO (5466)</td>
</tr>
<tr>
<td>Premier</td>
<td>866 883 5466</td>
</tr>
<tr>
<td>Red Dot Airport Shuttle</td>
<td>800 673 3368</td>
</tr>
<tr>
<td>ZipCar</td>
<td>203 436 3571</td>
</tr>
<tr>
<td><strong>RAIL</strong></td>
<td></td>
</tr>
<tr>
<td>Amtrak</td>
<td>800 872 7245</td>
</tr>
<tr>
<td>Metro-North Railroad</td>
<td>212 532 4900</td>
</tr>
<tr>
<td>Shore Line East</td>
<td>800 ALL RIDE (255 7433)</td>
</tr>
</tbody>
</table>

**Visa and Passport Processing**

All international travelers must view the Yale in the World website at world.yale.edu/travelform to register their itinerary with the Secretary’s Office and review the international travel policy.

CIBT is an expediting service for US-based passport or visa processing, international passport or visa application forms and related travel services. Access Yale discounts at www.cibt.com (Yale’s login code is 40634) 800 577 2428.

**Travel Reimbursement**

Reimbursement for travel expenses must be submitted within 2 weeks (10 business days) after return from travel. Travelers must submit receipts for all travel expenses $75 or greater that do not have Level III data; however, no receipts are required for meal per diem reimbursement. (Business offices have the option to request additional receipts.)

**UnitedHealthcare Global Travel Assistance Program**

- UHC Global provides international and domestic emergency medical, security and travel assistance services anywhere in the world.
- Multilingual assistance is available 24/7/365.
- Coverage applies to business and personal travel 100 miles or more away from your permanent residence.
- UHC Global is not health insurance and should not be confused with coverage by Yale Health or other health insurance providers.
- Visit members.uhcglobal.com for more information.

**Important Yale University Numbers**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yale Health Member Services</td>
<td>203 432 0246</td>
</tr>
<tr>
<td>Acute Care</td>
<td>203 432 0123</td>
</tr>
<tr>
<td>Travel Health</td>
<td>203 432 0093</td>
</tr>
<tr>
<td>Yale Risk Management</td>
<td>203 432 3571</td>
</tr>
<tr>
<td>Yale Police Department</td>
<td>203 432 4400</td>
</tr>
</tbody>
</table>

All information in this brochure is subject to change without notice. Check listed websites or contacts for most current information.

This brochure provides a general overview of Yale’s travel policies and procedures. For the complete ‘Travel on University Business’ policies, visit your.yale.edu/policy/3301-travel-university-business.”
Egencia - An Online Booking Tool

The University’s preferred vendor for travel services is Egencia, which provides a full-service travel agency and an online booking tool. All air reservations, plus any hotel, car rental, private car, and Amtrak reservations should be made using either the full-service travel agency or the online booking tool.

- Egencia Login: www.egencia.com
- Egencia Customer Service Agent:
  - Toll free number: 877 647 1453
  - Email: teamagents@customercare.egencia.com
- Egencia’s Mobile App is available on iPhone, Android, iPad and Smart Watch (iOS and Android) and is designed to help business travelers at any stage of their trip from planning, to booking, to traveling. If you don’t have the app already, search for Egencia in the App Store or Google Play and enter your Egencia login and password.

Yale University Travel Policy Highlights

AIR TRAVEL
- Travelers are expected to book the lowest available economy class airfare, consistent with business requirements.
- Business class may be used for travel if your business office confirms before purchase that appropriate funds are available, and if any of the following conditions are met:
  - Any flight segment that has a scheduled in-air flying time in excess of six hours, or
  - The total scheduled in-air flight time, including connecting legs is in excess of eight hours, or
  - A medical justification documented by a primary care provider.
- All travel sponsored by federal funds is subject to the Fly America Act which requires using an American Flag Carrier.

TRAVEL TIPS
- We recommend confirming flight times and flight numbers with Egencia or with the carrier either by phone or online.
- If you need to cancel a trip, you must cancel your airline reservation prior to the scheduled departure to retain any value to apply toward future travel.

UNUSED TICKETS OR CHANGES
- Penalties incurred for changes to an airline ticket for business reasons or circumstances beyond the traveler’s control will be reimbursed. If federally sponsored funds were used, contact the Office of Sponsored Projects at 203 785 4689 or email at osp@yale.edu.
- Unused non-refundable tickets need to be applied to the next business trip.
- Egencia automatically tracks all employees unused non-refundable tickets, provided that tickets are cancelled with Egencia prior to departure.

AIRBNB
- Yale travelers can use Airbnb for lodging provided they use their Yale email, Yale PCard and arrange the lodging through the Yale Airbnb business platform, airbnb.com/business-travel.
- For more information, check out the Airbnb Business Travel Guest Guide at airbnb.com/business-travel.

MEALS & INCIDENTAL EXPENSES
- When all 3 meals fall within the same travel day, refer to the Federal Published Meals and Incidental Expenses (M&IE) rates for U.S. domestic and foreign travel at www.gsa.gov.
- When travel covers only part of a day, or if the cost of one or more meals is covered by another source, the per diem rate is prorated accordingly.
- Incidental expenses included in the per diem rate: laundry, dry cleaning, tips for services. When the per diem rate is used, such expenses are not reimbursed separately.

PERSONAL CAR USAGE
- Mileage Allowance Rate (Effective January 1, 2017): Business travel .55 cents per mile
- To be reimbursed, the traveler must submit an expense report for the miles incurred.
- If an accident occurs when a traveler is using a personal vehicle for business travel, the individual’s automobile insurance is primary. Contact the Office of Risk Management at 203 432 0140.

PRIVATE CAR SERVICES
- A private sedan or town car service may be used when the cost is reasonable and consistent with business requirements.
- Use of a private stretch limousine should be limited to situations involving multiple passengers or exceptional circumstances and must be documented on the expense report.

TRAIN TRAVEL
- Travelers should book service on Metro-North, Amtrak or Acela consistent with their business needs.
- University policy allows business class service on Amtrak. First class service is not allowed.
- To take advantage of any University-negotiated discounts on Amtrak, travelers must make reservations through Egencia.

YALE PURCHASING CARD
- The Yale Purchasing Card is the preferred payment method for all travel purchases. This allows the University to be billed directly for travel expenses. Contact your business office for details.
- Yale University is liable to JPMorgan Chase for all charges made against a card until reported lost or stolen. Therefore, cardholders must alert the bank by calling the numbers below as soon as they become aware of the situation. At the time the card is reported lost or stolen, the account will be closed and a new purchasing card will be sent to the cardholder.
- If the purchasing card is denied for any reason during a domestic/international business trip and there is no other form of payment available, call the appropriate number below and request that the card be enabled to facilitate the trip home.
  - Domestic: 800 316 6056
  - International: 847 488 4441 (call collect)
  - Purchasing Card Office: 203 432 3227

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